

User Guide

Contents

page 1	Introduction
page 2	Methods of Buying & Selling Currency
page 3	- Sample Spot Contract Note
page 4	Exchange Rate Guarantee
page 5	- Sample Contract Note
page 6	Regular Payments Abroad
page 7	- Sample Contract Note
page 8	Security of dealing with a Registered and Regulated FX Provider
page 9	The Mechanics of Using HIFX
page 11	Private Client Trading Facility
page 12	- Application Form
page 13	- Terms & Conditions
page 15	- Exchange Rate Guarantee Terms & Conditions
page 16	Calendar
page 17	Notes

Introduction

This booklet will help you complete a currency transaction with HIFX. We understand that it may be a new experience for you and appreciate that purchasing large sums of currency can be a nerve wracking experience. If anything is not clear, please call us; no question is too trivial!

How can HIFX help you?

Our goal is to make sure you have the right information and tools to manage currency risk (the danger that a future payment becomes more expensive than you had budgeted for due to exchange rate fluctuations).

This booklet explains the different methods of buying and selling currency, how to implement Regular Payments Abroad or an Exchange Rate Guarantee, how to set up a trading facility with HIFX and how to purchase, pay for and receive your currency.

If you wish to discuss a specific requirement or need further information please call us on +64 (0) 9 306 3705.

Why use HIFX?

As well as providing our specialist services to numerous national and multi-national organisations, HIFX is trusted to complete the currency transactions of over 25,000 individuals every year. We understand the various issues faced by people who migrate overseas, or who are looking to purchase or dispose of an overseas asset.

No matter what your personal situation, HIFX will spend time with you discussing your circumstances with a view to suggesting a simple and effective solution, tailored to your foreign exchange needs.

What HIFX provides

We make the currency aspect of any transaction as simple, cost effective and stress-free as possible, helping clients understand the processes involved to meet their objectives and optimise their potential savings.

We provide:

- Outstanding customer care and pro-active service.
- A choice of currency contracts enabling you to buy and sell currency at pre-determined prices, securing enhanced rates when available and providing increased protection over the long term.
- Access to the most competitive rates of foreign exchange.
- A dedicated point of contact, committed to understanding your needs and providing you with independent, informed advice.
- Experienced financial analysts who monitor the markets to establish your optimum purchasing strategy, minimising your exposure and the risk inherent in exchange rate fluctuations.
- A fee free service and no charges to send your currency overseas.
- The facility for migrants to park funds in New Zealand prior to arriving, at competitive interest rates. HIFX will be required to deduct 10% non-resident withholding tax on any interest paid.

Methods of Buying & Selling Currency

As the currency markets are constantly changing, the most important aspect of your transaction will be the timing. In many cases people simply leave their decision to the last minute hoping for a better rate assuming that, without all their funds available, there isn't much they can do. Whatever your situation, it is important to identify and minimise the risk that the market may move against you. Remember, as soon as you decide to move overseas or buy/sell that overseas asset, you are exposed to adverse moves in the currency market.

The methods available for buying and selling currency depending on the time frame you are working to, the resources available and the level of security you wish to put in place are:

Spot Contract

If you have access to your funds and want to transact all or part of them straight away, you can enter into a spot contract. Your dealer will quote you an exchange rate, and should you wish to act on this, your verbal instruction will be taken over our recorded telephone lines.

Please note that your verbal instruction to buy currency is the contract between yourself and HIFX. The two page contract note (invoice) that is sent subsequently is simply confirmation of the transaction.

The first page will state the amount of currency you have bought and sold, the rate achieved, where you need to send the currency you have sold and the date by which HIFX must receive it.

The second page of the contract note will ask you to send us your onward payment instructions. This is where you want the currency you have purchased to be sent.

Essentially this is a **'buy now, pay now'** scenario, where you will need to arrange an immediate transfer, of the full value of the currency sold, to HIFX.

It is important to remember that only you can instruct your bank to transfer the sold currency to HIFX. You should confirm that you can do this, before entering into a transaction. Banks can sometimes restrict the amount you can transfer at any one time, particularly when using the internet.

Forward Contract

If you don't have all of your funds available, yet are looking to secure a particular rate now, you can enter into a forward contract. This allows you to purchase/sell your currency now, at the prevailing rate, with settlement for the transaction happening on your pre-determined date in the future (up to one year). We will ask you to provide 10% of the value of

the transaction as margin - an upfront deposit to secure the transaction. You will be required to send the remaining balance of 90% on your pre-determined date in the future.

