

Customer Spotlight

# Family Zone Cyber Safety Limited





## CASE STUDY



Family Zone provides schools and parents with a range of solutions to allow children to safely use digital technology, ensuring they meet their duty of care.

COVID-19 has triggered a worldwide increase in the use of technology at home, especially for students in Australia and America who had to do home-schooling. This coupled with the impacts of COVID-19 and other stresses on students' mental health and wellbeing has led to a substantial growth in demand for our business. Parents and teachers naturally worry about what their children/students are consuming and have access to online.

### **What countries do you trade with/ which currencies do you trade in?**

We work across Australia (AUD), New Zealand (NZD) and America (USD). The most common foreign currency we deal with is USD. We also receive invoices from Indonesia and India, so we also deal in Indonesian rupiah (Rp) and India rupee (INR). Given the variety of currencies we deal with we need a flexible currency risk management solution that is easy to use.

### **What are your typical monthly currency volumes in AUD?**

During an average month we typically trade between \$300,000 and \$500,000 AUD.

### **Why do you need to manage currency risks? / What is your biggest challenge when it comes to receiving international payments & currency risk management?**

A fall in the AUD/USD rate can significantly increase our AUD expenditure because we need to purchase USD on a monthly basis. So, our biggest challenge is protecting our rate of exchange without being penalised if the AUD strengthens against the USD after securing a contract.

## How do you use Corpay / which products do you use to manage your currency exposure and payments?

We have been working with Corpay Cross-Border Solutions over the last three and a half years and we've found their products and fees to be very competitive, in fact better than the banks! Banks tend to have additional built-in fees for international currencies, which are high and inflexible, and they can't secure rates in advance, unlike Corpay. We want an easy-to-use, online service to purchase foreign exchange.

The products we use the most are participating forward and forward contracts, which allow us to lock in part of the trade while leaving a portion open to the market movements. Doing so, helps us to manage risk and plan-ahead, while retaining some level of flexibility.

## Can you give a specific example of how you've used Corpay to manage an international exposure?

Prior to using participating forwards to protect our AUS/USD rate, we had to purchase on the spot, which varied from 0.59 to 0.8 and we weren't able to take advantage of favourable rates to cover purchases when rates dropped. Now with Corpay we can plan and secure good rates.

## How has Corpay helped you to address the challenges you face when trading internationally?

Corpay have helped provide protection against market fluctuations and by increasing the efficiency of trades to beneficiaries. They also protect our profit margins using flexible hedges.

Before working with Corpay we couldn't plan ahead and secure good spot rates. We're based in Perth and so with the time difference we had to get up extremely early to try and secure a good USD rate! With Corpay's help we can now do forward planning and time the exchange rate, limiting exchange rate fees.

I speak to Corpay Cross-Border Solutions at least once a month and over time we have built a great rapport. They invest in getting to know our processes, needs and preferences then provide us with reliable and professional service which benefits our business. I can advise them on upcoming contracts, and I know they will keep track of relevant market moves and provide appropriate products.

## What is the single biggest reason you would recommend Corpay's service offering?

The service Corpay provides is professional, hands on and proactive. Our Account Executive, who is local to us, meets with us in person regularly to advise on upcoming contracts and helps keep us on track of relevant market moves. Corpay makes currency risk management easy to understand. They also have a good understanding of our business and know what help we need and as a result our bottom line has improved.

---

"Cambridge Global Payments" and "AFEX" are trading names that may be used for the international payment solutions and risk management solutions provided by certain affiliated entities using the brand "Corpay". International payment solutions are provided in Australia through Cambridge Mercantile (Australia) Pty. Ltd.; in Canada through Cambridge Mercantile Corp.; in Switzerland through Associated Foreign Exchange (Schweiz) AG; in the United Kingdom through Cambridge Mercantile Corp. (UK) Ltd.; in Ireland and the European Economic Area on a cross-border basis through Associated Foreign Exchange Ireland Ltd.; in Jersey and the Channel Islands through AFEX Offshore Ltd.; in Singapore through Associated Foreign Exchange (Singapore) Pte. Ltd. and in the United States through Cambridge Mercantile Corp. (U.S.A.). Risk management solutions are provided in in Australia through Cambridge Mercantile (Australia) Pty. Ltd.; in Canada through Cambridge Mercantile Corp.; in the United Kingdom through Cambridge Mercantile Risk Management (UK) Ltd.; in Ireland and the European Economic Area on a cross-border basis through AFEX Markets Europe Ltd.; in Jersey and the Channel Islands through AFEX Offshore Ltd.; in Singapore through Associated Foreign Exchange (Singapore) Pte. Ltd. and in the United States through Cambridge Mercantile Corp. (U.S.A.). Please refer to <http://cross-border.corpay.com/brochure-disclaimers> for important terms and information regarding this brochure.