



FINANCIAL SERVICES GUIDE

07 October 2021

Currenc Pty Ltd
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Purpose and content of this FSG

The financial services referred to in this financial services guide (**FSG**), prepared and dated 11 June 2020, are provided by CurrenC Pty Ltd (ABN 80 617 485 891; AFSL No. 505118) (**CurrenC**, “**we**” or “**us**”).

This FSG provides you with important information regarding our financial services to assist you in deciding whether to use any of these financial services.

This FSG contains the following important information:

- Information about CurrenC and our contact details
- General information about the financial services and products we provide
- Any potential conflict of interest we may have
- How we deal with complaints about our services and products
- How we deal with your personal information
- Our fees and charges
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Information about CurrenC

CurrenC is an Australian incorporated company, licensed to provide financial products and services. Further information about CurrenC is available on its website at www.currenc.com.au.

Contact details

CurrenC can be contacted at:

Suite 515, 180 Ocean Street
Edgecliff, NSW 2027
Australia

and by email at info@currenc.com.au

Our financial services and products

Our relationship with you

CurrenC is responsible for the financial services we provide to you. CurrenC acts as principal in our services to you. CurrenC is responsible for the financial services it provides to you through our employees.

services we are authorised to provide

CurrenC has Australian Financial Services Licence No. 505118 issued by the Australian Securities and Investments Commission. The licence authorises CurrenC to carry on a financial services business to:

(a) provide financial product advice for the following classes of financial products:

(i) deposit and payment products limited to:

(A) non-cash payment products; and

(ii) foreign exchange contracts;

(b) deal in a financial product by:

(i) issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:

(A) deposit and payment products limited to:

(1) non-cash payment products; and

(B) foreign exchange contracts; and

(c) make a market for the following financial products:

(i) foreign exchange contracts;

to retail and wholesale clients.

General advice and personal advice

CurrenC mainly provides general advice but in limited circumstances it will provide personal financial product advice. Our general advice does not take into consideration your personal financial needs, objectives and financial circumstances.

Under the law regulating provision of financial services, general advice and personal advice have special meanings. General advice can include direct or implied recommendations about financial products or services, whether generally or for a class or kind of investor, without taking into account your particular circumstances. General advice includes advice based on consideration of the investment alone (including by reference to current market conditions). Such general advice is provided without any expressed or implied recommendation that it is appropriate for you in light of your personal circumstances. You should be aware that general advice or information is not complete and it might become inaccurate or out of date.

Regular updates, marketing materials, research reports, market reports, case scenarios, investment strategy reports, PDSs or other offer documents and website content are not personal advice.

We might assess you for suitability for our financial products. These suitability assessments are for initial risk and compliance management only, and may not be taken as representing, inferring or implying any duty of care or fiduciary duty, or that the financial products and financial services which we provide to you are suitable for your personal financial needs, objectives and financial circumstances.

Whether you get any general advice or not, you should assess whether the services or products are appropriate for your personal needs, objectives and circumstances.

Other documents you may receive

You will receive from us a product disclosure statement (PDS) that makes disclosures about our foreign exchange contracts (**FX Contracts**), FX Options and our payment services (together referred to as **Transactions**). The PDS contains important information to assist you in making a decision about those products and services. This should be read with the **Client Agreement** (made available when you apply or download from our website). You must agree to them before transacting with us. Some types of FX Options might have additional terms or explanation only on the CurrenC dealing platform.

If we provide personal advice to you, you will receive from us a **statement of advice** that contains or records our advice and the reasons for it as well as other relevant information to assist you in making a decision about our Transactions and strategies that are relevant to you. If we provide you with further personal advice after the initial advice, you may request a record of the further advice that is provided to you (if you have not already been provided with it). You can request the record of the further advice within a period of seven years of it being given, by contacting us using the details provided on page 2.

Instructions and transacting

You may only use our Transactions through the CurrenC Dealing Platform.

Instructions for Orders for Transactions ordinarily must only be given through the CurrenC Dealing Platform. In limited circumstances you can contact us by telephone, mail or email. Please note that we **do not accept any Orders by email or mail**. Any instructions relating to change of details or payments must be made through your account using our CurrenC Dealing Platform or, in limited circumstances permitted by us, by telephone. For any other instructions provided over the telephone, CurrenC will acknowledge the instructions via email and confirmation will be required by you via return email.

Disclosure of conflicts of interests

CurrenC acts as principal when providing the financial services to you. CurrenC does not act as your agent or broker (to find the best price for you or otherwise).

CurrenC directors and employees from time to time may hold FX Contracts or FX Options in their personal capacities.

CurrenC may pay a fee or other benefit to other persons for introducing or for acting on behalf of clients, either by way of one-off fee, as a percentage of revenue or income generated by those clients referred to CurrenC, or a

combination of both. Those other persons may be obliged to disclose to you the fees or other benefits they receive.

CurrenC has a policy for managing, avoiding (if appropriate) and disclosing relevant conflicts of interests, available on request.

