



# **Financial Services Guide for the Direct Services**

27 September 2022

## FINANCIAL SERVICES GUIDE AUSTRALIA

This Financial Services Guide (“**FSG**”) contains information about the financial services that will be provided to you by Airwallex Pty Ltd (ABN 37 609 653 312), AFSL No. 487221 (**Airwallex, we or us**) if you are a Retail Client who has accessed (or intends to access) our Direct Services directly via our Airwallex Platform. If, alternatively, a third party has arranged your access to our Services in a mere referral capacity or otherwise as our authorised representative, this document does not apply to you.

### IMPORTANT INFORMATION ABOUT THIS DOCUMENT

#### Purpose

This FSG is prepared by Airwallex. 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 products. You can contact 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, its employees, agents and contractors who are authorised to provide specified financial services on behalf of Airwallex will, or are likely to, provide to you in relation to the Direct Services. 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 Airwallex, and any other relevant persons, and provide you with information on how complaints against Airwallex are dealt with.

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

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

#### Additional Documents

***In addition to this FSG, we will provide you with a Product Disclosure Statement in respect of the Direct Services, a copy of which is also given to you during the online sign-up process for the Direct Services. The PDS is designed to provide important information about key features, significant benefits and significant risks of accessing the Direct Services to assist you in making an informed decision about whether to use the Direct Services. It also outlines the fees and charges associated with accessing the Direct Services. Please read and consider the PDS before using the Direct 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 Direct Services offers. We do not provide personal advice. As such, you should not expect to receive a statement of advice from us.

### **Insurance**

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

## **1. WHO WE ARE**

### **About 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 product advice that its representatives provide to you, the financial products that it issues, and the dealings of its representatives performed on Airwallex's behalf. Airwallex is responsible for the content and distribution of this FSG.

### **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.

### **Conflicts of interest**

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

## **2. SERVICES AND PRODUCTS WE ARE AUTHORISED TO PROVIDE TO YOU**

Airwallex is authorised under its AFSL to issue certain financial products to you. The financial products that Airwallex can offer include a facility to send money (a non-cash payment facility) and foreign exchange contracts.

The Direct Services that you can access through the Airwallex Platform without the involvement of any mere referrer or third party arranger appointed as our authorised representative include:

- **Wallet Services** – a facility through which funds can be held, sent and received electronically through the Airwallex Platform (the **Wallet**);

- **Top Up Services** – a facility through which you can load funds into your Wallet through a bank transfer by following the prompts on the Airwallex Platform;
  - **Payout Services** – a payment service provided by Airwallex that allows you to make payments in a Supported Currency in a Supported Jurisdiction;
  - **Collection Services** - a currency collection service where Airwallex will provide you with local bank account details in Supported Jurisdictions and Supported Currencies which you can provide to payers in order for you to collect payments;
  - **Foreign Exchange Services** – a service that allows you to exchange one Supported Currency for another Supported Currency at an agreed exchange rate by making a request through the Airwallex Platform; and
  - **Card Services** – a service that allows you to use a Card linked to your Wallet to make payments for goods and services using your Wallet balance,
- (collectively, the **Direct Services**).

### **No other advice services**

You may wish to receive information or advice that is beyond the scope of the financial services that we are able to provide, such as tax-related questions. However, Airwallex is not authorised to provide you with such information or advice, and you should seek such information or advice from appropriate professionals.

## **3. HOW YOU CAN INSTRUCT US**

You may provide instructions to Airwallex in relation to the use of the Direct Services by logging into and using the Direct Services via the Airwallex Platform. You can also provide instructions to Airwallex by contacting us using the details set out at the end of this FSG.

## **4. 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 the Direct Services provided to you. 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.

## **5. FEES AND COMMISSIONS**

### ***Referral fees:***

You may have been referred to Airwallex by a third party referrer. Depending on the circumstances, the referring entity may receive a commission, based either on a flat referral fee or on particular transactions.

***Airwallex's Fees:***

Airwallex charges a range of fees to you for its role as the issuer of the Direct Services to you. Detailed information about fees and charges are available on our website at <https://www.airwallex.com/au/terms/fee-schedule>. You can ask us to provide you with a copy of this information by emailing us using the details set out at the end of this FSG.

***Interest:***

Airwallex is entitled to keep any interest it earns with respect to your Wallet balances at its absolute discretion.

***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.

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.

## **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 [support@airwallex.com](mailto:support@airwallex.com) or dialling 13 32 99 (Melbourne, Australia) or +61 3 9068 5517 (International).

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)

## **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 (available at <https://www.airwallex.com/terms/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](mailto: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. Airwallex's contact details**

Address: 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)