This is effectively a **'buy now, pay later'** scenario, allowing you to lock in a rate, even if you don't have all your funds available. Should the exchange rate worsen you will not be affected. However, it is important to remember that if the exchange rate improves you will not be able to alter your contract.

Market Order

If you are looking to achieve a specific rate, we can arrange a market order. This allows you to target a better rate of exchange. We monitor the markets on your behalf and, should the market reach your pre-determined exchange rate, your currency is bought or sold automatically. Your order is live 24 hours a day and can be amended or cancelled at any time prior to the transaction taking place.

Exchange Rate Guarantee



If you are interested in securing your exchange rate now, but don't have the resources available to pay 10% of the value of the transaction as margin, you may be interested in our Exchange Rate Guarantee. This is an innovative product designed to protect you against exchange rate volatility, whilst providing you with the ability to take advantage of subsequent favourable currency movements.

Regular Payments Abroad

If you find that you have a regular ongoing currency requirement, you may wish to establish a system where your regular transfers are automated. By establishing your payments in advance you can take stress and hassle out of the process and leave the administration up to us. The Regular Payments Abroad section of this booklet will provide you with a straight forward solution to your regular currency transfer requirements.

Spot Contract Note

Contract Note example:

Contract Note Foreign Exchange Transaction Spot			
John Smith Apartment 27 1 Queen Street Browns Bay Auckland New Zealand		Client Number: 123456	
		Contract Number: 100051	
		Fax Number:	
<p>Thank you for your recent instruction to buy currency through HIFX. This is a contract note (invoice) for the transaction, details of which are specified below. Please be aware that your verbal telephone instruction constituted the contract between HIFX and yourself. This is a record of that contract. On Page 2 you will find a form to confirm your onward payment instructions. HIFX will only accept instruction to send funds via this form.</p> <p>The following transaction has been actioned in accordance with your instructions and is encompassed by our standard terms and conditions.</p>			
Contract Date	8-Feb-06		
Value Date	10-Feb-06		
Sold	GBP 50,000.00		
Bought	NZD 128,000.00		
Rate	2.5600		
Amount Due	GBP 50,000.00		
Date Balance Due	10-Feb-06		
IF ANY DETAILS ARE INCORRECT PLEASE ADVISE IMMEDIATELY QUOTING:		123456 / 100051	
hifxbankdetails			
Please arrange for your bank to debit your account with : GBP 50,000.00 and transfer this sum to the following account for the earliest possible value date, not later than 10-Feb-06 Please complete your onward payment instructions on page 2.			
PLEASE PAY TO	Account Name	HIFX Client Trust Account	
	Account No.	70482579	
	Bank	Barclays Bank	
	Branch	Slough	
	Sort Code	20-78-58	
	Swift Code	BARCGB22	
	Quoting Reference	123456 / 100051	
<small>HIFX CAN ONLY ACCEPT PAYMENT FROM YOUR OWN BANK ACCOUNT AND NOT FROM A THIRD PARTY, UNLESS PRIOR ARRANGEMENTS HAVE BEEN AGREED</small>			
■ www.hifx.co.nz ■ HIFX Ltd ■ PO Box 7646 Wellesley Street Auckland New Zealand ■ Tel: +64 (0) 9 306 3700 Fax: +64 (0) 9 306 3701 ARBN 106 779 953 / AFSL No 240914		■ www.hifx.com.au ■ HIFX Australia Pty Ltd ■ Level 26, Maritime Trade Towers, 201 Kent Street, Sydney ■ Tel: +61 (0) 2 9251 2626 Fax: +61 (0) 2 9251 2625 ABN 78 105 106 045 / AFSL No 240917	
			

Exchange Rate Guarantee

Similar to insuring your possessions, HIFX's Exchange Rate Guarantee will protect you against the volatility of the currency markets.

How HIFX's Exchange Rate Guarantee Works

By taking out HIFX's Exchange Rate Guarantee, **you are securing the right, but not the obligation** to buy your currency at a pre-agreed exchange rate for a future date.

