

Dear valued customer,

You may have seen recent communications from Flexischools about changes to their fees from 1 October 2026. We wanted to explain what is changing and what it means for schools and families.

Why are these changes happening?

The Reserve Bank of Australia has introduced new rules that prevent businesses from applying surcharges to Visa, Mastercard and eftpos payments. PayPal has also removed payment surcharges.

Previously, parents paid these payment processing costs through surcharges when topping up their Flexischools wallet or placing an order. From 1 October, these surcharges will no longer be charged separately.

To cover these costs, Flexischools is introducing a new fee structure.

What is changing?

\$10 minimum wallet top-up

- Parents will need to add at least \$10 when topping up their Flexischools wallet.
- Students can still make purchases of any value.
- Any unused balance remains in the wallet for future purchases and can be refunded if requested.

Online order fee

- The Flexischools online order fee will increase by 6cent per order.

Student card purchases

- A fee of 18cent will apply to purchases made using a student card linked to a Flexischools account.

What does this mean for families?

Parents already pay payment processing costs today through surcharges when funds are added to their wallet or orders are placed. These surcharges are being removed and replaced with the updated fee structure.

The key changes are:

- No card payment surcharges when topping up a wallet or making a payment.
- Online order fee increases by 6cent.
- Student card transactions incur an 18cent fee.
- Minimum wallet top-up increases to \$10.

The impact will vary between families depending on how they use Flexischools. However, Flexischools expects that, on average, parents will pay less under the new structure than they do today through payment surcharges.

If you would like to discuss these changes or explore available options, please reply to this email, so we can arrange a meeting.

