

OUR BRAND
IS CHANGING



Global Reach Group Migration: Client FAQs

Global Reach Group is now part of FLEETCOR's Corpay Cross-Border Solutions, the world's largest provider of global payments, currency risk management, and payments technologies. The acquisition was completed on 3rd January 2023.

The business of Global Reach will be integrated into the Corpay Cross-Border brand and Global Reach Group clients' data will be moved to the Corpay Cross-Border trading systems. By combining the best of what Corpay Cross-Border and Global Reach Group have to offer into one unified technology stack and trading system, Corpay aims to provide greater reach, scale, and operational efficiencies to all our clients.

Please review these FAQs and our email communications carefully.

Becoming part of the FLEETCOR family and joining with Corpay Cross-Border Solutions will allow us to offer expanded services to Global Reach corporate, institutional and private clients, helping you maintain your competitive edge in today's dynamic global marketplace.

1. What is happening to the Global Reach Group brand?

As part of our integration into FLEETCOR's corporate payments division, the Global Reach brand will be amalgamated into the Corpay Cross-Border brand. The change will not be immediate.

You will have already started seeing our transitional branding. Over the next few months, you will see us adopt our new brand across our various platforms, collateral, and communications, along with the migration of the Global Reach corporate website to the Corpay website.

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Our goal is to complete the brand transition from Global Reach Group to Corpay Cross-Border by June 30, 2023.

It should be noted that while the go-to-market brand of Corpay Cross-Border Solutions is consistent across all markets and geographies, the legal entity names of the underlying licensed businesses may take the form of Cambridge Mercantile or Associated Foreign Exchange (AFEX). Over time, we expect that these legal names will be updated to reflect the corporate brand as well.

2. Is Global Reach Group merging with Corpay Cross-Border Solutions?

Operationally, yes.

The Terms and Conditions governing your Global Reach Group account(s) permit us to assign your account to an affiliate or associate; namely an applicable Cambridge or AFEX legal entity. You will be notified when the change will occur.

You will continue to conduct business under your existing account Terms and Conditions that you currently have with a Global Reach Group entity which governs your account, but services will be provided by a Corpay entity, duly authorised by the appropriate governing body or regulator in each jurisdiction to provide such services, but this will not affect your paperwork. The Terms & Conditions which you agreed when opening your account with Global Reach Group continue to apply; only the provider of the services will change.

A [list of all our legal entities and applicable regulatory licenses](#) is available on the Corpay website.

3. What happens in the data migration?

We will migrate Global Reach Group clients' account data to the Corpay Cross-Border trading platform in four 'waves'. This undertaking involves some changes to technical interfaces and functionality, but has been designed to help provide a smooth transition and minimise disruption to your business.

Here is our planned timeline.

- Wave 1: EU Options Clients (10 February 2023)
- Wave 2: EU Corporate Standard Clients/ EU & UK Private Clients - (10 March 2023)
- Wave 3: UK Corporate Standard & Options Clients (April 2023- date to be confirmed)
- Wave 4: Canada Corporate Clients / Private Clients (May 2023- date to be confirmed)

Static data, including client onboarding information, beneficiary details, and credit profiles, will be migrated by Corpay Cross-Border in the background, during the week before the live data migration weekend.

We will be migrating your live data, including currency balances, open Forward and Options positions, and active and scheduled payments, over the designated weekend.

Our goal is to have you trading on the new system on the Monday morning following the data migration for your account, with no delays or disruptions.

We will email you to let you know when your data will be migrated, and will advise you when the migration is successfully completed.

4. Will I need to open a new Corpay Cross-Border account?

No, you will not need to open a new account after the migration.

As noted in Question #2 above, your account will continue to be governed by the Terms and Conditions of the appropriate entity within Global Reach Group, which permits us to assign your account to another affiliated or associated entity. Only your data will automatically be moved to a Corpay entity. Your account will have a new number.

5. What happens to my currency balances?

Your currency balances will be moved over to the new Corpay platform when your account is migrated.

6. What happens to my open Forward contracts?

Your open Forwards will be transferred over to the new Corpay platform as well. If you have already begun the drawdown on a flexible or window Forward, the 'net' position will be migrated (the contracted amount less any amount already drawn down).

Again, no action is required on your part.

7. What happens to my open Options contracts?

There will be no change in how you manage your Options contracts. Open contracts will be transferred to the new platform.

8. What happens to my transaction history?

Please contact Client Services at ClientServices@globalreachgroup.com to obtain your transaction history for all transactions prior to your account migration to Corpay Cross-Border.

9. Will I need to re-enter all my beneficiary information?

No, your beneficiary details will be migrated over to the new Corpay platform. We ask only that you ensure that the records are complete, including the full addresses and details of the beneficiaries.

Ensuring you have populated physical addresses for all payment beneficiaries will result in a more streamlined process, with improved levels of straight-through-processing.

