

TRANSFERMATE PTY LTD FINANCAL SERVICES GUIDE

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1. What is a Financial Services Guide?

This Financial Services Guide ('FSG') provides you with information about Transfermate Pty Ltd (Transfermate, us, we, our).

It helps you understand and decide if you wish to use the financial services we are able to offer you. It tells you:

- who we are;
- how we can be contacted;
- what services and products we are authorised to provide to you;
- how we (and any other relevant parties) are paid; and
- how we deal with complaints.

Before we issue any financial product to you, we will give you a product disclosure statement (PDS). A PDS contains information about the product to assist you in making an informed decision about the financial product. It will outline relevant terms, significant risks, and fees and charges associated with the product.

Occasionally we provide general advice. If we provide you with general advice, it may not be appropriate to your needs, financial situation or objectives, and you should consider your circumstances before choosing to proceed with using our products. Additionally, you should obtain and read the applicable Product Disclosure Statement ('PDS') (if one is available) before making a decision. Although we collect personal information about you when you open an account with us (and in some other situations), we do not consider that information if we provide general advice to you.

Please retain this FSG for your reference and any future dealings with us. We may also add documents at a later date which will also form part of this FSG, and these should be read together with the FSG. These documents will include the word 'FSG' in the heading.

2. Who will be providing the financial services to you?

The Licensee

We are responsible for the financial services provided to you by us and our representatives. We are also responsible for, and authorise, the content and distribution of this FSG.

Because we are a product issuer, we act on our own behalf when we provide financial services to you. We do not act on your behalf.

You can instruct us to provide you with our services in any of the following ways:

- through our website;
- by telephone; and
- by email.

When you instruct us to provide you with our services, you will be subject to our terms and conditions, (Australia Standard Terms & Conditions), which are available on our website.

3. What services and products are we authorised to provide to you?

We are authorised to provide general financial product advice to both retail and wholesale clients in relation to non-cash payment products and foreign exchange contracts. We are also authorised to deal in relation to those same products.

We are also authorised by our AFSL to "make a market" for foreign exchange contracts.

We do not provide personal financial product advice.

In providing our services, other financial matters may arise such as taxation issues. However, we are not authorised to provide advice assist with any financial and products and services except those explained above. You should seek specific advice from the appropriate professionals on other matters relevant to you.

4. What fees and commissions are payable to us?

There are a number of fees, commissions and other costs that you may be required to pay to us in order to use our services.

The revenue we generate is based on a spread. The spread is the difference between the wholesale exchange rate we have access to and the exchange rate we offer to you.

The amount of the spread depends on a number of things, including the frequency of trading, availability of the currency you are buying or selling, market volatility, the value of the transaction and prevailing interest rates.

We may also charge other fees associated with your transactions, such as transfer fees. These fees are set out in our Standard Fees Schedule (and below) and will be disclosed to you at the time we enter into a spot FX contract with you. You can also obtain information about the costs of our products by requesting this information from us without charge..

The capitalised terms in this table have the meaning set out in our Terms and Conditions.

Type	Description
Corporate FX transfers	Corporate clients transferring AUD 8,500 or more <u>attract no transfer fee for the Order.</u> For Orders under AUD 8,500 a fee of AUD 8 generally applies. However, if we permit an exceptional Order under AUD 2,000 then a fee of AUD 25 will apply to that Order. If we determine that the transfers no longer exceptional then a separate agreement on fees shall be required.
Non – Corporate FX transfers – transfer fee	All transfers attract a standard AUD 25 transfer fee. We may permit an Order under AUD 2,000 at our discretion as an exception, but have no obligation to do so. A fee of AUD 25 applies to each such Order. If We believe that these transfers are no longer exceptional, a separate agreement on fees must be made.
Same currency fees	If we agree to complete a Same Currency Payment Transaction, an additional fee of AUD 25 shall apply unless a different fee is notified to you prior to concluding the Contract.
Transfers in Euro to non-SEPA compliant bank accounts	An additional AUD 15 fee shall apply for FX transfers in EURO to non-SEPA compliant bank accounts.

	In the event that the Order is a Same Currency Order, an additional fee may apply as shall be notified to you at the time
Bank fees	<p>We use electronic fund transfers as a default payment method. However, where you make a Lodgment to us via a method of payment other than electronic funds transfer and we incur a charge from the bank, we reserve the right to pass this fee on to you.</p> <p>A bank typically charges us a fee where a Payment has been rejected as a result of the beneficiary details entered by you being incomplete or inaccurate. In such an event we shall pass this cost (typically AUD 20 or AUD 30) onto you.</p>
Cancellation fee	In the event that you wish to cancel a Contract, we reserve the right to charge you a cancellation fee of AUD30 <u>in addition</u> to reimbursing us for the loss arising on such cancellation.
Recall fee	In the event that you request that we recall funds paid out, we may pass onto you the fees from the bank (typically up to AUD 40) <u>in addition</u> to reimbursing us for costs we incur arranging the recall.
Third party charges and interest	<p>Subject to the fees detailed here, we will always endeavour to send the full payment amount for each Payment Transaction unless there are costs beyond our control which we shall pass onto you. Where these are foreseeable, we shall notify you of these costs and the impact on the Payment Transaction before concluding the Contract.</p> <p>We do not, under any circumstances, accept any liability for any direct or indirect losses that result from Receiver/Intermediary Bank Fees, meaning the fees the receiving bank or an intermediary may charge their client to receive your payment, which will vary depending on the locations involved in the Payment Transaction.</p> <p><u>We do not charge or pay interest</u> to either corporate or non-corporate clients.</p>

5. How are we and third parties remunerated?

Our directors and employees who provide the financial services described in this FSG are remunerated in a number of ways which may include annual salary and commission payments based on meeting revenue targets.

Our directors and employees may also be eligible for a discretionary bonus based on their performance, both financial and non-financial. Employees may also be rewarded by monetary and non-monetary benefits. It is not possible to determine in advance what (if any) additional benefits any employee will receive as these benefits are not generally attributed to any particular product or service they provide.

If you have been referred to us by another party, that other party may receive an introducer fee, revenue share and/or an ongoing commission on every transaction. This fee will vary depending on circumstances but will be fully disclosed to you upon request. It will typically be a percentage of the revenue earned by Transfermate on a particular transaction or contract that you enter into with us. That percentage will vary according to our agreement with the introducing party (referrer).

Our shareholders will also receive a benefit based on our ongoing company performance.

You may request more details about the way we and third parties are remunerated within a reasonable time after receiving this FSG and before any financial services are given to you.

7. What should you do if you have a complaint?

We have an internal and external dispute resolution procedure to resolve complaints. A copy of these procedures may be obtained from our website, or by contacting us and requesting a copy (free of charge).

If you have a complaint, you can contact us and discuss your complaint. Please contact our Complaints Manager by email (apac@Transfermate.com). We will try and resolve your complaint, quickly, fairly and in a timely manner.

If the complaint cannot be resolved to your satisfaction within 45 days, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA) of which we are a member (member number 74148).

AFCA provides fair and independent financial services complaint resolution that is free to consumers. The contact details for AFCA are:

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

8. Compensation arrangements

We have arrangements in place to maintain adequate professional indemnity insurance as required by s912B of the Corporations Act 2001. This insurance provides cover for claims made against us and our representatives/employees including claims in relation to the conduct of representatives/employees who no longer work for us but who did so at the time of the relevant conduct.