

21 July 2021

James Walsh Shooting Industry Foundation Australia

via email: james.walsh@sifa.net.au

Dear James,

RE: Provision of merchant services in the firearms industry

Thanks for your recent enquiries to clarify the stance of both Bendigo Bank and Tyro with regards to the provision of merchant services to businesses in the firearms industry, particularly gun stores. Tyro and Bendigo Bank have an alliance, whereby Tyro provides the merchant acquiring services for Bendigo Bank's merchant acquiring customers, and supports new merchant enquiries from Bendigo Bank under a co-brand arrangement.

Firstly, I wanted to clarify our position regarding applications for merchant services from businesses in the firearms industry. Tyro does currently support firearms dealers. Whilst Tyro has a Prohibited Products list (<https://www.tyro.com/prohibited-products/>) this list does not preclude us from supporting legitimate businesses that operate within this market, evidenced by the fact that we currently support a number of businesses which operate in the firearms industry.

Secondly, I understand that we may have inadvertently provided some outdated information to a new merchant applicant regarding our support for payments over the phone (or MOTO) transactions for firearms dealers. To clarify, we do allow MOTO transactions for firearms dealers upon request, including for firearms, ammunition and related non-gun sales (e.g. scopes, hunting clothing). We require licensing and seek a declaration from the applicant regarding Australia only shipping and confirmation of compliance with legal and regulatory requirements.

Regarding the particular merchant application referenced in your conversations with Bendigo Bank, I understand that this was clarified as an error in communication from a Tyro team member to the merchant in question. We have subsequently re-communicated to our frontline teams our policy regarding onboarding merchants in the firearms industry and our support for over the phone transactions for them, and ensured they have access to the latest policy versions.

Every merchant acquiring application we receive is assessed against consistent criteria and any applicant's association with the firearms industry is not solely grounds for their application to be refused.

I do appreciate you bringing this matter to our attention, and I hope this clarifies our position regarding the provision of merchant acquiring services, both in-store and over the phone, for firearms dealers.

If you would like to discuss this matter further, please contact me directly at [REDACTED].

Best Regards,



Joshua Walther

Chief Customer Officer