Your Global Reach Group Dealer can support you through the process.

10. Will my account number change?

Yes. Your Global Reach Group account number will be updated to a six-digit number to conform to the Corpay Cross-Border system.

Your account identifiers will be provided in the week prior to your account being migrated to Corpay Cross-Border. That said, you can still identify your account by either your corporate name and authorised user for business accounts and or your personal name for private individual accounts.

Your Global Reach Group Dealer can help you update your account information, and help you inform your beneficiaries and payors.

11. Will I still deal with the same Global Reach Dealer for my trades?

Unless otherwise notified, your primary contact remains the same. Please contact your Global Reach Group Dealer with any questions.

12. Will I need to go through another credit review for my corporate account?

In general, credit and collateral terms will not be changed by the migration, except in the cases of a material change to your business (or your holding both a Global Reach account and a Corpay Cross-Border account for the same business entity). No action on your part is required at this time. As applicable, the Corpay credit team will review your credit terms post migration.

One of the benefits of being part of a much larger organisation, however, is that we will aim to expand the credit risk appetite that you have historically experienced in working with Global Reach to meet your growing requirements. We expect that Corpay Cross-Border will simply have greater capacity to meet client demand with respect to your credit requirements, all else equal.

13. How will I settle my payments with Corpay Cross-Border?

Corpay Cross-Border and Global Reach are aligning global banking relationships and unifying them into a single, more expansive database, which will ultimately give you access to a wide range of currencies and more accounts.

In addition to wires and drafts, Corpay Cross-Border also offers a Direct Debit facility for corporate clients settling funds. You will receive a separate communication that will allow you to provide your banking details should you wish to avail yourself of that option.

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14. Will my Settlement instructions change?

As part of the migration of your account to Corpay Cross-Border, your current settlement instructions will change. You will receive separate email communications directly from Corpay with your new Standard Settlement Instructions (SSI) prior to your account being migrated. For security purposes, the new SSI files will be delivered to you via DocuSign and will come from an encrypted address with a @docusign.com or @docusign.net address.

Please follow best practices in preventing fraudulent activity. If you are concerned about an email that you receive from Global Reach or Corpay, please contact your Dealer or our Client Services team.

If you do not see your preferred settlement currency, or if you receive incoming payments, your Global Reach Group Dealer will be able to provide details of additional currency accounts.

15. I trade online as well. How do I get my new log in details?

You will be provided with online login credentials via email, with a username and password combination that will require a password update upon logging into the Cross-Border platform for the first time.

Your Dealer will also be able to refresh or update this information for you at the time your account is migrated.

16. Will my funds still be protected/safeguarded?

Ensuring the safety of client funds is of paramount importance to us and we segregate and safeguard our client funds in accordance with the regulations in each jurisdiction. Unless otherwise notified there is no material change to the way in which your funds are protected.

17. What are the benefits to me of working with Corpay?

As we are now a FLEETCOR company, and as Global Reach Group joins Corpay Cross-Border, you will have access to additional resources, including more extensive payment rails and more tools to support your global payments processes.

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Corpay Cross-Border provides access to more than 145 currencies (including many exotic currencies). More than 130 currencies can be delivered in-country, helping to save time and possibly reduce intermediary banking fees.

We are developing and launching new innovative products and features, in addition to investing in new technologies, to maintain the excellence of our service to you.

We are committed to providing you the same high level of personalised support and client care that we always have. We'll just be delivering it under a new brand name.

18.What about data and account security?

For both Global Reach Group and Corpay Cross-Border, security of our clients' data and our systems is of paramount importance to our business and vital to our ability to serve you. All GDPR and DPA requirements are adhered to.

Our systems are continually monitored and upgraded to ensure that data is protected. More information about Corpay security and privacy policies are available on our website under privacy and legal tabs.

19.Will systems be operational during the migration?

All our systems, including our online trading platform, will be unavailable for a few hours during the weekend of the live data migration, but the timing has been calibrated to cause minimum disruption in each region. We will advise you of any downtime for your region.

20.Where do I find out more about Corpay Cross-Border and FLEETCOR?

On our websites, you will be able to learn more about FLEETCOR and about the products and services Corpay Cross-Border offers. Links follow.

Visit the Corpay regional websites here:

- [Corpay Cross-Border UK](#)
- [Corpay Cross-Border Ireland](#)
- [Corpay Cross-Border North America](#)
- [Corpay Cross-Border Spain](#)

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Please explore our [Resources](#) page to learn more. Here you can subscribe to our global market commentary programme and have our daily market analysis delivered right to your inbox.

And don't forget to [follow us on LinkedIn](#) to keep up with all our news!

Visit the [FLEETCOR](#) website here

21. What if I have additional questions?

Please reach out to your Global Reach Dealer, or email us at ClientServices@globalreachgroup.com.