

## Changes to Account Holder Terms



The Growth Collective Limited (known as Kindo, myKindo and eZlunch) has recently been classified as a Financial Services Provider. This means that there are additional responsibilities we must undertake, including compliance with the strict regulations imposed under the **Anti-Money Laundering and Countering Financing of Terrorism Act (AML)**.

We have negotiated exemptions, which are awaiting approval, however there is a change that we need to bring to your attention.

**We will no longer be able to return unspent funds to you in cash.** As such, we recommend you only top up the amount that you will be able to fully spend before finishing school. (Hint: your Kindo balance can stay with your family from year to year and as you move from one eZlunch/Kindo school to another, so you may have lots of time yet!).

Here's a little more detail:

- If you have received a refund from your school or registered charity, e.g. in relation to a cancelled event, you can withdraw that value at any time within 12 months of the refund.
- Otherwise, cash withdrawals will no longer be available, including when you are closing your account.
- Credit balances may be spent, or you have the option of donating to your school or a registered charity.

We will be updating our Terms & Conditions on or around **31 July 2022**.

Should you have more funds than you expect to use on your myKindo balance, you may wish to withdraw these before the terms change. You can do this easily on the 'top up account' page.

### **Are there other changes?**

There are some other compliance requirements, but these are less likely to affect you. All changes to the Terms will be outlined when they've been completed, and you'll be able to read them when you first log in to myKindo after their publication.

### **What about eZlunch refunds or account closures?**

Refunds from eZlunch caterers (or other non-school providers) can only be offered as an account credit. Refunds from school are provided as an account credit, and can be withdrawn if required. This applies when closing your account too... so be sure to spend balances or only top up what you need!

### **What do I need to do?**

If you've got **plenty of time** with kids at eZlunch or Kindo schools - nothing to do. Just carry on as normal. If you're **about to move on** to a non-eZlunch, non-Kindo school AND you have a credit balance - plan to spend it before you leave or withdraw it before the terms change on 31 July. You can withdraw using the

'top up account' page. Only top up what you need for each transaction and remember to stop any direct credits!

### **How do I withdraw my balance?**

Login to [myKindo](#) and go to the "top up account" page. You will see a button there to withdraw your balance. Further information is available [here](#).