

# Financial Services Guide

## 1. What is a Financial Services Guide?

This Financial Services Guide (“FSG”) is an important document to help you understand and decide if you wish to use the financial services we are able to offer you.

It provides you with information about World First Pty Ltd (“WorldFirst, us, our, we”) and the services we provide. Its purpose is to educate you, before we provide a financial service, on matters including:

- who we are and how we can be contacted;
- what services and products we are authorised to provide you;
- how we (and any other relevant parties) are paid; and
- who to contact if you have a complaint.

Additionally, it explains your rights as a client, any charges for which you will be liable, and the mechanisms we will use resolve any complaint you might have against us.

When we make a recommendation for you to acquire a particular financial product or offer to arrange the issue of a financial product to you, we will also provide you with a Product Disclosure Statement (PDS). The PDS contains information about the product to assist you in making an informed decision about that product. It will outline relevant terms, significant risks (where such exist), and fees and charges associated with the product.

If we do provide you with any personal advice, we will provide you with a written Statement of Advice (SOA). The SOA contains our advice and the reasons for it, as well as other relevant information, to assist you in making an informed decision about the various products 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 haven't 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 3.

If we provide you with general advice, then it will not take into account your needs, financial situation or objectives, and you should consider your circumstances before choosing to act on the advice. You should also take all reasonable steps to understand the potential outcomes of the transactions we offer. Additionally, we advise that you read the relevant Product Disclosure Statement before making a decision.

We have arrangements in place to maintain adequate professional indemnity insurance as required by section 912B of the Corporations Act 2001 (the Act). This insurance provides cover for claims made against us and our representatives/employees including claims in relation to the conduct of representatives/employees who no longer work for us but who did so at the time of the relevant conduct.

WorldFirst is a subsidiary of Ant Group.

## 2. Who will be providing the Financial Services to you?

### The Licensee

WorldFirst is the holder of the Australian Financial Services Licence (AFS Licence Number: 331945 and ABN 42 132 368 971) and is responsible for the financial product advice that its representatives provide to you and the dealing which its representatives do on WorldFirst's behalf. WorldFirst authorises, and is also responsible for the content and distribution of this FSG.

You can instruct us to provide you with our services by:

- a) visiting one of our branches
- b) contacting us via the internet; or
- c) contacting us via telephone.

Our contact details are at the back of this document.

## 3. On whose behalf are we acting when we provide our services to you?

As we are the product issuer, we are acting on our own behalf when we provide the services and not on your behalf.

## 4. What services and products are we authorised to provide to you?

WorldFirst is authorised to give you general and personal advice in relation to “non-cash payment products”, and “foreign exchange contracts”. Put simply, this involves advising you about different types of money transfer or currency exchange services we offer, including:

- Spot FX contracts
- Forward FX contracts

WorldFirst is also authorised to deal in relation to those same products. This means that we can help you use our service fully and fill out the forms and undertake and complete the transactions for you.

WorldFirst is also authorised to “make a market” for foreign exchange contracts. This allows us to quote market prices to you.

World Card: WorldFirst also offers a Debit card facility where clients can use a card linked to their World Account balance to make payments for goods or service. Card payments made must be for business purposes relating to a client's World Account.

In providing our service, other financial issues may arise, such as how to invest money, or taxation issues. However, we are not authorised to provide advice relating to those financial issues, or any other issues except those explained above. You should seek specific advice from the appropriate professionals which may include, a financial adviser who holds an Australian Financial Services License, if these issues are relevant to your objectives.

If you have any further questions about how WorldFirst is able to assist you, please contact us.

## 5. What fees and commissions are payable to WorldFirst?

We earn income on the margin between the wholesale cost of currency, and the cost which we offer the currency to you. The margin that is charged generally ranges between 0.1% and 6% per transaction. The size of the margin will depend on the current interest rates, the availability of the currency you are buying or selling, market volatility, our relationship with you, the value of the transaction and the contract type.

Breakdown of margins:

1. Dynamic FX margin: WorldFirst adopts a dynamic exchange rate model in determining the exchange rates we apply. For all currency pairs a percentage margin of up to 1% will be applied.
2. A margin of up to 5% will be applied to forward transactions. This margin will be included in the exchange rate quoted and displayed at the point of booking the transaction. The size of the forward margin will depend on the contract period, currency, and value of the transaction.

Other banks that receive your funds or act as an intermediary may charge you fees which are often unknown or out of the control of WorldFirst.

Fees will be charged as per the following:

- Transfer from a World Account to another World Account: Free
- Domestic payments (receive AUD and the payee's bank is in AU or receive NZD and the payee's bank is in NZ): Free
- Local (the payment currency is the local currency in payee's bank. E.g. Client pays with USD and the payee is in USA): up to AUD15
- Cross-border payments (the payment currency is not the local currency in the payee's bank. E.g. Receive USD and the payee is in UK): up to AUD15.