This means that you can fix the currency exchange rate now, by paying an upfront premium (similar to an insurance premium) to HIFX, and decide on expiration date whether the current market rate is better or worse than that guaranteed. If it is worse, you simply exercise the contract for the rate guaranteed. If the market rate is better, you let your Exchange Rate Guarantee lapse and transact at the current market level, taking advantage of the gain.

Why use Exchange Rate Guarantee?

If you need to convert currency and you do not have all of your funds available (e.g. you are awaiting the sale of a property), your choices are somewhat limited. One risk-free solution would be to take out a forward exchange contract immediately guaranteeing you the exchange rate for a time in the future, however this strategy:

- Does not allow you to benefit from improvements in the exchange rate.
- Will normally require you to deposit a minimum of 10% of the face value of the contract with your FX provider.
- Will limit your flexibility, as a forward exchange contract commits you to sell currency whether you have sold your property or not.

With HIFX's Exchange Rate Guarantee you eliminate all of these potential issues!

Key Benefits

By taking out HIFX's Exchange Rate Guarantee:

- You do not have to find a significant sum of money, as is required when taking out a forward exchange contract.
- You have protection of the rate secured and therefore will not be affected by an adverse movement in exchange rates.
- You can benefit from a subsequent improvement in the exchange rate.

- You have total flexibility as you are securing the right (not the obligation) to an exchange rate e.g. if your house sells for less than you were expecting and you had taken out HIFX's Exchange Rate Guarantee you can simply change the lesser amount. Perhaps you change your mind about emigrating or your house does not sell. You can simply let your contract lapse.

No matter what your future situation is, you have total flexibility.

Please call one of our private sales consultants to ask about a premium quotation.

Example:

You plan to emigrate to New Zealand in approximately 3 months, by which time you hope to have sold your home in the UK. You are expecting to obtain GBP 250,000 from the sale. You do not have the GBP 25,000 (10%) to put down as a deposit on a forward foreign exchange contract but like the current exchange rate. You decide to take out an Exchange Rate Guarantee contract with HIFX as follows:

FX Rate Guaranteed	GBP/NZD 2.50
Expiration Date	3 Months
Amount to be sold	£250,000
Premium Payable	£3,500

3 Months later you sell your house for £255,000 and the exchange rate is GBP/NZD 2.60. You let the Exchange Rate Guarantee lapse and take advantage of the improved rate, transacting with HIFX at GBP/NZD 2.60.

Exchange Rate Guarantee Contract

£ 250,000 x 2.50 = \$ 625,000



Current Market Rate

£250,000 x 2.60 = \$ 650,000

You have gained \$ 25,000 against a cost of £3,500

Exchange Rate Guarantee

Contract Note example:

Contract Note Exchange Rate Guarantee			
John Smith Apartment 27 1 Queen Street Browns Bay Auckland New Zealand		Client Number	123456
		Contract Number	100052
		Fax Number	
<p>Thank you for your recent instruction to buy an Exchange Rate Guarantee. This is a contract note (invoice) for the transaction, details of which are specified below. Please be aware that your verbal telephone instruction constituted the contract between HIFX and yourself. This is a record of that contract.</p> <p>The following transaction has been actioned in accordance with your instruction and is encompassed by our standard Exchange Rate Guarantee terms & conditions .</p>			
Trade Date & Time		30 Oct 2005 15:30	
Sold Currency and Amount		GBP 250,000.00	
Bought Currency and Amount		NZD 625,000.00	
Expiration Date		30-Jan-06	
Expiration Time		15:00 NZ Time	
Settlement Date		1-Feb-06	
FX Rate Guaranteed		2.50	
Premium Amount Due		GBP 3,500.00	
Premium Payment date		1-Nov-05	
IF ANY DETAILS ARE INCORRECT PLEASE ADVISE IMMEDIATELY QUOTING:		123456 / 100052	
<p>Please arrange for your bank to debit your account with : GBP 3,500.00 and transfer this sum to the following account no later than the premium payment date.</p>			
hifxbankdetails			
Account Name		HIFX Limited	
Account No.		06-0287-0734158-002	
Bank		National Bank of New Zealand	
Branch		205 Queen Street	
		Auckland	
Swift Code		NBNZNZ22	
Quoting Reference		123456 / 100052	
<p>Please sign below to indicate that all details are correct, and fax back to HIFX Ltd on 0064 9 309 3701</p>			
_____ Signed		_____ Client Name	
<ul style="list-style-type: none">www.hifx.co.nzHIFX LtdPO Box 7646 Wellesley Street Auckland New ZealandTel: +64 (0) 9 306 3700 Fax: +64 (0) 9 306 3701ARBN 106 779 953 / AFSL No 240914		<ul style="list-style-type: none">www.hifx.com.auHIFX Australia Pty LtdLevel 26, Maritime Trade Towers, 201 Kent Street, SydneyTel: +61 (0) 2 9251 2626 Fax: +61 (0) 2 9251 2625ABN 78 105 106 045 / AFSL No 240917	
			

Regular Payments Abroad

Regular Payments Abroad is a simple, cost-effective, fully automated solution providing you with total peace-of-mind.

