

# Financial Services Guide



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## About this Financial Services Guide

This Financial Services Guide ('FSG') is an important document, provided by Travelex Limited ABN 36 004 179 953 ('Travelex, 'we', 'our' and 'us'). Under the Corporations Act 2001 (Cth), we are required to provide you with this FSG to inform you of some key facts about the products and services that we are authorised to provide under our Australian Financial Services License No. 222444 ('AFSL'). This FSG will assist you when making a decision about these products and services.

## This FSG includes:

- Who we are and our services;
- How we are remunerated;
- Any conflicts of interest; and
- Details of our dispute resolution process and how you can contact us.

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') or other disclosure document (such as Terms and Conditions) with information about the relevant product to assist you in making an informed decision about the product.

## Financial products and services we are authorised to provide

Travelex is authorised under its AFSL to:

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

## Products and services

Our products and services include:

- Foreign exchange via stores, automatic teller machines and online including via partners;
- Other foreign currency services, including banknote sales and purchases;
- Travellers cheques;
- Pre-paid travel money cards:
  - o Travelex Money Card;
  - o Cash Passport Cards - Travelex provides reload and cash out services only;
- Cheque clearing; and
- International payments.

## Providing instructions to us

Depending on the financial product or service we sell to you, you may provide instructions to us:

- In person;
- By phone; or
- Electronically.

Instructions received for certain financial products or services may need to be in writing and may require your signature or identity verification. Please refer to the PDS or other disclosure documents of the relevant product or service for details.

## Who does Travelex act for when we provide financial products and services to you?

We provide various foreign exchange related products and services. We also offer financial products on behalf of other issuers, and when we do, we act for the issuer and not for you. These products and services include:

| Financial Product and Services                                                           | Issuer                                                                |
|------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| Travelex Money Card                                                                      | Heritage Bank Limited <sup>1,2</sup>                                  |
| Cash Passport Prepaid Visa Travel Money (reload and cash out services only)              | Heritage Bank Limited <sup>1,2</sup>                                  |
| Cash Passport MasterCard Prepaid Currency Card (reload and cash out services only)       | Heritage Bank Limited <sup>1,2</sup>                                  |
| Cash Passport MasterCard Multi-Currency Prepaid Card (reload and cash out services only) | Heritage Bank Limited <sup>1,2</sup>                                  |
| Travellers Cheques                                                                       | American Express Travel Related Services Company, Inc. <sup>2,4</sup> |
| International Payments                                                                   | Nium Pty Ltd <sup>2,3</sup>                                           |
| Foreign Currency Banknotes                                                               | Travelex Limited <sup>5</sup>                                         |
| Foreign Currency Cheque Encashment                                                       | Various <sup>6</sup>                                                  |

<sup>1</sup> Heritage Bank Limited (ABN 32 087 652 024, AFSL 240984) is the product issuer. MasterCard Prepaid Management Services Australia Pty Ltd (ABN 47 145 452 044, AFSL 386 837) ("MPMS") arranges for the issue of the Cash Passport and Travelex Money Card in conjunction with the issuer. In respect of Cash Passports, Travelex provides reload and cash out services only.

<sup>2</sup> Not a related company of the Travelex Group of Companies.

<sup>3</sup> International Payments service is provided by Nium Pty Ltd (ABN: 45 601 384 025) ("Nium"), AFSL No. 464 627. We partner with Nium by referring customers from our website to the Nium website.

<sup>4</sup> American Express Travel Related Services Company, Inc., is the designated servicing agent of the other Travellers Cheque Issuers. American Express Travellers Cheques are issued under American Express International, Inc. ABN 15 000 618 208, AFSL No. 237996, which is a related company of each of the American Express Travellers Cheque Issuers.

<sup>5</sup> Travelex Limited ABN 36 004 179 953 / AFSL No. 222444 is the product issuer and service provider. In the case of Notes, the Foreign Exchange Contract settles immediately and therefore Travelex is not providing a regulated financial product in offering the Notes to its customer.

<sup>6</sup> Arranged for clearing by Travelex Limited ABN 36 004 179 953 / AFSL No. 222444 via various correspondent banking partners. The bank used for clearing foreign currency denominated bank cheques varies according to the currency.



