

Travelex Business.

Travelex
BUSINESS



Welcome to the Travelex Business brochure. This navigable guide will tell you everything you need to know about Travelex Business and how we can help you offer both digital and physical cash financial services to your customers.

How to use the Travelex Business brochure

This brochure is an interactive PDF. This means the key information you need is linked for easy navigation on laptops, tablets and phones. Links are highlighted throughout, and every page has the option to return to the Home and Contents screen, symbolised by these icons.



This Brochure will enable you to:

- **Learn more about Travelex Business**
- **Understand specific Travelex Business products and services**
- **Identify how Travelex Business addresses your needs**



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About Travelex

Headquartered in London, Travelex has a 40+ year heritage in foreign currency, pioneering the travellers' cheques of the past and the digital payments of the future. With a presence in over 70 countries, and over 1,200 stores at both on-airport and off-airport locations around the world, Travelex has distilled its expertise and experience into a platform that reinvents physical and digital cross-border money movement globally to ensure its clients remain one step ahead of the competition. The platform provides financial institutions with a trusted, efficient and accurate international money transfer service, plus secure and reliable banknote delivery of both major and exotic currencies.

A market leading independent foreign exchange specialist, the business covers the entire value chain of the retail foreign exchange industry. Travelex Group is also active in the remittances and payments space enabling physical and digital cross-border money movement for consumers and financial institutions.

Travelex is part of Finabl, a global platform for Payments and Foreign Exchange solutions. With deep regulatory know-how, technology expertise and industry leading partnerships, Finabl companies provide a broad array of tailored and trusted financial solutions for consumers and businesses. With a global reach spanning 170+ countries, Finabl companies processed over 150 million transactions in 2018, managing nearly USD 115 billion for customers



About Travelex Business

Travelex Business is our corporate brand, offering a range of dedicated business products and services for banks, credit unions, bureau de change outlets, retailers, digital technology companies, and more. Our partners are financial service businesses and corporations, working with us to find different and innovative ways to respond to the rapid transformation of transactional and currency demands. We provide the digital capabilities required to support the following trends:

- Transition from physical cash to digital transactions
- Global growth in automated payment services
- Innovation in currency conversion and value-added retail experiences
- Demand for rapid access to financial services and payment applications

What do we provide?

Travelex Business simplifies money by providing fast, secure and intelligent services to drive foreign exchange and payment innovation worldwide. This includes foreign banknotes, prepaid cards, international money transfer, retail currency conversion, and ATM services. We help businesses deliver faster, smarter, compliant services to their customers.

How do we do it?

Our expertise and products help businesses build FX capabilities with cloud-based applications, supported by a world-class fulfilment and payments network. Through this we deliver fast, assured, intelligent services that are driving FX innovation worldwide. Our global position means we can address multiple customer needs across both mature and emerging markets.

Why is it valuable?

Today's businesses seek innovation, but also face pressures around international and commercial change. Our knowledge and scale helps them to manage the speed of FX evolution and unlock a new commercial landscape. Travelex Business ensures companies get to market quicker, and increase revenues and customer value with agile money services in a new commercial landscape.

Travelex Business promises:

Fast Access – Travelex Business is the only partner you need to build FX and payments services for your customers. We offer interfaces to access multiple networks and service capabilities using technologies and expertise that stand unrivalled in the industry.

Regulated Environments – Travelex Business wholly complies with complex global regulatory requirements. Regional and international regulatory standards are met to ensure identities, payments and reputations are protected for all parties.

Smart Services – Our services provide efficient and professional routing, reporting and analytics for FX and payments customers to help drive efficiency and exceed expectations.

From dynamic pricing and live market rates to our dedicated team of currency experts, we offer 24/7 global intelligence and support.

Travelex in numbers



9000 colleagues globally



Ability to provide over 120 physical currencies



Capacity to settle payments in over 240 countries



40+ years in the financial services and currency exchange industries



Customer relationships in 70+ countries

Our Products and Services

Travelex Business is comprised of three modules. Together, these cover the breadth of the physical and digital FX, travel money and cash services banks and businesses need. Click on one to read a full description of the service, the benefits, and how it can help your business.

Travelex Business Cash hosts Cash Network, Cash Management and Cash Services. These deliver physical, wholesale cash to banks and financial institutions; and offer a range of travel money and white-label capabilities to banks and other businesses.

[Learn more](#)

