

# **Financial Services Guide for Xero Australia Pty Limited**

28th April, 2026

## FINANCIAL SERVICES GUIDE

### Xero Australia Pty Limited

This Financial Services Guide (**FSG**) contains information about the financial services that will be provided to you through the Airwallex Platform (**Platform**) by Airwallex Pty Ltd (ABN 37 609 653 312, AFSL No. 487221) (**Airwallex, us, our or we**) and Xero Australia Pty Limited (**Customer or Xero**) as Airwallex's authorised representative (No. 001251584).

### IMPORTANT INFORMATION ABOUT THIS DOCUMENT

#### Purpose

This FSG is prepared by Airwallex and provided to you by our authorised representative, Xero (No. 001251584). Under our Australian Financial Services Licence, we are authorised to provide certain financial services to retail and wholesale clients, including the issue of non-cash payment facilities and foreign exchange contracts.

Xero has been appointed as an authorised representative of Airwallex and is authorised by Airwallex to provide this FSG to you. Xero's authorised representative number is 001251584. You can contact Xero and Airwallex using the details set out at the end of this FSG.

This FSG is an important document, which provides information about the financial services that Airwallex, Xero and those employees, agents and contractors of Xero who are authorised to provide specified financial services on behalf of Airwallex will, or are likely to, provide to you in relation to Xero. This FSG is designed to assist you in deciding whether to use those financial services, provide you with information about remuneration that may be paid to Xero, Airwallex, and any other relevant persons, and provide you with information on how complaints against Xero and Airwallex are dealt with.

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

This FSG does not deal with any other services that Xero may separately provide to you that are not related to the Airwallex Services (described below). You should consult [Xero separately for information on any other services Xero may provide to you.

#### Additional Documents

***In addition to this FSG, we will provide you with a Product Disclosure Statement (PDS) in respect of the Airwallex Services delivered to you via Xero, both of which are also made available to you during your online onboarding into Xero. The PDS is designed to provide important information about key features, significant benefits and significant risks of Airwallex Services (which are accessed via Xero) to assist you in making an informed decision about whether to use the Airwallex Services. It will also outline the fees and charges associated with accessing the Airwallex Services. Please read and consider the PDS before using the Airwallex Services. Any capitalised term that is not defined in this FSG has the meaning given to it in the PDS.***

If Airwallex provides 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. You should also take all reasonable steps to understand the potential outcomes of the transactions that the use of the Airwallex Services offers. Neither Airwallex nor Xero provide personal advice. As such, you should not expect to receive a statement of advice from us.

## **Insurance**

Airwallex and Xero each have arrangements in place to maintain adequate professional indemnity insurance as required by section 912B of the *Corporations Act 2001* (Cth).

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

You do not have a direct right to claim under these insurances.

## **ABOUT AIRWALLEX AND XERO**

### **Airwallex**

Airwallex is a holder of an Australian Financial Services Licence (No. 487221) (**AFSL**) and is regulated by the Australian Securities and Investments Commission and is registered with AUSTRAC as an Independent Remittance Dealer (account No. 100516662). Airwallex is authorised under its AFSL to (among other things) deal in a financial product by issuing deposit and payment products (limited to non-cash payment products) and foreign exchange contracts in respect of retail and wholesale clients.

Airwallex is responsible for the financial products that it issues and the dealings of its representatives performed on Airwallex's behalf. Airwallex is responsible for the content of this FSG and authorises Xero to provide it to you.

### **Xero**

Xero is an accounting software platform for small businesses that automates key tasks such as invoicing, bank reconciliation, and payroll management. It provides businesses access to up-to-date financial data, so they can collaborate with their advisors and manage their finances from anywhere.

Airwallex and Xero have entered into an arrangement with each other under which Xero is authorised by Airwallex to arrange for the issue of the Airwallex Services to you as an authorised representative of Airwallex.

### **Who we and Xero act for**

Because Airwallex is the issuer of the Airwallex Services, Airwallex is acting on its own behalf when it provides the Airwallex Services to you, and not for you.

Xero, as an authorised representative of Airwallex, may arrange for the issue of the Airwallex Services to you, and in doing so acts for Airwallex.

## THE AIRWALLEX SERVICES

### Airwallex Services accessible via Xero

Airwallex is authorised under its AFSL to issue certain financial products to you. The financial products that Airwallex can offer include a facility to hold and send money (a non-cash payment facility) as well as the ability to exchange one currency for another. If you are a Xero customer, these financial products are accessible to you through Xero.

The Airwallex Services that you can access through Xero include:

- **Wallet Services** – a facility to hold funds for financial services (the **Wallet**);
  - **Top Up Services** – the ability to top up funds to the Wallet;
  - **Spot foreign exchange conversions** – the ability to convert one currency to another currency and hold funds in different currencies;
  - **Collection and Global Account services** – the ability to have funds collected on your behalf from a bank account or a third party domestically or overseas and credited to your Wallet;
  - **Payout Services** – the ability to pay out funds from the Wallet to your bank account or a third party domestically or overseas, and
  - **Payment Services** – payment processing services
- (collectively, the **Airwallex Services**).

### Xero's arranging services

Xero is authorised by Airwallex to arrange for all of the above Airwallex Services to be provided to you via Xero.

