



Financial Services Guide (FSG)

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Issued By CurrencyFair Limited (ARBN 154 043 455)

Authorised Representative no: 419450 of CurrencyFair Australia Pty Ltd

(ACN 147 506 410 and AFSL 402709)

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What is a Financial Service Guide (FSG)?

This Financial Services Guide (“**FSG**”) is an important document that has been prepared and issued by CurrencyFair Limited ARBN 154 043 455 (“**CurrencyFair**”, “**CFL**”) (“**we**”, “**our**”, and “**us**”) to its clients in Australia.

The FSG will help you decide if you should use our services by explaining:

- who we are,
- how to contact us;
- what products and services we are authorised to provide to you;
- how we are paid;
- any associations or relationships we may have and any potential conflicts of interest;
- how we and others such as referring third parties are remunerated; and
- how the dispute resolution process works.

This FSG is only a general overview and we do not take into account your personal objectives, financial situation or needs. It is important to read all information provided to you prior to using our services. If you decide you would like to use any of our products and services, we can always provide more detailed information at any time. If you have any questions after you read the FSG and any other additional information provided, please contact us.

2 Who is providing the services?

CFL’s registered office is Colm House, 91 Pembroke Road, Ballsbridge Dublin 4 Ireland. CFL is regulated (fully authorised) by the Central Bank of Ireland under the European Communities (Payment Services) Regulations 2009. In Australia, CFL has been appointed as a Corporate Authorised Representative (No. 419450) by CurrencyFair Australia Pty Limited (“**CFA**”) ABN 94 147 506 410 and holds an Australian Financial Services Licence 402709 (“**AFSL**”) issued by Australian Securities & Investments Commission (“**ASIC**”).

3 How do you contact us?

You can contact us on any of the below details;

CurrencyFair Australia Pty Ltd

Level 5 Milsons Landing

6A Glen Street
Milsons Point NSW 2061

Telephone: +61 (0) 2 82 798 642
Email: support@currencyfair.com
Website: www.currencyfair.com

CurrencyFair Limited

Colm House, 91 Pembroke Road
Ballsbridge, Dublin 4 Ireland

Telephone: +353 (0) 15268411
Email: support@currencyfair.com
Website: www.currencyfair.com

4 Our services and products

CurrencyFair provides foreign currency exchange and money transfer services to our clients. We provide online foreign exchange transactions, make a market in foreign exchange and provide general advice in relation to foreign exchange.

Our AFSL gives us authority to provide general financial product advice, deal and make a market with respect to derivatives and foreign exchange contracts to retail and wholesale clients.

CFA and CFL are responsible for the financial services provided to you under our Australian Financial Services Licence, and we do not act on behalf of any other financial services licensee.

CFL is a market maker, not an agent, when dealing in foreign exchange contracts. Accordingly, CFL acts as principal in all transactions with you with respect to the specific financial products it offers to you.

5 Documentation

We will provide you with a copy of the Product Disclosure Statement (“**PDS**”) and it is also available at www.currencyfair.com In addition to the FSG, the PDS should be read prior to entering foreign exchange contracts and contains information regarding the products and services we offer. The features, benefits, risks and fees applicable should be read carefully to enable you to make an informed decision prior to transacting. This will help you make an informed decision about whether or not to use our products and services.

We will provide you with our Terms & Conditions, PDS, FSG and Privacy Policy before you sign up for an account with us. If after reading these documents you need further information please contact us at any time.

We provide general advice only, therefore we do not provide tailored, personal financial product advice that takes into account your individual situation or financial needs. The onus is on you to consider how the general advice you receive fits with your objectives, financial situation or needs before acting on any general advice. We do not provide advice in relation to timing of specific financial transactions or strategies in relation to foreign exchange markets. Our general advice includes but is not limited to providing factual information regarding current or historical market/rates, however we facilitate execution only requests.

While we believe the advice and information we provide is accurate and reliable, neither CFA, CFL nor its directors, officers, employees, contractors or associates assume any responsibility for the accuracy and completeness or currency of that advice and information.

6 How we receive instructions

You may issue us with instructions to transact on your behalf by placing a transaction online through either the website or mobile application (“**platforms**”). You can also request a transaction by phone, Currencyfair will execute the transaction for you and send the terms via email.

7 What are the fees for our products and services?

In addition to the information in section 8 and within reasonable time after reading the FSG (prior to receiving any financial services outlined in the FSG), you can request further information from Currencyfair with respect to remuneration, fees or other financial benefits.

7.1 Transfer fee

We charge you a fee for making a transfer from your Currencyfair account. The fee is quoted in the currency you are transferring, however you have the option to pay in a different currency. The transfer fee is applied when you request, via the platforms, your funds to be transferred to your chosen beneficiary. The transfer fee is deducted from the amount of available funds you have to send. For example, the transfer fee is \$4 Australian dollars (AUD).

7.2 Standard rate adjustment

CurrencyFair derives a financial benefit by making adjustments to the rates offered by clients on the platform when they are viewed by the other party. We apply a standard rate adjustment to each exchange rate in an amount notified on the website, please refer to the website for the current standard rate adjustment. We reserve the right to adjust this standard rate adjustment at any time but will notify you via the website if this occurs.