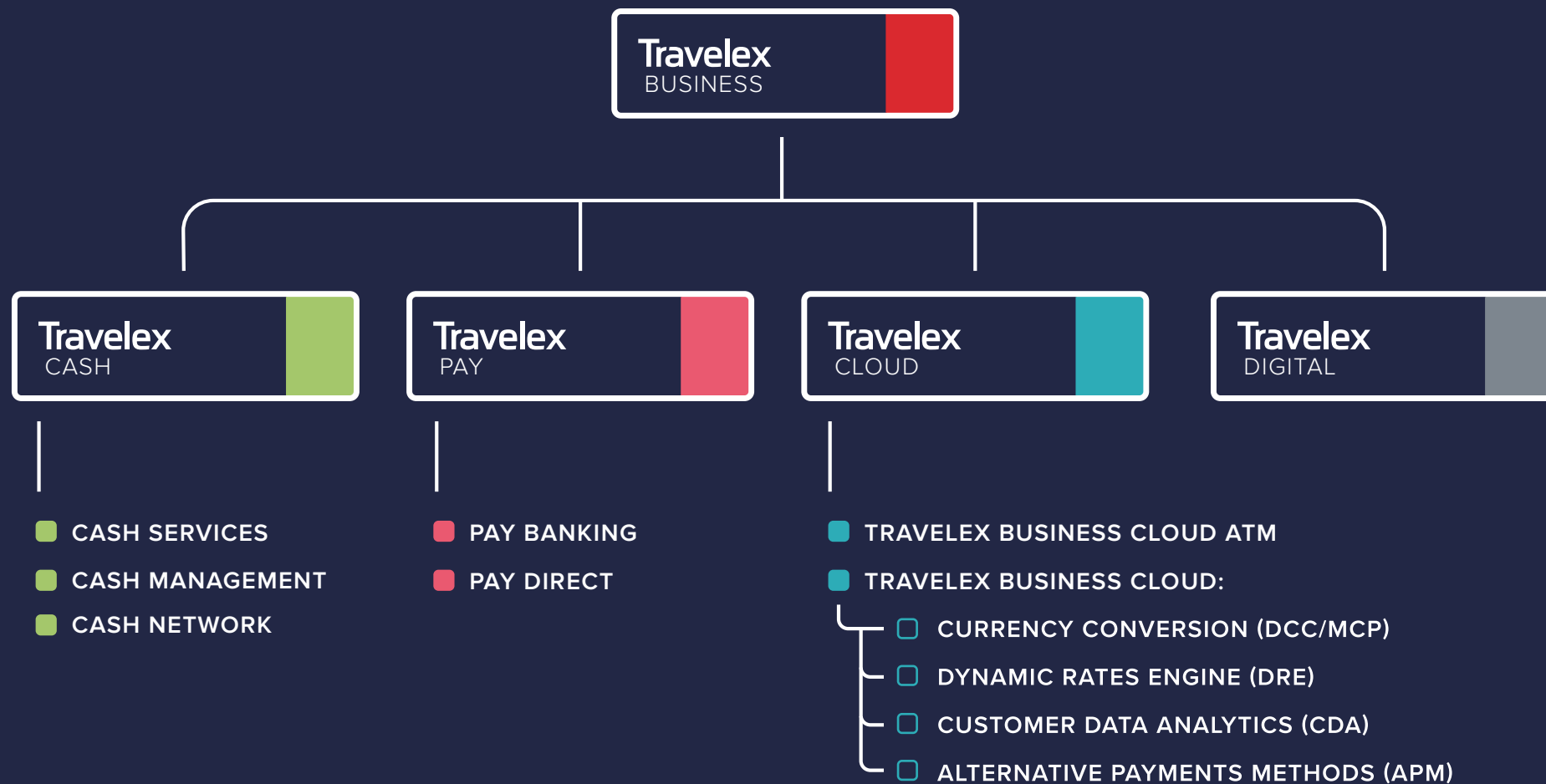
Travelex Business Pay includes our Pay Banking suite of APIs (Application Programming Interfaces), built to enable a seamless international money transfer service for financial institutions; and Pay Direct for businesses requiring direct access to a white-label international payments solution. Combined, these offer a range of applications to send and receive funds across the globe.

[Learn more](#)

Travelex Business Cloud is home to our cloud-based API suite, offered to banks, airports and other international retail environments to increase revenues for businesses in the currency supply chain. It also hosts our ATM platform, providing teller services and machines to retail ATM networks and banks.

[Learn more](#)

Travelex Business



Travellex Business Cash

Your guide to our travel money cash solution

Travellex Business Cash is delivered in three modules:

Cash Services is our white-label travel money offer for businesses and banks looking to use foreign exchange to boost revenues and customer relationships.

Cash Network is our service for casinos, hotels, airlines, pawnbrokers, the maritime industry, travel agents and banks. We support them with their foreign exchange and currency needs with secure, agile solutions.

Cash Management is our service for the wholesale provision and seamless, secure delivery of cash to locations around the world.

These solutions are made possible through our vast global infrastructure and distribution network. These services are adaptable, tailored and flexible solutions that offer the accountability, reliability and security recognisable across the Travellex brand.

Travelex Business Cash Services

Your guide to our travel money cash solution

Cash Services is our travel money solution for partners. This section of the brochure provides an overview of the service, outlining its key features, highlighting how they can benefit your business, and showcasing how they're benefiting other businesses today.

The Cash Services Offer

Travelex Business Cash Services provides financial institutions, supermarkets, travel agents and other travel related businesses a way to maximise the value of their customer base, by offering a flexible and convenient travel money service.

To do this, Cash Services supports different elements of the end user customer journey, including:

Multichannel customer acquisition

We work with our partners to ensure that they can offer travel money services when and where their customers need them. This includes:

- **Ecommerce ordering engine** – we provide a white-label online order capture system to power your travel money ecommerce business
- **Telephone ordering** – we take consumer orders over the phone, on your behalf

- **In store and branch travel money solutions** – Cash Services can offer a broad range of store services, depending on your needs and internal capabilities:
 - A full end-to-end retail solution, including an order capture system, as well as all other services required to run a physical travel money bureau. This could include provision of trained staff, management of store operations, marketing and promotional initiatives, and putting in place the required controls and procedures
 - A light touch retail solution, where Travelex provides only one or some of the above services. This could involve you using Travelex's order capture system, or capturing orders using existing systems

Order fulfilment

We can fulfil a variety of order types and deliver orders to a range of destinations. We offer access to over 120 currencies, including those from hard to source lanes. Cash Services provides:

- **Individual customer order processing and delivery** – we process (pick and pack), ship and deliver individual customer orders, supplied in either partner or co-branded envelopes delivered to the customer's home or a named store or branch. Order processing is automated, ensuring a high degree of accuracy
- **Stock ordering** – we can also supply our customers with larger orders of cash. These orders can be delivered to partners' stores for branch fulfilment of walk-in orders

Customer service

Our contact centre can respond to customer queries about rates and products; and can handle customer service requests, including issues with delivery, lost packages, cancellations and refunds, and debt recovery.

Compliance systems and support

We help our partners to ensure their travel money offering is fully compliant with relevant regulations. We provide systems and processes for completing eKYC (electronic Know Your Customer) and sanctions checks, and transaction monitoring.