Importantly, Xero is **not** authorised by Airwallex to provide advice to you in respect of Airwallex's products.

### No other advice services

You may wish to receive information or advice that is beyond the scope of the financial services that we or Xero are able to provide, such as tax-related questions. However, neither Airwallex nor Xero are authorised to provide you with such information or advice, and you should seek such information or advice from appropriate professionals.

## HOW YOU CAN INSTRUCT US

You may provide instructions to Airwallex in relation to the use of the Airwallex Services by logging into and using the Airwallex Services via Xero. You can also provide instructions to Airwallex or Xero by contacting either of them as set out at the end of this FSG.

## REMUNERATION

The directors and employees of Airwallex are remunerated by an annual salary and they may also be eligible to receive an annual bonus or other incentives, at a company, team and individual level. Such remuneration arrangements are not determined by reference to Xero. Depending on the role, the payment of such bonus or incentive will depend on several factors including:

- company performance;
- client satisfaction;
- personal attitude, professionalism and adherence to compliance procedures; and
- team performance.

**Referral fees:**

You may have been referred to Xero or Airwallex directly or incidentally. Depending on the circumstances, the referring entity may receive a commission, based either on a flat referral fee or on certain transactions upon referral.

**Airwallex’s and Xero’s Fees:**

Airwallex’s standard fee schedule available on our website at [www.airwallex.com/au/terms](http://www.airwallex.com/au/terms) will **not** apply to your use of the Airwallex Services. Instead, Airwallex’s fees applicable to your use of the Airwallex Services through Xero’s platform can be found in the fee disclosure form incorporated into the PDS and available at the [Xero Connected Account Agreement](#) page or via request at [support@airwallex.com](mailto:support@airwallex.com). The fees charged to you also include Xero’s fees for its role in arranging the Airwallex Services.

You will be subject to other fees and charges that Xero may charge you for Xero's services which you can find out directly from Xero.

**Interest:**

Unless separately agreed with Airwallex, you will not earn interest on balances in your Wallet. Airwallex is entitled to keep any interest it earns with respect to your Wallet balances.

**More information:**

You can request more specific details of the benefits that will be received by Airwallex in relation to a financial service described in this FSG by contacting us using the contact details set out at the end of this FSG.

You can request more specific details of the benefits that will be received by Xero in relation to a financial service described in this FSG by contacting Xero using the contact details set out at the end of this FSG.

If you wish to be provided with this information, you must make your request within a reasonable time after you are provided with this FSG, and in any event, before any financial service is provided to you by Airwallex or Xero.

**CONFLICTS OF INTEREST WHICH MAY INFLUENCE US**

Airwallex and Xero not have any relationships or associations with third parties which might influence Airwallex or Xero in providing you with the Airwallex Services.

Airwallex has policies and procedures that aim to avoid and/or manage conflicts of interest that may arise between Airwallex and third parties from time to time.

For more information on the relationship between Airwallex and Xero, please refer to the heading ‘About Airwallex and Xero’ above in this FSG.

**WHAT SHOULD YOU DO IF YOU HAVE A COMPLAINT?**

If you would like to make a complaint regarding any of the Airwallex Services, please contact the Airwallex Customer Support team at [support@airwallex.com](mailto:support@airwallex.com) or 13 32 99 (Melbourne, Australia) or +61 3 9068 5517 (International). We aim to resolve your complaint within 30 calendar days.

If you would like to make a complaint about Xero's services, please contact Xero online via Xero Central at <https://central.xero.com/s/contact-support> or by email at [support@xero.com](mailto:support@xero.com). Airwallex is a member of an independent dispute resolution scheme, the Australian Financial Complaints Authority (**AFCA**). In the event that your complaint or concern cannot be resolved following our internal complaints procedure, you can escalate the matter to AFCA. Their contact details are:

**Australian Financial Complaints Authority**

- Mail: GPO Box 3, Melbourne VIC 3001
- Phone: 1800 931 678 (toll-free in Australia)
- Email: [info@afca.org.au](mailto:info@afca.org.au)
- Website: [www.afca.org.au](http://www.afca.org.au)

**PERSONAL INFORMATION**

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

The [Airwallex Privacy Policy](#) and the [Xero Privacy Notice](#) each sets out the basis on which each of Airwallex and Xero 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, Airwallex may not be able to provide you with our services.

Airwallex and Xero 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:

- in respect of communications from Airwallex, contacting Airwallex using any of the contact information set out at the end of this FSG; and
- in respect of communications from Xero, contacting Xero using any of the contact information set out at the end of this FSG.

Airwallex and Xero do 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](#) and the [Xero Privacy Notice](#).

## CONTACT DETAILS

### **Airwallex**

Address: Airwallex Pty Ltd  
Attn: Customer Support  
Level 7, 15 William Street  
Melbourne, Victoria 3000

Website: [www.airwallex.com](http://www.airwallex.com)

Email: [support@airwallex.com](mailto:support@airwallex.com)

Telephone: 13 32 99 (Melbourne, Australia)  
+61 3 9068 5517 (International)

### **Xero**

Address: Xero Australia Pty Limited  
Attn: Customer Support  
1/6 Elizabeth Street  
Hawthorn, Victoria 3122

Website: [www.xero.com](http://www.xero.com)

Email: [support@xero.com](mailto:support@xero.com)