## How are we remunerated?

On products issued and directly supplied by us, we earn income on the margin between 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 charge fees for products we issue through our various channels. Such fees may be a flat amount per transaction or based on a percentage of the transaction value. Details of our fees are explained in the Product Disclosure Statement for the product or the ordering Terms and Conditions. Any fee payable by you is disclosed before a transaction is settled irrespective of the channel used.

In the instance where we offer to sell you a product on behalf of another issuer or providing entity, we may receive a commission and / or a fee for such transaction.

Such remuneration may be received from:

- **Travellers Cheques** as retail distributor for Amex. Amex pays Travelex a commission of up to 0.2% of the face value of the Travellers Cheque.
- **International Payments** Nium pays Travelex all fees and margin after deducting the Nium's processing fees. Nium processing fees vary depending on the transaction currencies.
- **Cash Passport Cards** on behalf of Heritage. Under our arrangement with MPMS, we receive:
  1. For in store reloads of AUD: 1.1% or \$15 (whichever is higher).
  2. For in store cash-outs: flat fee of \$10 plus the FX margin where the withdrawal is in a non-AUD currency.
- **Travelex Money Card** on behalf of Heritage. Under our arrangement with MPMS, we receive:
  1. For in store loads and reloads of AUD: 1.1% or \$15 (whichever is higher).
  2. For in store cash-outs: flat fee of \$10 plus the FX margin where the withdrawal is in a non-AUD currency.

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 1800 440 039. 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.

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.

## How are Travelex employees remunerated?

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.

## Are there any conflicts of interest which may influence us with the provision of financial products and services to you?

Where products are not issued by us, we will ensure that we have entered into appropriate supply agreements with each providing entity to enable it, and us, as their representative to sell these products. We have policies and procedures that aim to avoid and/or manage conflicts of interest that may arise both within the group and between us and third parties from time to time.

## Will we pay anyone for referring you to us?

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 or net return upon referral.

## What type of advice does Travelex provide?

Travelex process requires its staff and agents to only provide factual information to customers and as such does not provide personal advice. 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 decisions on whether any financial products that we distribute on behalf of issuers are right for you.

## What should you know about the risks associated with the financial products and services we provide to you?

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

## Do we have adequate compliance systems?

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

## Is your Privacy protected?

To provide an effective service to our customers we may collect personal information about you. In collecting and managing your information, we comply with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (the 'Act').

Information is collected only where it is required to complete foreign exchange or other transactions for you, to promote and market our products and services to you and to inform you of our special offers, promotions or competitions, including by way of direct mail and telemarketing (unless you tell us otherwise). Information may also be required to be collected for us to comply with laws and 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.

For more details, visit our website at [www.travelex.com.au](http://www.travelex.com.au)

## 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 our part, subject to the 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 s912B Corporations Act 2001 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 the claims against Travelex.

## 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 a product or service to your nearest Travelex Foreign Exchange store, or directly by contacting Travelex General Enquiries on 1800 440 039.

If the complaint is not resolved, the matter will be automatically escalated to the relevant Regional Manager. If a resolution is not reached within a reasonable time period, the matter will be further escalated to Travelex Compliance who will 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 us at the principle business address listed below, or call 1800 440 039 or email us at [RetailCSCAust.NZ@travelex.com](mailto:RetailCSCAust.NZ@travelex.com)

If you are dissatisfied with the resolution of a complaint you have lodged with Travelex, you may refer your complaint to:

Australian Financial Complaints Authority  
GPO Box 3, Melbourne Vic 3001  
Phone: 1800 931 678  
Fax: 03 9613 6399  
Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)

## What happens if this FSG changes before you receive a financial product or 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.

## Contacting Us

If you require further information about us or would like to contact us, you may do so in the following ways:

**By Mail** at our business address:  
Travelex Limited,  
Level 28, 20 Bond St, Sydney NSW 2000  
**By Telephone:** 1800 440 039  
**By Internet:** [www.travelex.com.au](http://www.travelex.com.au)  
**By Email:** [RetailCSCAust.NZ@travelex.com](mailto:RetailCSCAust.NZ@travelex.com)