



Fee Schedule

Singapore

8 November 2023

FX Conversion Services, Payout Services and Collection Services

Description	Standard Fee (SGD)
FX Conversions [1]	
Customer Mark-Up / Margin (AUD, USD, HKD, CNY, JPY, EUR, GBP, CAD, CHF, NZD, SGD)	0.40%
Customer Mark-Up / Margin (MYR, IDR, KRW, PHP, THB, VND, INR, NPR, PKR, BDT, TRY, LKR)	0.60%
Customer Mark-Up / Margin (Other Currencies)	0.60%
Collections	
Global Account Creation Fee	\$0

Global Account Receiving Funds Fee	\$0
Payouts	
Payout in CNY	0.10%
Local Payout Fee	\$0
SWIFT (SHA) Payout Fee [2]	\$20 per payout
SWIFT (OUR) Payout Fee [3]	\$35 per payout
Other Fees & Charges	
Account Opening Fee	\$0

Monthly Account Fee	\$0
API Integration Set Up Fee	To be advised.

Notes:

[1] The customer mark-up / margin will be included as the FX Exchange Rate that is used to convert one currency for another currency. If any currency is not listed, it will be treated as an “other currency”.

[2] SHA: Both the client (sender) and beneficiary will pay fees to the sending bank i.e. fees for the outgoing transfer. Beneficiaries will receive the amount transferred less the intermediary banks' fees.

[3] OUR: The client pays for the wire transfer fees charged by intermediary banks.

Online Payments Services

The following pricing is quoted on a 'blended' pricing basis for Local Payment Methods. The General Fees specified, except for the Foreign Currency Settlement Fee, are applicable to the acceptance of 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/sg/terms>.

1. General Fees

Description	Airwallex Fee	Charging Method

Gateway Fee (Cards)	SG\$0.50	per attempted or actual Transaction; includes Fraud & 3DS where applicable
Gateway Fee (Local Payment Methods)	SG\$0.50	per attempted or actual Transaction; includes Fraud & 3DS where applicable
Foreign Currency Settlement Fee [2]	1.00%	per settlement of a non-SGD Transaction in the same non-SGD currency
FX Conversion Fee [2]	2.00%	per conversion of a Transaction currency into the Settlement Currency
Refund Fee [1]	SGD\$0.50	per Refund request
Chargeback Fee [1]	SGD\$15.00	per Chargeback request

Account Updater Fee [3]	SGD\$0.25	per Card update
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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. Pre-chargeback Service Fees

Visa rapid-dispute-resolution (RDR) Service Fee

Description	Airwallex Fee	Charging Method
Tier 1 business industry [1]	SG\$7.00	per RDR case

Tier 2 business industry [1]	SG\$27.00	per RDR case
Tier 3 business industry [1]	SG\$47.00	per RDR case

[1]The business industry tier is determined by the Merchant Category Code (MCC) assigned to you by Airwallex:

- Tier 1 MCCs:
 - All MCCs not referenced in Tiers 2 or 3
- Tier 2 MCCs:
 - 5045 (Computers and Computer Peripheral Equipment and Software)
 - 5399 (Misc General Merchandise)
 - 5499 (Misc Food Stores - Convenience Stores and Specialty Markets)
 - 5734 (Computer Software Stores)
 - 5735 (Record Stores)
 - 5815 (Digital Goods Books/Movies/Music)
 - 5817 (Digital Goods App – Excludes Games)
 - 5818 (Large Digital Goods Merchant)
 - 5964 (Direct Marketing - Catalog)
 - 5968 (Direct Marketing - Subscription)
 - 5969 (Direct Marketing - Other)
 - 5999 (Miscellaneous Specialty Retail)
 - 7299 (Miscellaneous Personal Services – not elsewhere classified)
 - 7321 (Consumer Credit Reporting)
 - 7399 (Business Services – Default)
 - 8699 (Member Organizations – Default)
 - 8999 (Professional Services – Default)
- Tier 3 MCCs:
 - 4816 (Computer Network/Information Services)
 - 5122 (Drugs, Drug Proprieties, Druggist Sundries)
 - 5816 (Digital Goods - Games)
 - 5912 (Drug Stores, Pharmacies)
 - 5962 (Direct Marketing - Travel Related Arrangement Services)

- 5966 (Direct Marketing – Outbound Telemarketing Merchants)
- 5967 (Direct Marketing - Inbound Telemarketing Merchants)
- 5993 (Cigar Stores and Stands)
- 6051 (Non-Financial Institutions - Foreign Currency, Non-Fiat Currency, Money Orders, Travelers Cheques and Debt Repayment)
- 7273 (Dating and Escort Services)
- 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off- Track Betting, and Wagers at Race Tracks)

Mastercard Collaboration Service Fee

Description	Standard Fee	Charging Method
Collaboration Resolution Fee	SGD\$13.00	per accepted Collaboration case

3. Payment Method Fees (Blended)

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

International Cards (Visa, Mastercard, American Express, JCB and UnionPay)	3.30%	per Transaction
International Cards (Visa, Mastercard, American Express, JCB and UnionPay) <i>[New customers on or after 8 November 2023]</i>	3.60%	per Transaction

4. Local Payment Methods (Blended)

Description	Airwallex Fee	Charging Method
Refer to: https://www.airwallex.com/sg/online-payments-capability		

5. Subscription Management (API only)

Description	Airwallex Fee	Charging Method
Collect recurring subscription payments from your customers	0.40%	per successful transaction

6. Cards

Description	Standard Fee (SGD)
Expenses	
Expense Management Service Fee	\$5 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.

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.