

Fetcher Fee Structure and Incentive Program

The fees payable to our Fetchers are changing effective from 11 February 2021 with the introduction of our new Fetcher Fee Structure and Incentive Program.

1. What is changing?

From the Effective Date, the standard fee payable to our Fetchers will be 65% of the Delivery Fee paid by a Customer (**Standard Fetcher Fee**). Under the Program, Fetchers will have the opportunity to increase their Standard Fetcher Fee to 75% of the Delivery Fee (**Fee Uplift**) in accordance with these terms.

2. How do I qualify for a Fee Uplift?

In order to qualify for a Fee Uplift, a Fetcher must:

- (a) fulfil each of the Incentive Criteria set out in clause 3 below; and
- (b) not be in breach of these terms including those set out in clause 5 below.

All Fetchers are automatically covered by this Program, unless they let us know that they wish to opt out (see clause 5(f)). If a Fetcher opts out, they will be paid their Standard Fetcher Fee and will not be able to participate in a Fee Uplift even if they meet the qualification requirements under these terms.

3. Incentive Criteria

The Incentive Criteria is set out in the table below calculated on and from the Effective Date (**Incentive Criteria**):

Loyalty	An active Fetcher for more than 6 consecutive months	✓
Volume	Accept a minimum of 20 jobs per month notified to you via the Platform	✓
Reliability	Complete a minimum 95% of jobs accepted	✓
Compliance	Achieve an average rating of 4.8+ stars from Customers	✓

When we calculate whether a Fetcher satisfies the Incentive Criteria we look at the most recent consecutive 6 month period post the Effective Date.

4. **Payment of Fee Uplift**

4.1 First Fee Uplift

- (a) To receive your first Fee Uplift, you must satisfy the Incentive Criteria during any consecutive 6 month period post the Effective Date.
- (b) After qualifying for a Fee Uplift under these terms, we will pay you your first Fee Uplift on the 28th of the 7th month of you being an active Fetcher via the Payment Facility.

4.2 Subsequent Fee Lifts

- (a) Once you receive your first Fee Uplift, we will continue to pay you a Fee Uplift on the 28th day of each month (**Payment Date**) provided you accept and complete at least 20 Fetcher jobs with us in the previous month (**Minimum Ongoing Obligation**); and
- (b) If you have not been able to meet the Minimum Ongoing Obligation you can still receive the Fee Uplift if you are subsequently able to achieve 3 consecutive months of at least 20 jobs per month (**Resumption Criteria**). You will be paid your Fee Uplift on the Payment Date in month 4 if you are able to satisfy the Resumption Criteria in the immediately preceding consecutive 3 month period.

5. **Program Terms and Conditions**

- (a) These terms and conditions apply to your participation in the Program provided by GoFetch Co Pty Ltd ACN 635 802 390 (**us, we or GoFetch**).
- (b) These terms and conditions incorporate the GoFetch Fetcher Agreement, the Prohibited Items Policy or the Dispute Resolution Policy.
- (c) The Program is made available at our discretion, as an additional incentive to eligible Fetchers.
- (d) We may change, withdraw or cancel the Program at any time by giving at least one month's notice to Fetchers via the Platform.
- (e) Termination or non-compliance under the GoFetch Fetcher Agreement or the Standard GoFetch Agreement will result in automatic disqualification under the Program. If you are disqualified from participating in this Program, under clause 5(e), you will not be eligible for a Fee Uplift even if you have met the Incentive Criteria.

- (f) You may opt-out of the Program at any time and for any reason. If you choose to opt out, you will no longer be eligible for a Fee Uplift even if you have met the Incentive Criteria.
- (g) We reserve the right to audit Fetchers' compliance with the Incentive Criteria at any time. If any errors are found, in relation to the activities of a Fetcher, we may require the Fetcher to repay to us immediately any Fee Uplift amounts that we have paid you.
- (h) If you identify any errors or omissions on transactions posted on the Platform you must report it to us within 10 business days after you discover the error or omission by contacting us on the details provided in clause 6 below.
- (i) Capitalised terms used in this document and not otherwise defined in this document have the same meaning in the GoFetch Fetcher Agreement.

6. **Contact us**

If you have any questions or comments regarding the Program please contact us at support@go-fetch.com.au.