Cash management

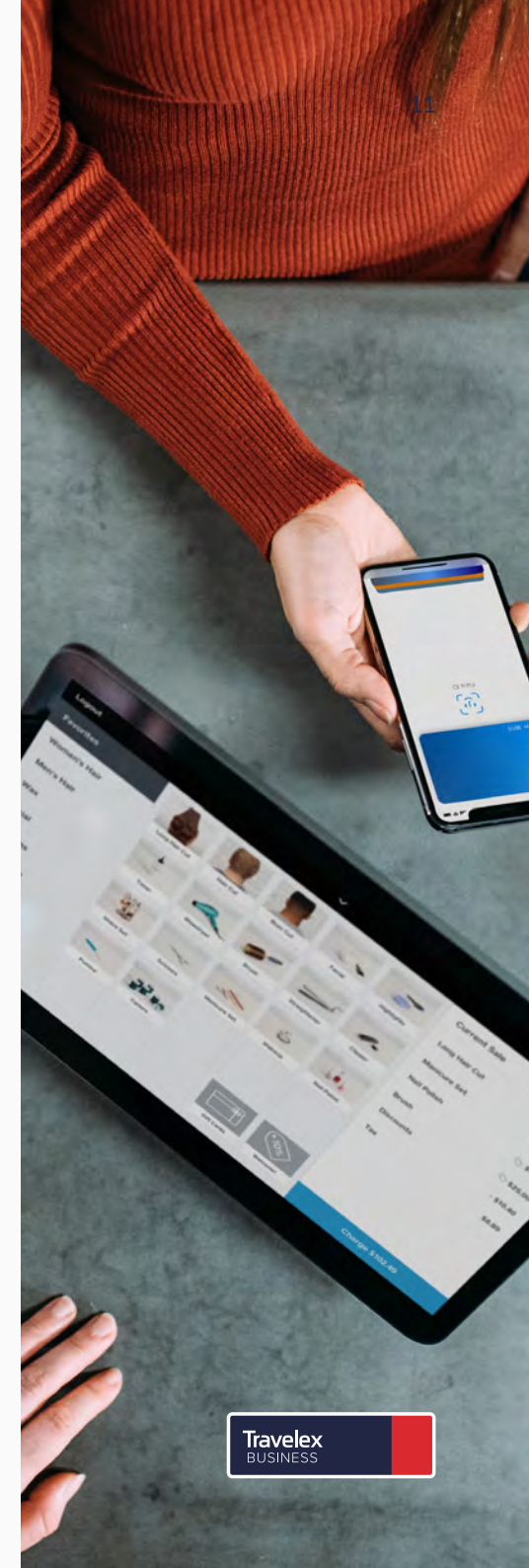
Offering travel money means that there's often a requirement for some cash management or processing. For example, managing leftover foreign currency stock with maximum efficiency. Travelex can manage this for our partners.

In addition, if you accept payment in foreign currency, we can collect, process and bank it on your behalf.

Partner support services

Alongside the capabilities listed that directly power travel money services, we can help our partners acquire customers and maximise the value of their travel money offering in the following ways:

- **Account management:** Cash Services includes dedicated account management, with regular account reviews, performance reporting and operational troubleshooting. Our team is known for its professionalism, expertise and the quality of customer care they provide
- **Insight and data:** Our track record, global footprint, and the breadth and depth of our service means we are uniquely placed to provide insight on the travel money landscape and customer base. Our partners can use this to make their service more effective for end users
- **Marketing and pricing guidance:** We are experts in FX and travel money. But not all of our partners are. This means we can offer marketing assistance, including advice and toolkits for effective customer communications and campaigns. We can also advise on FX pricing strategy and execution
- **Stock forecasting:** We can help partners optimise their stock and working capital by providing forecasting tools
- **Service delivery management:** We strive to continually improve our offer, and work with our partners to agree and deliver enhancements to our proposition, including new digital features.



Why Travelex Business Cash?

Travelex Business Cash Services helps our partners to acquire new customers, deepen existing relationships and stand out in the market. The key benefits include:

- Revenue from existing and new customers
- Peace of mind from working with a trusted partner
- A solution that's tailored to your needs

Each of these benefits is rooted in one of the key features of Cash Services:

- **Breadth and depth:** Cash Services offers a range of channel and fulfilment options, as well as support for different elements of the customer journey. Because we can source over 80 currencies (within Travelex Business Cash) we go further than competitors to meet the needs of our partners and their customers.
- **FX specialist:** Working with Travelex means partnering with one of the best known financial exchange companies in the world, with 40+ years' experience in FX. We are proud to count some of the world's largest banks, supermarket chains and travel companies among our partners. And we have unique, global capabilities in FX supply chain and fulfilment, as well as strong regulatory relationships and compliance capabilities.
- **Flexibility:** Our vast competencies mean we can tailor a travel money solution to our partner's specific needs. This includes the range of services taken, and commercial arrangements.

Travelex Business Cash Services Partners

Travelex Business Cash Services is a simple, flexible and technology driven solution that gets cash to end users quickly and securely, delighting them and transforming their perception of travel money and FX. We work with...

Banks, Credit Unions and Financial Institutions:

We have established relationships with some of the biggest banks and financial institutions in the world, including several large banks in the UK, US and Australia. We help banks offer their customers a full suite of financial services, including a flexible, tailored travel money offering.

Supermarkets and Retailers:

Increasingly, supermarkets and retailers are looking to offer travel money services as a way to derive supplementary revenue from new and existing customers. We provide travel money services to the top three supermarket chains in the UK. This includes over 700 bureau in stores, with a combined turnover that exceeds £2.5 billion – a 19% share of the UK travel money market. We understand that convenience is key for supermarkets, so we offer over 80 currencies online and have the flexibility and resource to expand this based on customer demand. We also provide next-day in store collection or home delivery (before 1pm).

Other Retailers

Travel money and FX is becoming a core product for pawnbrokers, travel agents, hotels, and chain money service bureau. We work with partners in each sector to enable them to continue to rapidly grow their travel money offering.

Taxidia

The vast majority of our orders are processed automatically in one of our vaults across the world.

In the UK, Taxidia is our automated solution for assembling cash orders. It can assemble both individual customer orders and larger stock orders, composed of multiple bundles. The service is used by partners to stock tills, and caters for demand for travel money in their stores. The technology has four core benefits to our partners.

These are:

- A high level of quality control, based on multiple validation points and traceability
- 99.88% accuracy in orders
- An efficient service that processes a million cash orders a year
- High versatility, with a solution that can assemble orders across a number of currencies

Taxidia is truly unique to Travelex, unmatched by any other FX or travel money provider.

Cash Management

Cash still plays an important role in today's world of commerce, and requires specialist knowledge and expertise to ensure that buying, selling and supply are managed securely, efficiently and in a timely fashion. Travelex is one of the world's leading foreign exchange specialists and global supplier of outsourced cash handling. At Travelex, we offer a seamless end-to-end service for the sale and purchase of foreign currency, domestic currency and cash in transit services.

