

TRANSFERMATE PTY LTD FINANCIAL 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 Limited (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, which is available on our website 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.

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 (complaints@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.