Employees and representatives

Our employees and other representatives are remunerated through a base salary and non-base salary compensation for their work for CurrenC and related entities. The non-base salary includes a share of fees, revenue or other payments earned by CurrenC (and, depending on the scope of their employment, related entities) which provides the financial product or service. The proportion of the employees' and other representatives' non-base compensation in aggregate ranges up to 75% of their overall compensation over time. Individual remuneration is based on their level of experience, length of service with CurrenC or its related entities, the level of qualifications, their contributions and market conditions.

Our employees and other representatives may also benefit from various internal incentive schemes including seminars, conferences and training programmes and non-cash rewards. Participation in these schemes is generally based on revenue production, minimum length of service and compliance with group policies and industry regulations.

Professional indemnity insurance

CurrenC has the benefit of professional indemnity insurance that complies with section 912B of the Corporations Act 2001 (Commonwealth) (**Policy**). Subject to its terms, the Policy covers certain clients for loss or damage suffered as a result of breaches of the relevant obligations of CurrenC and its employees in relation to its AFSL.

Also, subject to its terms, the Policy covers certain breaches by CurrenC's employees and representatives employed by CurrenC at the relevant time.

Disputes and complaints handling

CurrenC is committed to providing our clients with outstanding service. If you have a complaint about the financial product or service provided to you, please raise the issue with us by taking the following steps:

1. Contact our CurrenC Dispute Resolution Officer and provide the details of your complaint. You may do this by telephone, email or letter.
2. If your complaint is not satisfactorily resolved, within seven (7) Business Days of receipt of your initial complaint, please put your complaint in writing and send it to the Compliance Department at:

Suite 515, 180 Ocean Street
Edgecliff, NSW 2027
Australia

or by email at info@currenc.com.au

CurrenC will make every effort to try to resolve your complaint quickly and fairly. Complaints received in writing will be acknowledged within two (2) Business Days of written receipt of your complaint and we will use our best endeavours to try to resolve your complaint within 45 days of receipt of your written complaint.

3. If you are not satisfied with the final response provided by our Compliance Department, you may exercise your right to complain to the Australian Financial Complaints Authority (**AFCA**), if your complaint is within its rules. AFCA is an external dispute resolution scheme. The contact details for AFCA are:

Australian Financial Complaints Authority Limited

G.P.O. Box 3

Melbourne VIC 3001

Telephone: 1300 931 678

Website: www.afca.org.au

Please note that we will need to respond to your complaint prior to AFCA initiating any investigation into your complaint.

CurrenC is a member of the AFCA complaints resolution scheme (No. 41397). The service provided to you by AFCA is free of charge.

The Australian Securities and Investments Commission (ASIC) also has an Info line on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Privacy

All the information collected by CurrenC, in the application form or otherwise, is used for the purpose of providing you with the financial products and services, maintaining your account, and for the purpose of assessing whether you would be suitable as a Client.

CurrenC has obligations under and has procedures in place to ensure its compliance with, the Privacy Act 1988 (Commonwealth).

Significantly, these obligations include the following:

Collecting personal information

In collecting personal information, CurrenC is required:

- to collect only information which is necessary for the purpose described above;
- to ensure that collection of the information is by fair and lawful means; and
- to take reasonable steps to make you, the individual, aware of why the information is being collected and that you may access the information held by us.

If necessary, CurrenC may also collect information on directors and shareholders of a corporate client or agents or representatives of the Client. CurrenC may be required by law to collect information, such as for taxation purposes or to identify persons who open or operate an Account.

CurrenC may take steps to verify information given to it, in accordance with relevant laws, such as consulting registries, referees, employers or credit agencies. This information will not be disclosed to any other person although CurrenC may disclose this information to its related bodies corporate or agents in the ordinary course of CurrenC providing you with its products and services.

Using the personal information

If CurrenC has collected the information from you, CurrenC will only use the information for the purposes described below and above unless you consent otherwise.

Personal information may be disclosed to:

- any person acting on your behalf, including your adviser, accountant, solicitor, executor, attorney or other representative;
- related bodies corporate or agents in the ordinary course of CurrenC providing you with its products and services if you use, or intend to use, services of those other corporations;
- any organisations to whom CurrenC outsources administrative functions;
- brokers or agents who refer your business to CurrenC (so that we may efficiently exchange information and administer your account);
- regulatory authorities; and
- as required or permitted by law or by court order.

This information will not be disclosed to any other person without your consent.

You may access your personal information held by CurrenC (subject to permitted exceptions), by contacting CurrenC.

Since CurrenC is obliged by law to take reasonable steps to ensure that the personal information used is accurate, up to date and complete, please tell us immediately if any of the information provided in this section changes.

Retaining personal information

CurrenC takes reasonable steps to maintain secure protection of all personal information obtained from misuse, loss, unauthorised access, modification, or disclosure.

Fees, charges, costs and remuneration

We are mainly remunerated by the fees, charges and costs for our FX Contracts, FX Options and payment services, which are disclosed in the PDS for those products.

We do not charge for general advice or personal advice.

We have no administrative charges for our services.