Our partners

For over 25 years, Travelex has supported cash management services across various sectors, including casinos, hotels, airlines, pawnbrokers, the maritime industry, travel agents and banks:

Casinos: We offer distribution, collection and cash management fulfilment for their day-to-day business needs, helping our partners to focus on improving their services.

Airlines: We provide an easy and convenient solution for airlines to manage cash processing and reconciliation needs in airports and in-flight.

Maritime industry: We play a critical role in the operations of commercial and leisure shipping companies. We provide domestic and foreign currency cash services at ports around the world, staff salaries, port expenses and passenger requirements, including ATMs.

The Travelex Business standards for our partners:

Expertise: Our expertise helps businesses build capabilities with their customers across key areas, such as:

- **Compliance and regulatory:** We aim to set the gold standard of compliance. We have a strong track record when operating in highly regulated and complex geographies and jurisdictions around the world.
- **Logistics:** Building relationships with our cash in transit partners allows Travelex to handle the end to end fulfilment process securely.

Implementation: We are in a unique position to assist with expertise and guidance on all aspects of cash management and foreign exchange, and to equip our partners with a service that is tailored to their individual needs. The option of online ordering is one example of how we can enable partners to compete effectively in their market.

Performance: We are able to source and deliver over 120 currencies (including all major currencies) on an international scale.

Innovation: We continually invest in compliance, technology and operations to consistently meet our customers' needs. This includes Taxidia – the first cash automation solution that allows the processing of both loose banknotes and bulk banknotes contained in 'straps' or 'bundles' in a single process.

Concessionaires Services:

As the world's largest foreign exchange retail network, we provide a world-class concessionaire service. Our secure services can be individually tailored to suit a partner's need for collecting, reconciling and banking currency, allowing partners to drive revenue and improve their services to their customers.

Key features include:

- Full banking facilities onsite at the airport seven days a week throughout the year
- Secure cash in transit services
- Drop Safe facilities
- End of day reconciliation
- Preferential exchange rates on all purchased currencies
- MI Reporting .



Airlines Services:

Travelex currently offers a wide variety of services to airlines at many gateways globally. Our experience in the concessionaire business allows us to provide innovative solutions for any cash management challenges a business may have.

In-flight banking facilities:

- Ability to process all sterling and FX services during in-flight operations
- Flight bags collected from crew rooms or designated place by cash in transit carrier
- Foreign currency banknotes counted, reconciled and inputted into the airline's own software system
- Funds credited securely by electronic payment

Retailers:

- Daily cash management processing service
- Daily 'e-banking' facilities: Including next day BACS or CHAPS payments
- Daily supply of coins
- KPI and MI reports by variable factors: location, date, differing currencies and sterling
- Secure cash in transit solutions
- Specialised cash processing rooms
- Processing of all bank giro credits
- Supplying all stationery and security for cash in transit requirements
- Key holding facilities
- Support with training and development for staff

Additional Airline Services:

- Opportunity to facilitate customer pay-outs and crew allowances through Travelex Money Card
- Collection of excess baggage/value charges
- Ticket sales banking, including refunding and miscellaneous charges
- Payments for denied boarding/downgrade compensation
- Cargo concessions payment
- Encashment of petty cash vouchers from passengers and airport staff and salary advances
- Emergency cash
- Duty travel funding
- Registration care (and subsequent banking if appropriate) of cash lost property found on aircraft
- Back office functions including reconciliation and general ledger input
- Other accounting services, specifically document forwarding, document retention, query resolution and reimbursement schedule.

Travelex Business Cash Network

Your guide to our wholesale cash solution

Travelex Business Cash Network is our service for the wholesale provision and seamless, secure delivery of cash to locations around the world.

We have a market-leading supply chain, built on decades of experience, global expertise and long-standing relationships with the biggest and most-trusted financial institutions in the world. Our unique network is extensive: from cash centres to logistics experts, we have a highly effective, well-supported international supply chain that provides our partners with opportunity and peace of mind. Through this, we can offer an end-to-end service that gives partners the benefits of speed, a personal service delivered by dedicated teams, and infrastructure from a world-leading foreign exchange company.

Why Travelex Business Cash Network?

Travelex is a leading global expert in wholesale solutions. Our formula for success is built on cost effective, robust and efficient products and services that respond to the global business need for wholesale banknotes. Cash Network offers seamless, frictionless and highly secure movement of money. We provide access to more than 120 currencies and supply chains, all of which are built on relationships with leading financial businesses. Our service can simplify wholesale currency needs, either in banking, smaller financial institutions or Central Banks.

Three things you need to know about Cash Network:

1. Breadth and Depth

When partners work with Cash Network they get access to 120 currencies, including those from hard to source lanes. All underpinned by reliability, security and efficiency.

2. Global Scale

Very few businesses can compete in the wholesale cash market, due to its scale and complexity. Effectively delivering large volumes of banknotes is a challenging business that we have perfected and refined over decades. We are experts at what we do, and we are constantly looking for innovative ways that our business can deliver increased value for our partners. We have the experience needed to provide wholesale cash, across currencies, and at the scale required. We also ensure that we invest in training and technology, so our service is always at the cutting edge.

3. Trustworthy Service

We pride ourselves on the reliability and security of our delivery. This rests on staff training to ensure everyone is developing essential skills, ongoing investment in automation hardware and software, and knowledge sharing on security issues, such as counterfeit recognition and anti-money laundering practices.



The Cash Network Customer Journey

Travelex Business Cash Network gives our partners the ability to seamlessly move cash around the world, with a wholesale banknotes solution that's industry-renowned for its reliability, security, consistency and speed. Years spent in this industry means we know our partners' needs. Our solutions are tailored to facilitating the supply of foreign banknotes how and when you need them, with no delays and no inconsistencies.