7.3 Third party fees and charges

Although we aim to avoid having additional third party fees deducted from your funds, in some cases it is unavoidable. This may result in an amount less than you transferred arriving at the beneficiary account. CurrencyFair does not levy or receive these fees and is constantly looking for ways to enable our customers to avoid them.

7.4 Charges to deposit to CurrencyFair

CurrencyFair does not charge any fees to receive your money. However, depending on where you are sending from, there may be bank fees associated with the transfer.

If any accounts that you are sending funds to are held in non-local currencies, you can expect a fee to be taken by the sending bank. CurrencyFair will notify you via the website as to which currencies are held in non-local accounts.

7.5 Correspondent bank fees

In some jurisdictions and for particular currencies, financial institutions used as intermediaries may deduct an amount from the funds you are sending. This is beyond our control and we are not aware of who will charge you or how much. We have done our best to cut out these charges where possible, by holding our bank accounts in the country you are sending funds.

7.6 Receiving bank charges

In some jurisdictions banks and financial institutions may charge the beneficiary for receiving the transferred funds. We will try and alert you if we are aware but generally we will not know this information in advance. You should bear this in mind if you are paying the precise amount of an invoice or personal payment.

7.7 Administration fees

Depending on the circumstances of a transaction where a recall request or trace is required, CurrencyFair may charge you to complete this process. All fees and charges may be subject to change without notification.

8 Remuneration, commissions and other benefits received or paid

Currencyfair does not receive any commissions, remuneration or other benefits from third parties for the currency exchange and money transfer services it provides to you. We do not charge any direct fees for a foreign exchange contracts. We derive a financial benefit by making adjustments to the rates offered to clients.

Currencyfair does not seek to make proprietary trading profits and will try to match your transaction offer to a customer with the opposite position. When Currencyfair

acts as a counterparty, we carry out the currency exchange and money transfer. This can result in Currencyfair making a profit or a loss on the currency exchange, depending on the rate at which it hedges the transaction.

We do not pay interest to you on money collected as a deposit and held in our segregated client accounts. However, CurrencyFair is entitled to retain all interest earned on client moneys held in segregated accounts with a bank or approved deposit-taking institution. The rate of interest earned by CurrencyFair on this account is determined by the provider of the deposit facility.

Our employees are compensated on a salary basis, they can also be compensated with additional performance related incentives where justified.

We may appoint representatives or affiliates that are compensated on a percentage basis of the income made by us from the clients they introduce.

9 Conflicts of interest

You have the right to be advised of any material interest that could reasonably be expected to be capable of influencing the provision of a financial product to you.

We do not have any agreements or arrangements that would cause any conflicts of interest or in any way influence us providing the services we do. We also have in place adequate processes to manage conflicts of interest should they arise.

Currencyfair has a referral programme that offers users a reward for inviting non-users to register and use us. This reward may change from time to time and may also change based on promotions being run in specific regions.

Currencyfair has a partnership/affiliate program managed by Impact Radius where affiliates that drive people to our website receive a payment from Impact Radius for every converted new user they bring to Currencyfair. The use of content includes, but is not limited to, newsletters and articles about the internal money transfer, banners, social media engagement, emails etc with links to Currencyfair. Impact Radius is paid a fee by Currencyfair for managing the affiliate program.

10 Record keeping

We will maintain complete records of the services we provide to you in accordance with the applicable laws. We have an obligation as a financial services provider to

comply with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth). The obligations includes, but not limited to verifying your identity and retaining copies of information obtained during this process. If we are unable to collect all the information necessary at the account opening stage or any further requests during our business relationship with you, we may be unable to provide or continue to provide the services.

11 Privacy

We take your privacy very seriously and have adopted policies and procedures that insure its integrity. We keep a record of personal information you provide to us and we are committed to complying with the Privacy Act 1988 (Cth) and Australian Privacy Principles.

You can contact us at any time if you require access to information we hold or if you have any concerns. A copy of our Privacy Policy is available from our website www.currencyfair.com or by contacting us directly.

12 Compensation Arrangements

We have professional indemnity insurance in place that we believe generally satisfies the compensation arrangements under section 912B of the Corporations Act 2001 (Cth). The insurance will cover claims in relation to the conduct of representatives, including those who have ceased to work for us since the time of the relevant conduct.

13 Dispute Resolution

We have a clear internal and external process in place to deal quickly and fairly with any complaints you may have about the service you have received. All complaints or queries can be made by email to support@currencyfair.com or by calling us at +61 282 798 642.

Where you feel dissatisfied with the outcome of our internal processes you have the right to complain to the Financial Ombudsman Service (“FOS”)

We are a member of this approved external dispute resolution scheme. CurrencyFair’s FOS membership number is 25795.

Financial Ombudsman Service Limited
GPO Box 3
Melbourne VIC 3001
Australia

Telephone: 1300 780 808

Website: www.fos.org.au