- Do you have an overseas mortgage?
- Do you receive a pension or salary in a foreign currency?

Then you may need to purchase currency on a regular basis.

If you have an overseas property or have emigrated to a new life abroad, you may need to buy and transfer currency, on a regular basis. Currency fluctuations can make it difficult to budget and, over time, international transfer fees and commissions charged by your bank can soon add up to a significant sum.

HIFX can help you secure the most competitive exchange rates and automate your transfers, saving you time and money, enabling you to budget accurately and giving you total peace-of-mind.

The benefits include:

- **Free Transfers:**
Unlike most banks, with HIFX every monthly transfer is free (saving you money every month!)
- **Free Transactions:**
With HIFX, all transfers are commission free. Most banks charge commission, sometimes as much as 2% per transfer.
- **Stress Free:**
By fixing a rate for between 6-24 months you will know exactly how much money is being debited from your account every month, and because HIFX use a direct debit, the whole process is automated.

Establishing your Regular Payments Abroad facility

If you are not already a registered client with HIFX, read the *Mechanics of Using HIFX* section of this booklet and establish a trading facility. Once registered, a member of our Regular Payments Team will call you to discuss your payment schedule and the exchange rate you can obtain.

Purchasing and Paying for your Currency

If you are happy with the rate offered, ask your dealer to proceed with the transaction. **Please note that your verbal instruction to buy currency is the contract between HIFX and you.**

You will receive from us a Regular Payments Abroad contract note detailing the dates, number of instalments and amounts for collection from your bank, together with the forms required to establish your direct debit. In the unlikely event you do not receive this within 48 hours you MUST notify us. An example of the contract note is shown on the opposite page.

Complete and return the 'onward payment instructions' on page 2 of the contract note. This is where you want the currency you have purchased to be paid each month.

You will need to send us two instalments immediately, the first of these acts as a deposit and will be used as your final payment, the other is used as payment for your first instalment, while we establish the Direct Debit. Your remaining payments will be collected by Direct Debit from your account on the agreed dates.

Direct Debits can take up to 5 working days to 'clear' and whilst we send all international transfers as a priority payment, overseas electronic transfers can take between 1-4 days to be credited to a foreign account, depending upon the country to which they are being sent.


Key Points

- HIFX will establish a Direct Debit with your bank to collect from your account your sold currency on a set date each month. You must confirm that the amount to be collected will be the same for each month of your contract. If you believe that the amounts may vary, please advise one of our staff prior to proceeding.
- Direct Debit dates are established on set dates throughout the month. It is important that you select the correct date for your circumstances.
- You need to ensure that you have the required funds cleared in your account on the day of collection.
- Direct Debits can take several days to clear, and you should allow sufficient time for your funds to arrive at their destination. If the Direct Debit falls on a public holiday or weekend, there will be an additional delay.
- Regular Payment Abroad contracts can be established for any length of time between 6 – 24 months. Your dealer will be able to discuss the various payment time frames with you.
- We will contact you one month prior to the expiry of your Regular Payments Abroad contract and confirm a new payment schedule and exchange rate with you.

Regular Payments Abroad

Contract Note example:

Contract Note Regular Payments Abroad



John Smith
Apartment 27
1 Queens Street
Browns Bay
Auckland
New Zealand

Client Number : **123456**
 Contract Number : **100053**
 Fax Number:

Thank you for your recent instruction to buy currency through HIFX. This is a contract note (invoice) for the transaction, details of which are specified below. Please be aware that your verbal telephone instruction constituted the contract between HIFX and yourself. This is a record of that contract. On Page 2 you will find a form to confirm your onward payment instructions. HIFX will only accept instruction to send funds via this form.