Here's how Cash Network works:

Expert and Experienced:

The market leading service we deliver is the result of investment (£150 million over the past six years), awareness of customer needs and an innate understanding of the market. Our responsive offering has developed, adapting to changes and needs as they have arisen. This means that our background and knowledge of currency sourcing is unparalleled. It includes:

- **Efficiency and speed:** We have developed systems that focus on efficiency and cost effectiveness. When we purchase used and surplus banknotes, for example, the strength of our network ensures these can be returned quickly and securely to our vaults, ready for verification and fast electronic payment
- **Local knowledge:** We bring together the best of local and global knowledge. So we have a broad understanding of currency and FX on an international level, alongside the regional understanding that allows us to carry out a full security audit for more challenging destinations, and establish the best way to transport cash securely

- **In-house logistics:** We don't outsource the infrastructure that delivers our banknotes to our partners. Which means the people we work with benefit from accountability, as well as reliability and speed
- **Training and development:** We invest in staff training and knowledge sharing on an ongoing basis. This ensures that our staff always have the skills necessary to deliver exceptional service to our partners



Robust Security:

Secure delivery is of paramount importance in wholesale cash supply. We maintain relationships with the right people, so our partners can be confident when working with us. We offer:

- **Security audits:** Some destinations are more challenging than others, and present greater security risks. We understand that and carry out full security audits for every location in which we work, building our solution around the conditions on the ground
- **Airlines and security firms:** We partner with leading airlines and regional security firms to ensure fast, reliable and safe delivery
- **Travelex vaults:** We have vaults in 14 countries, including the US, Canada, UK, China, Japan, New Zealand, Hong Kong and Malaysia. We manage and monitor each one stringently, updating its security according to regional requirements whenever necessary
- **Full compliance:** We set the standards for wholesale banknote compliance. This rests on relationships with Central Banks and regulators, regional compliance officers, anti-money laundering and sanction policies, transaction monitoring and comprehensive due diligence reviews
- **World leading:** Considerable time and resources have been dedicated to developing risk management and fraud prevention controls that go beyond local regulatory requirements. Compliance for us is not just about meeting minimum standards but working to make our industry a world leader in combating crimes such as money laundering and terrorist activity



Global Breadth and Depth:

40+ years of experience and exceptional network building means our partners have access to the most competitive rates and attractive settlement terms. Unlike most competitors, we offer consistent market leading opportunities. Cash Network has truly global reach, with the ability to source a vast number of currencies across a range of denominations.

We offer:

- **International reach:** We provide access to more than 120 currencies and supply chains. Including those from hard to access lanes. Whatever the currency need is, we will work with you to fulfil your needs
- **Tailored solutions:** No two partners are alike. So we can build our wholesale service around individual needs. That means facilitating the supply of banknotes exactly when they're needed, either for consumer supply or bolstering Central Banks
- **Fulfilment options:** We have a range of fulfilment options, including the ability to transfer currency orders in the delivery method that suits a partner's requirement. We manage the transportation and export formalities our side, through an end-to-end solution that relieves the strain on our partners.

Travelex Business Cash Network Partners

When you partner with us you get access to a team that's skilled in overcoming operational and regulatory boundaries, so your business can thrive; and you benefit from a product range that offers a choice of smart and reliable global solutions. Our approach to is ensure the frictionless flow of money, so you can seize growth and development opportunities, with a customer focus that spans everything from compliance to supply chain.

To do this we:



Use Risk Based Approached Anti-Money Laundering (RBA-AML) policies and procedures.



Appoint an experienced Compliance Officer and Money Laundering Reporting Officer in each location to ensure anti money laundering compliance.



Deliver regular anti-money laundering staff training



Regularly monitor transactions and report suspicious activities to Financial Intelligence unit.



Sanction screen transactions processed by the Point of Sales (POS) systems against major international sanction lists and applicable local freeze limits.



Require enhanced due diligence and higher management approval before establishing business relationships with high risk customers.



Carry out an independent review of compliance officer's function by external and internal auditors.

Today, we work with partners in the following sectors:

Banks and financial institutions:

We have established relationships with some of the biggest banks and financial institutions in the world. We provide banknotes to globally recognised banks, as well as regional specialists, enabling them to provide end user customers with cash when they're in branch.

Governments and Central Banks:

Our wholesale services are used by Central Banks and governments to bolster federal and sovereign reserves. This is particularly relevant for partners working in regions where the economy is unstable or uncertain.

Emerging markets:

Now, with our new platform, we can identify opportunities to give wholesale partners in emerging markets the chance to take advantage of innovative, future-facing FX services, while still maintaining a strong wholesale presence. Often our 'anchor' service with partners is wholesale, and as markets in nascent or emerging regions mature into digital banking we can bolster that with digital FX.

This is particularly relevant for markets where there is an appetite for modern FX services, as well as a need for cash reserves. It is where we can form a greater link between wholesale and consumer-focused, digital-led products.



Cash Network Customer Stories

Discover more about Cash Network.

Central Bank of Malaysia

Challenge:

Malaysia was facing a big problem of traffickers finding ways to illegally transport banknotes into the country from Singapore, via underground means. This caused various regulatory and compliance issues on a global scale that had to be tackled so the country's economy could continue to thrive.

Response:

The Central Bank began a working relationship with Travelex that aimed to eventually ensure that global compliance standards could be met. This started with a raft of new compliance measures, including AML, Know Your Customer and Politically Exposed Person (PEP). As well as sanction checks and transaction monitoring, alongside audits and agent store visits to identify potential breaches.

Using Travelex resources for wholesale banknote provision also reduced the requirement on the Central Bank. Leaving them free to focus on compliance and stopping trafficking.

Solution:

Travelex has helped the Central Bank of Malaysia to implement new regulations and monitor them to ensure success. The Central Bank now uses better reporting systems, so staff have an improved understanding of the market, and our infrastructure allows them to adapt to changing regulations, fast. Finally, agents can import and export banknotes at a competitive price, via legal channels.



Travelex Business Pay

Your guide to our international money transfer service

Pay Banking

Banks and financial institutions

We work with a range of financial institution partners that wish to reduce complexity and increase profitability by partnering with Travelex. We have particular expertise in partnering with financial institutions and credit unions, most notably those that process a large volume of international payments. We offer a flexible array of services and are able to customise the proposition based on partner demand.

Pay Direct

Digital businesses

For digital players such as telcos, digital wallet providers and businesses that provide technologies that support the banking sector, we can provide a fully white-labelled and integrated international payments service. With this model, we can handle the entire operational and compliance burden, ensuring that the service is a hassle-free profit centre and customer acquisition or retention tool for our partners.

Travelex Business Pay is our robust suite of APIs that enable our partners to send money across borders with speed and security. It provides partners with a simple and elegant end-to-end solution for international payments, facilitating the frictionless, cross-border transfer of over 120 currencies.

