

# FINANCIAL SERVICES GUIDE



## Table of contents

What is this document	page 1
Other documents you may receive	page 1
What financial services do we provide?	page 2
Providing instructions to us	page 2
Who will provide the financial service to you?	page 2
What products & services are we licensed to provide?	page 2
Who do we act for when we provide financial services to you?	page 3
How do you pay for the financial services?	page 3
Are there any conflicts of interest which may influence us with the provision of financial services to you?	page 4
Will we pay anyone for referring you to us?	page 4
What type of advice does Travelex provide?	page 5
What should you know about the risks associated with the financial products we provide to you?	page 5
Do we have adequate compliance systems?	page 5
Is your privacy protected?	page 5
Compensation arrangements	page 6
Who can you talk to if you have a complaint about the provision of financial services to you by us?	page 6
What happens if this FSG changes before you receive a financial service from us?	page 6

Travelex Limited (ABN 36 004 179 953, AFSL 222444)

Level 12, 1 Margaret Street, Sydney NSW 2000

Date of preparation: 28 April 2011

### What is this document?

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 ('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.

### 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.

(1)

## What financial services do we provide?

Travelex is considered to be providing financial services because we:

- deal in a financial product;
- provide financial product advice; and/or
- make a market for a financial product.

## Providing instructions to us

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

- in person at a Travelex Foreign Exchange store;
- 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.

## Who will provide the financial service to you?

This FSG has been prepared by Travelex Limited.

Travelex Limited provides financial services pursuant to an Australian Financial Service Licence (AFSL No. 222444).

## What products & services are we licensed to provide?

We are authorised to deal in and provide financial product advice for deposit and payment products, foreign exchange contracts, foreign exchange derivatives and general insurance products. Further to this, we are also authorised to make a market for foreign exchange contracts and foreign exchange derivatives. Our products and services include:

- Automatic Teller Machines.\*\*
- Corporate Foreign Exchange, including spot and forward foreign exchange contracts.\*
- Currency Services, including banknote sales and purchases.\*\*
- Dynamic Currency Conversion. \*\*
- Foreign exchange derivative products.\*
- General foreign exchange advice.\*
- Pre-paid Phone Cards.\*\*
- Pre-paid travel money cards (Cash Passport Cards).\*
- Retail Foreign Exchange, including drafts\*, telegraphic transfers\*\* and money transfer services.\*\*
- Travel insurance.\*
- UK Bank Accounts.\*
- Travellers cheques, issue and encashment.\*

\* A financial product or service.

\*\* Not a financial product or service.

## Who do we act for when we provide financial services to you?

We are the issuer or the providing entity for most of the financial products we offer. We may from time to time offer to sell financial products on behalf of other issuers and when we do, we act for the issuer and not for you. These financial products currently include:

Financial Product	Product Issuer
Cash Passport ATM Cards	Heritage Building Society Limited*
Cash Passport Debit Cards	Heritage Building Society Limited*
Drafts	Various **
Barclays Bank Account (UK)	Barclays Bank Plc.*
Money Transfer Services	Western Union Holdings, Inc*
Travel Insurance	Great Lakes Reinsurance (UK) PLC* #
Travellers Cheques	American Express Travel Related Services Company, Inc.*

\* Not a related company of the Travelex Group of Companies.

\*\* The issuer of Travelex Drafts varies according to the currency required and the relationship with the correspondent bank.

# We act under a binder from the insurer. This means that we represent and act for the insurer, not for you. This allows us to issue the travel insurance product for the product issuer as if we were them.

## 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.

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. When we assist you to open a UK bank account, we will charge you a fee for the service, in addition to any margin on the associated foreign exchange transaction.

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 a transaction. Such commissions may be received from:

Product	Product Issuer	Commission Range
Funds Transfer Services	Western Union Holdings, Inc	0% to 32% of inbound or outbound fee
Travel Insurance	Great Lakes Reinsurance (UK) PLC	0% to 50% of the total policy value

(3)

Travellers Cheques	American Express Travel Related Services Company, Inc.	For Amex Travellers cheques sold by Travelex, Amex pays Travelex a commission of up to 0.3% of the face value of the Travellers Cheque sold by Travelex.
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We and those associated with the issue of Cash Passport Cards earn revenue from the product via spreads on foreign exchange rates, service fees related to the use of the cards and interest on the monies loaded onto the cards.

We shall receive all the following fees in relation to Cash Passport Cards (as outlined in the Product Disclosure Statement (PDS) for the relevant Cash Passport Card), on behalf of the Product Issuer (being Heritage Building Society Limited):

- (a) an initial card fee & in-store reload fee;
- (b) a BPAY® reload fee;
- (c) a SMS reload fee; and
- (d) a foreign exchange margin (when we sell a Cash Passport Debit Card which is loaded or reloaded with foreign currency).

We may also receive a portion of other fees and foreign exchange margins outlined in the PDS of the relevant Cash Passport Card pursuant to an agreement between Travelex Australia Card Services Pty Ltd and Travelex. In addition, we may receive interest on the funds loaded and reloaded on Cash Passport Cards pursuant to that agreement.

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.


With the exception of the service provided in assisting you to open a UK bank account, 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.

## Are there any conflicts of interest which may influence us with the provision of financial 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 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.

## 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.

## What type of advice does Travelex provide?

Travelex only provides general advice and does not provide personal financial product 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 decision on whether our financial products are right for you.



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

We will explain to you any significant risks associated with financial products we provide 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. 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. Information is collected only where it is required to complete foreign exchange or related 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) or 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. 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), insurance, 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. 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.travelex.com.au](http://www.travelex.com.au). If you wish to access your information, please contact us at the principal business address listed on page 6, or call 1800 440 039.

(5)

## 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 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 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.

## 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 they are unable to resolve the complaint, the matter will be automatically escalated to the relevant Sales Manager. If a resolution is not reached within a reasonable time period, the matter will be further escalated to the Travelex Compliance Manager 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 principal business address listed below, or call 1800 440 039 or email us at [customerservices@travelex.com.au](mailto:customerservices@travelex.com.au).

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

Financial Ombudsman Service (FOS)

GPO Box 3

Melbourne Vic 3001

Ph: 1300 78 08 08

Fax: 03 9613 6399

Website: [www.fos.org.au](http://www.fos.org.au)

Email: [info@fos.org.au](mailto:info@fos.org.au)

## 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.

## 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 principal business address:

Travelex Limited, Level 12, 1 Margaret Street, Sydney NSW 2000

**By Telephone:** 1800 440 039

**By Internet:** [www.travelex.com.au](http://www.travelex.com.au)

**By Email:** [customerservices@travelex.com.au](mailto:customerservices@travelex.com.au)



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