



Fee Schedule

Hong Kong

26 October 2022

FEE SCHEDULE Hong Kong

The following fees and charges apply with respect to customers of Airwallex (Hong Kong) Limited.

Online Payments Services

The following pricing is quoted on a 'blended' pricing basis for Cards and Local Payment Methods. The General Fees specified, except for the Foreign Currency Settlement Fee, are applicable to the acceptance of Cards and Local Payment Methods. All fees set out in this schedule are exclusive of GST/VAT (if applicable), unless otherwise indicated.

Defined terms in this Fee Schedule have the meaning given to them in Airwallex's Online Payment Terms, which can be found here: <https://www.airwallex.com/hk/terms>.

1. General Fees

Description	Standard Fee (HKD)	Charging Method
Gateway Fee (Cards)	\$2.35	per attempted or actual Transaction; includes Fraud & 3DS where applicable
Gateway Fee (Local Payment Methods)	\$2.00	per attempted or actual Transaction; includes Fraud & 3DS where applicable
Foreign Currency Settlement Fee ²	1.00%	per settlement of a non-HKD Transaction in the same non-HKD currency
FX Conversion Fee ²	2.00%	per conversion of a Transaction currency into the Settlement Currency
Refund Fee ¹	\$2.35	per Refund request
Account Updater Fee ³	\$2.00	per Card update

Notes:

[1] These fees exclude any additional fees or charges imposed by a Network. Such fees and charges will be passed onto you by Airwallex.

[2] The Foreign Currency Settlement Fee is not applicable to Transactions made by Local Payment Methods. The Foreign Currency Settlement Fee and the FX Conversion Fee are separate fees. Depending on the specific foreign currencies involved in a Transaction, only one of these would be charged at once.

[3] Account Updater automatically updates your saved Visa and Mastercard customer card information to reduce failed transactions and customers don't need to update payment details. This feature is not enabled by default. To enable this, contact your Account Manager.

Some of these fees may appear as one combined fee on your invoice. For example, an International Card transaction may appear as one fee that combines the Payment Method Fee and Foreign Currency Settlement Fee in the same line item. If you have any questions about the fees on your invoice, please contact us and we can help clarify any questions.

2. Chargeback fees

Before January 3rd 2023

Description	Standard Fee (HKD)	Charging Method
Chargeback Fee1	\$140	per Chargeback request
[1] These fees exclude any additional fees or charges imposed by a Network. Such fees and charges will be passed onto you by Airwallex.		

Starting from January 3rd 2023

Tier [2]	Chargeback ratio [3]	Standard Fee (HKD) [1]	Charging Method
Tier 1	< 1%	\$140	per Chargeback request
Tier 2	1% to 1.5%	\$245	per Chargeback request
Tier 3	> 1.5%	\$350	per Chargeback request
Notes:			
[1] These fees exclude any additional fees or charges imposed by a Network. Such fees and charges will be passed onto you by Airwallex.			
[2] Each Chargeback request's fee is individually calculated based on the latest Chargeback ratio. The first 20 Chargeback requests of a month for each card scheme fall under tier 1.			
[3] Chargeback ratio is calculated on a month-to-date basis per card scheme. The ratio is defined as the number of chargeback requests month-to-date divided by the number of successfully captured transactions of this month.			

3. Payment Method Fees (Blended)

Description	Standard Fee	Charging Method
Cards (Visa, Mastercard, UnionPay and American Express)	3.30%	per Transaction

4. Local Payment Methods (Blended)

Description	Standard Fee	Charging Method
WeChat Pay	1.00%	per Transaction
Other payment methods: Refer to: https://www.airwallex.com/hk/online-payments-capability		

Cards

Description	Standard Fee (HKD)
Expenses	
Expense Management Service Fee	\$40 per active Employee Cardholder ⁽¹⁾ per calendar month
⁽¹⁾ An Employee Cardholder is active if they have been verified and has an Employee Card that has not been cancelled or has not expired during the relevant month.	

Additional notes:

The above fees (as applicable) will be deducted from your Airwallex account on a monthly basis, and pro-rated based on the total number of active Employee Cardholders linked to your Airwallex account during the relevant month. By way of example, if you have one active Employee Cardholder for fifteen days in a 30-day month, then we will deduct \$20 from your Airwallex account in the following month. All fees set out above are exclusive of GST/VAT (if applicable).

If you have any questions about the fees deducted from your Airwallex account, please contact us and we can help clarify any questions. For more information on billing, please see our Expenses FAQs.