We are differentiated by a uniquely contextual user experience, intelligent payment routing and best-in-class compliance and operations. Travelex Business Pay is the platform of choice for partners with international payments needs, from financial institutions to global technology companies.

Travelex Business Pay is split into two modules: Pay Banking is specifically for banks and financial institutions, while Pay Direct serves businesses, consumers and organisations with a need to transfer large amounts of money across borders quickly and securely.

Why Travelex Business?

As new regulations and innovative technologies change payments, legacy providers become ill-equipped to meet the changing expectations of consumers and businesses. Travelex Business Pay has been created with these user groups in mind, providing a bespoke payments experience that reflects customers' needs and preferences.

Travelex Business Pay is driven by four key pillars:

1. Contextual User Experience: Travelex Business Pay dynamically optimises user experience, data entry and compliance processes to ensure that each transfer is as simple as possible, with the highest guarantee of successfully reaching its destination first time around.

- **Order validation:** Travelex Business Pay specifies the exact data required from each customer at the start of every transaction. This means minimal hassle and eliminates re-work. It also integrates with external systems and processor databases to perform real time validation
- **Beneficiary and customer service:** Tokenised details of the beneficiary and customer can be stored on our platform and quoted when creating subsequent orders, increasing efficiency
- **Account management:** Travelex Business Pay is equipped to manage accounts directly on behalf of partners, shouldering the burden of compliance checks.

2. Intelligent Routing: Travelex Business Pay is a platform that works with multiple partners and providers. Each payment goes through our routing engine to ensure optimal speed, reliability and cost efficiency.

- **Breadth of coverage:** Our provider relationships mean we have full global coverage in 120+ currencies. We can send funds through both SWIFT and local-ACH routes, and also offer cash pick-up and mobile wallet delivery
- **Service resilience:** Use of multiple providers guarantees service resilience for our partners through redundancy
- **Continuous improvement:** Transactions in specific corridors are triaged by providers based on historic service record
- **Straight through processing:** Limited manual intervention is required, due to our automated systems that boast a 90+% straight through processing rate.

3. Flexible and dynamic pricing: In the new world of payments, pricing is a key driver of both volume and profitability. That's why we offer partners total flexibility in their pricing model, and full transparency between rates and fees.

- **Flexibility:** Travelex Business Pay accommodates a wide variety of fee and margin models
- **Transparency:** Our APIs will present the market rate, margin and additional fees payable; partners then choose how to present this information to their end customer
- **Loyalty-based pricing:** We enable partners to offer loyalty-based pricing, based on historic volumes

4. Compliance excellence: Travelex is renowned for gold-standard compliance. The Travelex Business Pay platform is designed to ensure efficient compliance with new and existing regulations, minimising the burden for partners.

- **Automated:** Automated checks (KYC, sanction, PEP, fraud) speed up transaction times
- **Scalable:** Compliance module can be scaled across products
- **Flexible:** Our enhanced due diligence rule engine caters for partners' varying risk appetites.



How Travelex Business Pay Works

Our Travelex Business Pay service is delivered via our state of the art, cloud-based platform, and world-class operations. We pride ourselves on outstanding service delivery elements:

Simple connectivity: Partners can connect to the platform via a range of mechanisms:

- **API Integration:** Partners can integrate with the Travelex Business APIs directly through our Developer Centre (Travelex Business Digital), accessing all Travelex services while maintaining their own proprietary customer experience
- **White-label solution:** Partners looking for a low-touch solution with full functionality can take advantage of our easily customisable white-label offer
- **Travelex Business Pay Teller:** Our in-branch solution allows partner staff to book orders, search and query existing orders, and set up compliance rules.

Expert operations: Whether partners require outgoing or incoming payments, customer support, compliance expertise or payment operations, Travelex has the experience, teams, tools and capabilities to support them. The Travelex Business Pay operations team works across four continents to provide 24/7 support. Including:

- **Customer support:** We handle customer calls and queries, order entry and amends, and post-order support
- **Operations:** We manage payment investigations, downstream providers and finance operations

- **Compliance:** Our experts address, PEP and sanction checks, KYC, AML compliance and customer documentation
- **Technical:** Travelex maintains platform stability, platform development, and drives partner integration.

Hand-picked partners: In order to deliver a market-leading, cross-border payments solution, we collaborate with a range of world-class partners. Including:

- **Cloud platform provider:** Amazon Web Services
- **AML and transaction monitoring:** Nice Actimize, Feature Space
- **Case management:** Salesforce
- **Dynamic validation:** Apply Financial
- **Customer support:** Intercom
- **Fraud Monitoring:** Feature Space.

Smart platform services: Once connected, partners have access to our full range of smart services, including real-time compliance checks, customer account management, live market FX rates, order validation, beneficiary management and more.

Travelex Business Pay Partners

Travelex Business Pay is a flexible international money transfer platform, targeted at both bank and non-bank partners. Pay Banking is specifically for banks looking to harness our digital capabilities. Pay Direct is a non-banking proposition for digital businesses with an international payments need, with Travelex acting as the licensed entity in a transaction.

Travelex Business Cloud

Your guide to our flexible cloud based solution for Multi-Currency Processing, Dynamic Currency Conversion and ATMs

Your guide to our flexible cloud based solution for Multi-Currency Processing, Dynamic Currency Conversion and ATMs

Travelex Business Cloud is home to our cloud-based API suite, offered to Banks.

Travelex Business Cloud is our platform offering Multi-Currency Processing (MCP) and Dynamic Currency Conversion (DCC), underpinned by our market leading Dynamic Exchange Rates Engine (DRE). The solution is designed to plug into any industry-standard payment or processing platform through API or ISO connectivity, increasing business profitability, customer convenience and FX payments reach.

Travelex Business Cloud ATM is our ATM driving and processing platform. The solution offers industry leading ATM processing technology and a fully loaded suite of transactions, such as standard cash dispense, foreign currency dispense, DCC, MCP, emergency cash, and many more. The platform is connected to the major global credit and debit card schemes and a number of domestic card schemes, too.

Why Travelex Business Cloud?

