



Financial Services Guide

1 January 2020



1. What is a Financial Services Guide?

1.1 Purpose

This Financial Services Guide (“**FSG**”) is an important document to help you understand and decide if you wish to use the financial services we are able to offer you.

It provides you with information about Airwallex Pty Ltd ABN 37 609 653 312 (“Airwallex, us, our, we”) and the services we provide. Its purpose is to inform you, before we provide a financial service, on the following matters:

- who we are and how we can be contacted;
- what services and products we are authorised to provide to you
- how we (and any other related parties) are paid; and
- our complaints procedure and who to contact if you have a complaint.

Additionally, it explains your rights as a client, any charges and fees you may be liable, and the mechanisms we will use resolve any complaint you might have against us.

1.2 Additional Documents

In addition to a FSG, we may provide you with a Product Disclosure Statement (PDS) when we make a recommendation for you to acquire a particular financial product or offer to arrange the issue of a financial product to you. The PDS contains information about the product to assist you in making an informed decision about that product. It will outline relevant terms, significant risks (where such exist), and fees and charges associated with the product.

If we provide you with general advice, then any information provided is for general information purposes only and does not take into account your objectives, financial situation or needs. You should consider the appropriateness of the information in light of your own objectives, financial situation or needs. Please read and consider the Product Disclosure Statement before using our service. You should also take all reasonable steps to understand the potential outcomes of the transactions we offer. We will not provide a statement of advice to you as we do not provide personal advice. As such, you should not expect to receive a statement of advice from us.

1.3 Insurance

We have arrangements in place to maintain adequate professional indemnity insurance as required by section 912B of the Corporations Act 2001 (the Act). Our

insurance provides cover for claims made against us and our representatives or employees including claims in relation to the conduct of our representatives or employees who no longer work for us but who did so at the time of the relevant conduct.

2. Who we are

2.1 The Licensee

Airwallex is a holder of an Australian Financial Services Licence No. 487221 and is regulated by the Australian Securities & Investments Commission and is registered with AUSTRAC as an Independent Remittance Dealer.

2.2 Financial product advice

Airwallex is responsible for the financial product advice that its representatives provide to you and the dealing which its representatives do on Airwallex's behalf. Airwallex authorises, and is also responsible for the content and distribution of this FSG.

2.3 On our own behalf

As we are the product issuer, we are acting on our own behalf when we provide the services and not on your behalf.

2.4 Conflicts of interest

We do not have any relationships or associations which might influence in us providing you with our products and services.

3. Services and products we are authorised to provide to you

Airwallex is authorised to give you general advice in relation to “non-cash payment products”, and “foreign exchange contracts”. This is limited to advising you about different types of money transfer or currency exchange services we offer. This includes both spot and forward FX contracts. We will not take into consideration your specific financial circumstances and needs.

In providing our service, other financial issues may arise, such as tax related questions. However, we are not authorised to provide you with such advice and you should seek advice from appropriate professionals.

Airwallex is also authorised to deal in relation to those same products. This means that we can help you use our service fully and fill out the forms and undertake and complete the transactions for you.

Airwallex is also authorised to “make a market” for foreign exchange contracts. This allows us to quote market prices to you.

4. Fees and commissions

In all transactions, and in addition to any fee that we might charge, we earn income on the margin between the wholesale cost of currency, and the cost which we offer the currency to you. The margin that is charged generally ranges between 0.25% to 3.00% per transaction and is dependent on the current interest rates, the availability of the currencies, market volatility and the value of the transaction.

In some cases, you may be charged fees for making payments through the SWIFT or local payment networks that we provide to you. SWIFT payment fees generally range from \$10 to \$30. Local payment fees can range from \$1 to \$5.

Example – Conversion and payment

For example, you wish to convert \$1,000 AUD to EUR and make payment to France to pay a supplier.

We give you an estimated exchange rate of 1.58 EUR/AUD. The rate consists of the Airwallex rate (which is the rate we are able to obtain the currency pairs) and client rate (which is the cost which we offer the currency to you as agreed). In this example, you will obtain 632.91 EUR.

If you chose to send payments via SWIFT, the payment fee would be \$10 AUD for SHA, whereby the SWIFT payment is shared between you and the recipient of the funds. If you choose to make local payment via the domestic clearing system, then there will be no local payment fees in this particular example.

Please note that above example is for illustrative purposes only and do not take into account actual transaction costs and actual exchange rates.

You can access further details on these fees on our website at www.airwallex.com.

By using or continuing to use our services, you agree that:

- All fees and charges received by Airwallex as described in this FSG (other than third party fees and charges) are a benefit given to Airwallex by you, in exchange for the services provided by Airwallex.
- You understand, consent to, authorise and direct Airwallex to charge you in this way.

Our fees may change from time to time at our sole discretion. Airwallex reserves the right to offer lower prices to specific customers or groups of customers as a discount, promotion or customer recognition programme.

5. How are our people and third parties remunerated?

Airwallex's directors and employees are remunerated by an annual salary. Directors and employees may also be eligible to receive an annual bonus. This will depend on several factors including:

- Company performance
- Personal attitude, professionalism and adherence to compliance procedures; and
- Team performance.

If you are referred to Airwallex by an affiliate, we may pay a referral commission or other benefit to the affiliate based on the income generated by those customers referred to Airwallex.

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

Airwallex has procedures to deal with complaints. Should you have any complaint, dispute or grievance regarding any of our products or services, please contact our Customer Support team. You can reach us by emailing complaints.au@airwallex.com or calling +61 3 8583 0915.

Airwallex is a member of an independent dispute resolution scheme, the Australian Financial Complaints Authority (**AFCA**). In the event that the complaint/ dispute/ grievance cannot be resolved following our Complaints Process Procedure (Australia), you can escalate the matter to AFCA. Their contact details are as follows:

Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678 (toll free in Australia)

Email: info@afca.org.au

Website: www.afca.org.au

Please refer to our Complaints Resolution Process for more information.

7. Personal Information

Airwallex is committed to protecting your data, privacy and financial details, in accordance with the data protection regulations of the jurisdictions within which we operate. Airwallex is also committed to complying with the Privacy Act 1988 (Cth) and the Anti-Money Laundering & Counter-Terrorism Financing Act 2006 (Cth) (AML/CTF Act).

The Airwallex Privacy Policy sets out the basis on which we will process any personal information you provide us with, or that we collect from you.

Airwallex will let you know what documentation you will need to present to satisfy the customer identification requirements under the AML/CTF Act. If you do not provide some or all of the information requested, we may not be able to provide you with our services.

Airwallex may occasionally contact you with offers and information about new services. You can unsubscribe from these communications at any time by following the instructions at the end of all marketing emails and texts, or contacting us at support@airwallex.com. Airwallex does not sell or rent your information to third parties and will not provide your information to any third parties other than in accordance with the Airwallex Privacy Policy.

8. Get in touch

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