Our fee structure is based on the destination currency and location of the beneficiary. Fees vary by currency and are charged in the destination currency.

For payments you make with your World Card, WorldFirst will earn the following income (in addition to the above fees payable):

1. Card interchange fees (of which rates and conditions are set by Mastercard) based on every World Card transaction made.
2. Foreign exchange currency conversion fees/margins

3. Detailed information on World Card fees and charges are available on our website at [worldfirst.com/au/pricing](http://worldfirst.com/au/pricing).

The above fee structure will apply to all clients unless otherwise stated/agreed with WorldFirst or if you have previously made non-standard arrangements with your account manager. Fees and/or margins apply to same currency transactions. Fees and/or margins charged may vary on weekends and/or public holidays to account for potential exchange rate fluctuations. If we provide you with personal advice, we will supply you with more information about how we are remunerated at that time.

If we do not provide you with personal advice, you may request further information of our remuneration details within a reasonable time from receiving this document.

By using or continuing to use our services, you agree that:

- All fees and charges received by WorldFirst as described in this FSG (other than third party fees and charges) are a benefit given to WorldFirst by you, in exchange for the dealing services provided by WorldFirst.
- WorldFirst do not charge volume-based or asset-based fees for any advice we provide unless we agree a fee with you beforehand.
- You understand, consent to, authorise and direct WorldFirst to charge you in this way.

## 6. How are our people and third parties remunerated?

WorldFirst's directors and employees are remunerated by an annual salary. Directors and employees may also be awarded an annual bonus. This will depend on several factors including:

- Company performance
- Personal attitude, professionalism and adherence to compliance procedures; and
- Team performance.
- If you are referred to WorldFirst by an affiliate, we may pay a referral commission of up to 40% to the affiliate based on the income generated by those customers referred to WorldFirst.

## 7. What should you do if you have a complaint?

In the event you have a complaint about the service provided, you can:

- a) Contact your WorldFirst representative and discuss your complaint.
- b) If your complaint is not satisfactorily resolved within 2 weeks, please contact by telephone or in writing:

Complaints Department  
World First Australia Pty Limited (see page 3 for contact details)

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We will try and resolve your complaint quickly, fairly and within prescribed time frames.

c) If the complaint cannot be resolved to your satisfaction, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA) which is a free and external complaints service provided to the public, of which WorldFirst is a member (Member number: 13405). You can contact the AFCA on 1800 931 678 or in writing at GPO Box 3, Melbourne, Victoria 3001. You can also contact AFCA via facsimile on (03) 9613 6399, and request interpreter services on 131 450.

You can also contact the AFCA through their website:

[www.afca.org.au/](http://www.afca.org.au/)

d) The Australian Securities and Investments Commission (ASIC) also has an Infoline phone (1300 300 630) which you may use to obtain information about your rights.

## 8. Personal Information

WorldFirst is committed to ensuring the confidentiality and security of the personal information of its clients, and is also committed to complying with the Privacy Act 1988 (Cth) and the Anti-Money Laundering & Counter-Terrorism Financing Act 2006 (Cth) (AML/CTF Act). The WorldFirst Privacy Policy detailing our handling of personal information is available upon request. You may request access to information held about you by contacting the WorldFirst Privacy Officer using the contact details on page 3.

WorldFirst will let you know what documentation you will need to present to satisfy the customer identification requirements under the AML/CTF Act. If you do not provide some or all of the information requested on our application form, we may not be able to accept your application to transfer money or otherwise provide you with our services.

WorldFirst may use information received from its clients to send marketing material to its clients from time to time if you have elected to receive it. WorldFirst will not provide your information to any third party other than in accordance with the WorldFirst Privacy Policy. By using our services you consent to WorldFirst recording its telephone conversations. The telephone recording can be used by WorldFirst to confirm the terms and conditions of any transaction, and for training and monitoring purposes.

Please retain this FSG for your reference and any future dealings with WorldFirst. We may also add documents at a later date which will form part of this FSG, and should be read together with it.

## 9. Get in touch

World First Pty Ltd - ACN 132 368 971  
Level 17  
55 Clarence Street  
Sydney NSW 2000

T: 1-800 701 540

T: +61 (0)2 8298 4999

E: [enquiries@worldfirst.com](mailto:enquiries@worldfirst.com)

E: [complaints.aus@worldfirst.com](mailto:complaints.aus@worldfirst.com)

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[worldfirst.com/au](http://worldfirst.com/au)

## 10. Governing law

Any legal questions concerning the Terms and Conditions, the agreement between you and WorldFirst (which is governed by these Terms and Conditions), will be decided under the laws of New South Wales Australia.