

Frequently Asked Questions



About Openpay

? Who is Openpay?

Openpay is an Australian buy now, pay later service provider. It has the most flexible plans in the market, and focuses on industries where it can make a true difference: Automotive, Healthcare, Home Improvement, Memberships and Education.

Openpay operates in Australia, New Zealand, the UK and entered the US market in December 2020.

? Why is GameDay partnering with Openpay?

A recent survey conducted by GameDay indicated an overwhelming acceptance and demand for a buy-now-pay-later product for sport registration fees.

GameDay understands Australians may be feeling cash flow pressure, and our partnership with Openpay facilitates flexible payments.

? Where is Openpay available for GameDay sporting organisations?

Openpay will be available to all athletes (members) using GameDay Membership & Events, and GameDay's

Registration and Competition Management platforms in Australia and the UK.

GameDay will confirm once Openpay is available in other key markets.

? Is Openpay safe & secure?

Yes, protecting personal information is very important to Openpay. Openpay is a Level 1 PCI DSS Compliant Provider. This means that all card data is encrypted and they maintain stringent physical, electronic and procedural safeguards to protect customer information.

View the Openpay AU Privacy Policy [here](#).

View the Openpay UK Privacy Policy [here](#).

? Does Openpay perform a credit check?

Depending on the purchase amount the member is making, a member may be asked to consent to a credit check. In those instances, the consent will be clearly requested before a credit check is performed and the Openpay plan is created. Please note, this will lodge a credit check which may impact a member's credit score.

What do I need to know as the Sporting Organisation?

? When do I receive funds from Openpay?

Openpay will pay the full amount to GameDay the next business day, minus Openpay's fee. GameDay will pay the participating sporting organisation with your weekly payment cycle.

? Can my organisation pass merchant fees onto the customer?

No. As a GameDay affiliated organisation, you are obligated not to pass on merchant fees to members.

What do I need to know as the Sporting Organisation?

? If a payment is missed by the member, who follows up on the collections process?

Openpay will manage the repayment process (including any collections) directly with the member. There is no risk of non-payment to the sporting organisation.

? What happens if a membership is cancelled or goods are returned?

Each organisation should have its own refund policy. However, the merchant fee will be refunded.

Refer to GameDay's supporting articles below for more information:

[Registration and Competition Management Platform](#)

[GameDay Membership and Events Platform](#)

? I need some help, who can I speak to?

Openpay offers Merchant Service Support in Australia and the UK. See details below:

Australia

☎ 1300 168 359

✉ info@openpay.com.au

Hours: Mon – Fri, 9am – 6pm AEDT

How does it work for the customer?

? What do they need to get started?

1. Valid email address
2. Be 18 years or over
3. Debit or credit card in your name
4. Mobile number
5. A valid photo ID

For the full terms & conditions in Australia, learn more [here](#).

For the full terms & conditions in the UK, learn more [here](#).

? How do they sign up?

Sign up is easy! Simply select Openpay at checkout and follow the prompts to sign up.

Download the Openpay app from the Apple App store or the Google Play store, to access your account in real time.



? What payment methods does Openpay accept?

Members can link either a valid debit card or credit card to make repayments.

? The member missed a payment, what should they do?

No worries. The member can manually make a payment on a late instalment via the Openpay app. They can also call the Openpay Customer Service team on 1300 168 159.

Learn more [here](#).

? How does a member request a higher available limit?

If a member requires more than their available spending limit, they can request a higher amount from the Openpay app or the Openpay web portal at checkout.

The member will be asked to consent to a credit check, which may impact their credit score. If the member is approved on-the-spot, they will soon receive a confirmation email with the details of their new limit.