Travelex Business Cloud provides a new way for you to financially benefit from international transactions made through mobile apps, ecommerce websites, Point of Sale (PoS) terminals or ATMs. Whether it's an airport, store (physical and/or online), bank or mall, the platform has been intelligently designed to address the key needs and concerns you may have about MCP. Cloud is easy to integrate, simple to use, fully adaptable and highly secure.

Key things to know about Travelex Business Cloud include:

- **Cloud Based** Travelex Business Cloud is a cloud native platform that leverages the latest server-less technology. The platform offers flexible connectivity methods for simple integration, horizontal scalability for high performance, and industry standard, certified security for peace of mind.
- **Increased Business Profitability** Travelex Business Cloud provides the opportunity for you to unlock the revenue potential of your foreign customer and currency transactions. The platform offers market leading MCP through its proprietary lookup engine, in combination with its leading Exchange Rate Engine. These tools give you an unparalleled MCP solution, delivering significantly higher revenue returns than other market competitors.
- **Enhanced UX** Travelex Business Cloud supports more currencies, regions and payment methods through a single integration than any other similar platform. You can unlock MCP, DCC and a leading exchange rates engine, packaged with data analytics and reporting.



How Travelex Business Cloud Works

The cloud native platform provides flexible currency conversion functionality, allowing you to unlock the revenue potential of your international customer transactions. Through a simple interface, you can leverage our market leading currency conversion experience and DRE, ensuring that every conversion you make is done in the most profitable way.

Travelex Business Cloud: Key Features

Multicurrency Processing (MCP) and Dynamic Currency Conversion (DCC)

With MCP, your customers can pay in a currency of their choice, making it more convenient – and potentially cheaper. Our functionality allows your business to benefit from credit and debit card scheme rules and functionality to offer transactions to cardholders in their card billing currency.

The functionality can be offered to Visa, MasterCard, JCB and Discover cardholders, globally. And MCP comes bundled with the Travelex Business Cloud DRE, so conversion can be offered in over 150 different currencies, with the full suite of DRE benefits incorporated.

Dynamic Rates Engine (DRE)

Wave goodbye to 'rate of the day' exchange rates. Our DRE empowers your business to capitalise on FX exchange rate fluctuations, and protects your business from market downswings throughout the day.

It does this by providing near real-time exchange rates and continually comparing market rates 24 hours a day, seven days a week, ensuring that your business always receives the most profitable exchange rate available regardless of time. The rate engine offers conversions between all major currencies.

With Travelex Business Cloud DRE, you are in control of the exchange rate that your business requires. You can specify the type of exchange rate you need (buy/sell/mid), the profile of rate that you would like to apply (market spot rate, or dynamic rate) and the margin that you want to apply to the exchange rate. All of this is flexibly controlled either through an API call, or a pre-determined rates profile.

Customer Data Analytics (CDA)

Travelex Business Cloud Customer Data Analytics (CDA) provides you with insights into your international customer base at the click of a button.

CDA uses machine learning to help you understand your customers better, enabling you to make smarter business decisions.* The platform uses advanced classification technology that allows for meaningful customer cluster categories to be created.

For example, CDA gives you insights into your international customer base and their spending behaviour.* This means you can understand where your customers are from, how much they spend with you, and when they spend, so you can create an international pricing strategy.

The solution is fully cloud based and doesn't require any configuration by you to get up and running. Insights are delivered via real-time dashboards, with daily, weekly and monthly reporting functionality for your full business reporting requirements.

*Dependant on local data protection laws, this activity is subject to privacy notice, disclosure of legitimate processing purposes/or processing consent.



Alternative Payment Methods (APM)

With Travelex Business Cloud APM, your business can offer connectivity to up to 300 alternative payment methods through a single API or ISO integration, while Travelex takes care of the connectivity and settlement services.

By offering your customers the ability to transact via PayPal, Apple Pay, Google Pay, Amazon Pay, and many more, you increase your payment reach much further than with credit or debit card networks. This means greater customer convenience, a more streamlined and seamless transaction experience, and increased transaction volumes.

ATMs

Travelex Business Cloud ATM platform gives you the opportunity to plug into and leverage our 40+ years of experience in transacting with customers in a global capacity. By choosing to use our ATM services, you unlock the ability to increase the profitability of your ATM Network through connectivity, reach, currency conversion and our fully loaded transaction set. Our ATM services come bundled with access to MCP and DRE, so you are guaranteed to go live with the most optimised DCC and MCP solution possible.

Travelex Business Cloud's ATM platform also means your business can offer ATM services without the hassle and overheads of managing an ATM processing platform of your own. The platform is fully maintained by industry experts and is compliant with all major card scheme rules and regulations, in addition to being certified as PCI compliant.

The highly resilient platform operates in an Active / Active capacity, meaning your machines will be available to your customers when they need them, without fail.

Key Product Benefits

Travelex Business Cloud White-labelled Solutions

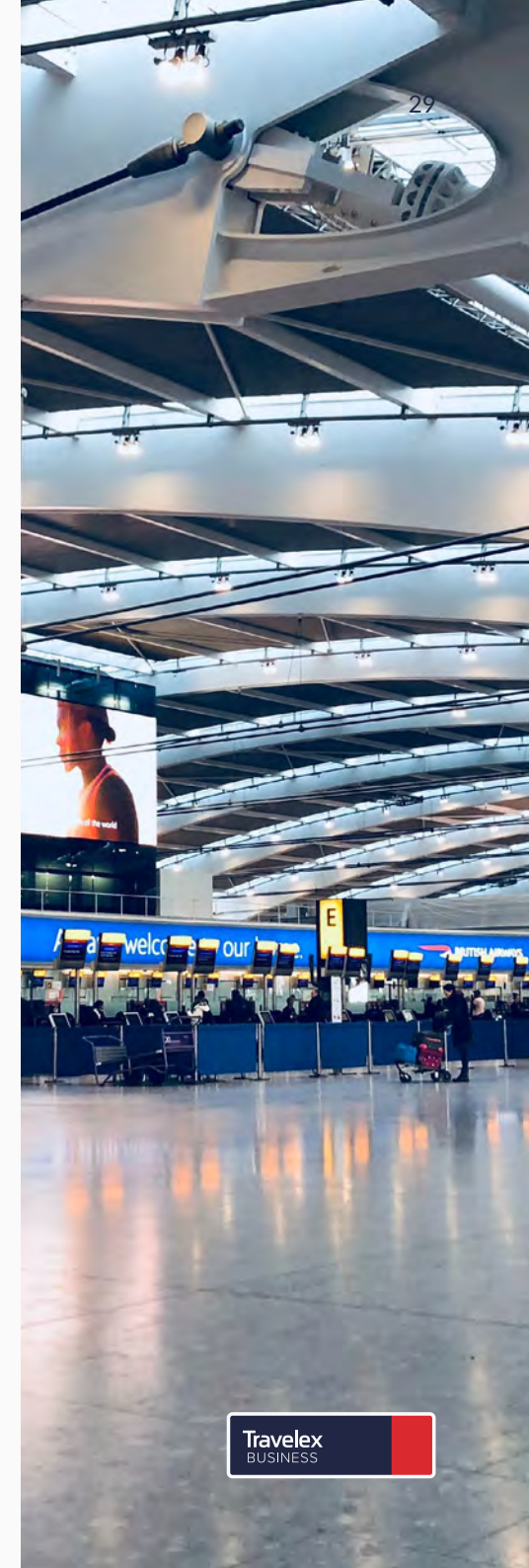
If your business is responsible for the management of retail environments that offer transactions to international customers or require APM acceptance (for example airports or malls), then Travelex Business Cloud can help you unlock the untapped revenue potential of your business-to-business customer base.

