

FINANCIAL SERVICES GUIDE



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1. Financial Services Guide

Under the **Corporations Act 2001** (Cth) we are required to provide you with this Financial Services Guide ('FSG') to inform you of some key facts before we provide you with a financial service. This is an important document, which provides information about Travelex GBP Australia Pty Ltd ('**Travelex**', '**we**', '**our**' and '**us**') to help you decide whether to use the financial services we provide.

The FSG explains who we are, the services we are authorised to provide, how we are remunerated, any conflicts of interest and details of our dispute resolution procedures and how they can be accessed.

2. Other documents you may receive

If we recommend a financial product or offer to issue, or arrange the issue of a financial product, we will also provide you with a Product Disclosure Statement ('PDS') containing information about the particular product to assist you in making an informed decision about that product.

3. Who will provide the financial service to you?

This FSG has been prepared by Travelex GBP Australia Pty Ltd.

Travelex GBP Australia Pty Ltd and its authorised representatives provide financial services pursuant to an Australian Financial Services Licence ('AFSL') Number 404092.

An authorised representative may provide services to you on our behalf.

4. What financial services do we provide?

Travelex is considered to be providing financial services because we:

- Deal in financial products;
- Make a market in financial products; and
- Provide financial product advice.

We are authorised to deal in, provide general and personal financial product advice and make a market in relation to foreign exchange contracts, derivatives and deposit and payment products limited to non-cash payment products.

5. Providing instructions to us

You may (depending on the financial product or service we are selling to you) provide instructions to us:

- By phone;
- By facsimile; or
- Electronically

Instructions received for certain financial products or services we sell will require your signature for the purposes of verification. In addition, some products and services may have their own rules around how to provide instructions or execute certain transactions. Please refer to the PDS, other disclosure documents or the terms and conditions of that product or service for those instruction details.

6. What products and services are we licensed to provide?

We are authorised to provide financial product advice, deal in and make a market for foreign exchange contracts, derivatives and deposit and payment products limited to non-cash payment products. Our products and services include:

- Spot foreign exchange transactions;
- Forward foreign exchange contracts;
- Vanilla foreign exchange options;
- Structured foreign exchange options; and
- Payment products including wire transfers and drafts

7. How do you pay for the financial services?

Travelex employees are remunerated on a salary basis with performance incentives based on the overall financial performance of Travelex, the Business Unit in which they operate and individual performance. Some Travelex employees are also paid incentives based on sales of financial products and services.

We earn income from the products we supply on the margin between the wholesale cost of supply and the revenue on sales at prices offered to customers. These margins vary in accordance with the size of the transaction and the type of product. We may also earn fee revenue from licensing our online payment system in certain circumstances.

We do not charge for the time spent providing a financial service to you including the provision of any general product advice given to you.

You can request more specific details of the fees and other benefits that will be received by Travelex in relation to a financial service described in this FSG by contacting Travelex General Enquiries directly on 1300 727 113. 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 us.

8. Are there any conflicts of interest which may influence us with the provision of financial services to you?

Some products we offer to you may be issued by members of the Travelex Global Business Payments Group. We may also from time to time offer products on behalf of other issuers. When this is the case, we will ensure that we have the appropriate supply agreements with each providing entity to enable us to sell their products. However, we are not part of another financial services group whose products we are obliged to offer. We are part of a larger financial services group that offers various products and services. We have a conflict of interest policy that aims to avoid and manage conflicts of interests that may arise both within the group and between us and third parties from time to time.

9. Will we pay anyone for referring you to us?

In limited circumstances, you may have been referred to Travelex directly or incidentally. Depending on the circumstances, the referring entity may receive a commission, based either on a flat referral fee or on gross sales upon the referral. In addition, employees of our distribution partners may receive other sales based incentives such as gift vouchers.

10. Will we give you advice which is suitable to your financial needs?

Travelex only provides general financial product advice and does not provide personal advice to retail customers. This means that we will not take into account your financial needs, circumstances or objectives in any of the advice we provide. You must make your own decision on whether our financial products are right for you.

11. What should you know about the risks associated with the financial strategies we recommend to you?

We will explain to you any significant risks associated with financial products or strategies we recommend to you, as identified in the PDS for the financial product. If you do not believe this explanation to be adequate, you should ask us to explain these risks further. Where we provide general advice only, you must make your own decision on whether our financial products or services are right for your circumstances.

12. Do we have adequate compliance systems?

We remain up to date on industry compliance issues pursuant to the conditions of our Australian Financial Services Licence, which requires staff to undergo ongoing training in respect of our responsibilities to you and the products we offer.

13. Is your privacy protected?

To provide an effective service to our customers we may collect personal information about you. Information is collected only where it is required to complete foreign exchange or related transactions for you or to meet our obligations under the relevant anti-money laundering and counter terrorist financing legislation or other regulatory requirements. If you do not provide us with the information asked for, we may not be able to provide the service you have requested. In some instances we may contract with external companies for the provision of products and services to you. These companies may include or be associated with money transfer services (including international funds transfers), information technology services and records management. Only information about you that is pertinent to the supply of these products or services is provided and strict security and confidentiality requirements are adhered to. In collecting and managing personal information, we comply with the National Privacy Principles ('NPPs') of the **Privacy Act 1988 (Cth)**. In the instance where personal information is disclosed to an external company operating in a foreign country, we will ensure that the information will be protected by a law or a contract which upholds privacy principles similar to the NPPs.

We take reasonable steps to protect the information we collect and you have the right to access that information to ensure that it is accurate. For more details, you should ask for a copy of our Privacy Statement or visit our web site at www.travelexbusiness.com/au

If you wish to access your information, please contact the Privacy Officer at the principal business address listed above, or call 1800 036 739.

14. Compensation Arrangements

Travelex is covered by a professional indemnity insurance policy (the policy) designed to pay claims by third parties (including customers) arising out of any professional negligence on its part, subject to terms and exclusions of the policy. The policy extends to cover for claims made in relation to the conduct of representatives/employees after they cease to be employed by or act for Travelex. The terms and conditions of the policy satisfy the requirements of s 912B **Corporations Act 2001 (Cth)** for compensation arrangements. You do not have a direct right to claim under this policy which is taken out to ensure sufficient resources will be available to meet claims against Travelex.

15. Who can you talk to if you have a complaint about the provision of financial services to you by us?

You should address any complaint relating to the product described in this PDS to your Travelex Representative in the first instance.

If your complaint is unable to be resolved the matter will be automatically escalated to the relevant business unit manager. If a resolution is not reached within a reasonable time period, the matter will be further escalated to Travelex's compliance manager who will in turn refer the matter to senior management for resolution. All complaints are logged at each stage of the process.

If you have any enquiries about our dispute resolution process, please contact the compliance manager at the principal business address listed below, call 1300 727 113 or email us at customerservices@travelex.com.au.

If you are dissatisfied with the resolution of a complaint you have the right to refer the complaint to:

Financial Ombudsman Service (FOS)

GPO Box 3

Melbourne, Victoria 3001

Toll Free Number: 1300 78 08 08

www.fos.org.au

FOS operate an independent dispute resolution scheme.

16. What happens if this FSG changes before you receive a financial service from us?

If we revise this FSG, we will provide you with the updated version before we provide you with a financial product or service.

17. Contacting us

General enquiries

1300 727 113

www.travelexbusiness.com/au

enquiry@travelex.com.au

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