Similarly, if you are a transaction acquirer or processor that wants to offer new revenue streams to your customers and increase their payment methods, then integration with Travelex Business Cloud will benefit your business through boosting currency conversion revenue potentials, and transaction volume increases, to your customers.

The platform can be fully white-labelled and badged with your logos, so you can offer your customers services like DCC, MCP, DRE, CDA and APMs, benefiting from the uplift in transaction volumes and increased revenues made possible through currency conversion.

Flexible Connectivity

You can integrate with Travelex Business Cloud and leverage its services either via API or ISO connectivity. This makes it possible for nearly any business to benefit from the platform and its functionality, regardless of core infrastructure.



Security and Compliance

When it comes to security, we work with leading providers to deliver platform updates to ensure ongoing regulatory compliance. Travelex Business Cloud has been tested by leading security experts and undergoes regular security scans. The platform offers flexible and secure connectivity methods for simple integrations, horizontal scalability for high performance, and durability and industry standard security for peace of mind.

Travelex Business Cloud Partners

Travelex Business Cloud is the ideal solution for any business that offers transaction services to international customers. Our partners operate these services in all types of international environments. Such as:

Airports and Malls

Travelex Business Cloud allows customers at any outlet in an airport or mall to benefit from DCC, DRE, APMs and CDA. The retail environment business itself can define the currency exchange rate margins offered and gather vast amounts of data about its international customers, leveraging Travelex Business Cloud's leading analytics functionality.

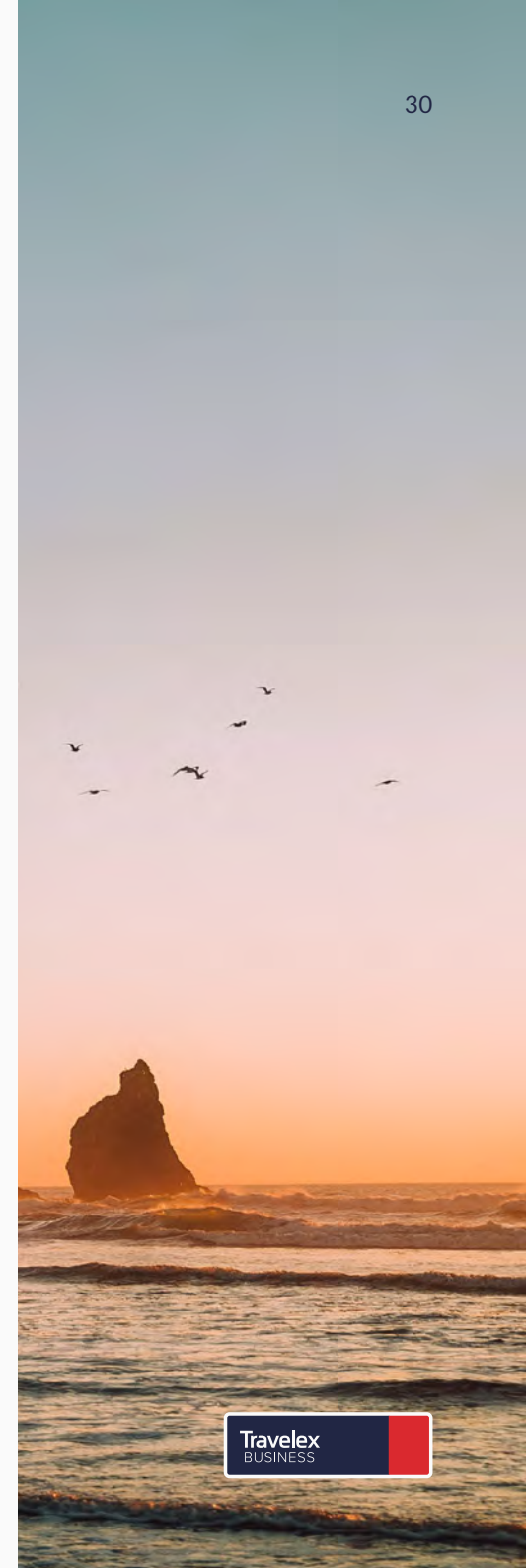
Retailers and Merchants

Individual retail merchants with significant international customer volume can offer convenience and flexibility by integrating with the Travelex Business Cloud platform. The merchant's customers can pay in a method and currency of their choice, while the merchant can leverage detailed data analytics (CDA) provided through the platform, and revenue made through currency conversion.

Transaction Acquirers and Processors

Transaction acquirers and processors, and ecommerce and mobile merchants with significant international customer volume can offer convenience and flexibility to their business-to-business merchants, allowing them to offer their customers the ability to pay by a method and currency of their choice. Again, the merchant and acquirer can leverage the detailed data analytics provided through the platform, and revenues made through currency conversion.

The Travelex Business Cloud ATM platform is available to any institution or organisation that would like to outsource the management of providing ATM driving and processing services.



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