The following transactions have been actioned in accordance with your instructions and are encompassed by our standard terms and conditions.

Contract Date	10-Jan-06
Deposit required Immediately	GBP 1,100.00
1st Instalment Value Date	22-Jan-06
Final Instalment Value Date	22-Dec-06
No of Instalments/Payments	12
You have Sold	GBP 6,600.00
You have bought	NZD 15,910.56
Rate	2.4107
Direct Debit Collection	15th day of the month

We will collect by direct debit on the 15th day of the month those payments listed below. In the event that the payment date falls on a bank holiday or a weekend, then the direct debit will be collected on the next working day.

An initial deposit of two monthly payments are required on all Regular Payments Abroad forward contracts.


	Value date	You Have Sold	Rate	You Have Bought	Payment Terms
<i>Initial Deposit</i>		GBP 550.00			
1st Instalment	22-Jan-06	GBP 550.00	2.4107	NZD 1,325.88	
Payable immediately		1,100.00			TT Payment
2nd Instalment	22-Feb-06	GBP 550.00	2.4107	NZD 1,325.88	Direct Debit
3rd Instalment	22-Mar-06	GBP 550.00	2.4107	NZD 1,325.88	Direct Debit
4th Instalment	24-Apr-06	GBP 550.00	2.4107	NZD 1,325.88	Direct Debit
5th Instalment	22-May-06	GBP 550.00	2.4107	NZD 1,325.88	Direct Debit
6th Instalment	22-Jun-06	GBP 550.00	2.4107	NZD 1,325.88	Direct Debit
7th Instalment	21-Jul-06	GBP 550.00	2.4107	NZD 1,325.88	Direct Debit
8th Instalment	22-Aug-06	GBP 550.00	2.4107	NZD 1,325.88	Direct Debit
9th Instalment	22-Sep-06	GBP 550.00	2.4107	NZD 1,325.88	Direct Debit
10th Instalment	20-Oct-06	GBP 550.00	2.4107	NZD 1,325.88	Direct Debit
11th Instalment	22-Nov-06	GBP 550.00	2.4107	NZD 1,325.88	Direct Debit
Final Instalment	22-Dec-06		2.4107	NZD 1,325.88	<i>Initial Deposit</i>
		6,600.00		15,910.56	

Your initial deposit will qualify as your final payment

IF ANY DETAILS ARE INCORRECT PLEASE ADVISE IMMEDIATELY QUOTING: **123456 / 100053**

- www.hifx.co.nz
- HIFX Ltd
- PO Box 7646 Wellesley Street Auckland New Zealand
- Tel: +64 (0) 9 306 3700 Fax: +64 (0) 9 306 3701
- ARBN 106 779 953 / AFSL No 240914

- www.hifx.com.au
- HIFX Australia Pty Ltd
- Level 26, Maritime Trade Towers, 201 Kent Street, Sydney
- Tel: +61 (0) 2 9251 2626 Fax: +61 (0) 2 9251 2625
- ABN 78 105 106 045 / AFSL No 240917



Security of dealing with a Registered and Regulated FX Provider

When purchasing large sums of money you need peace-of-mind. You need to know you are dealing in a regulated environment that looks after your interests and that your funds are safe.

Foreign Exchange Regulation in New Zealand

Unfortunately when it comes to transacting foreign exchange, New Zealand's present regulatory environment has not addressed the issue of protecting retail customers. Australia's regulatory environment however is much more sophisticated and leads the way in consumer protection.

HIFX has, for this reason, acquired an Australian Financial Services Licence (AFSL), and is regulated by the Australian Securities & Investments Commission (ASIC).

ASIC regulates the financial markets and corporations within Australia. ASIC is responsible for enforcing and regulating company and financial services laws to protect consumers, investors and creditors.

Both our New Zealand and Australian offices hold a current AFSL. This provides our clients with the added security that there are strict guidelines and regulations in place designed to protect their interests.

Our registration and licence details are:

HIFX Ltd: ARBN: 106779953
AFS Licence No: 240914

HIFX Australia Pty Ltd: ABN: 78 105 106 045
AFS Licence No: 240917

Under our AFS Licence we are required to provide a Financial Services Guide (FSG) and Product Disclosure Statement (PDS) to Australian retail clients. These documents provide a comprehensive understanding of our service and products and are available to our New Zealand retail clients via our website: www.hifx.co.nz

Keeping your funds safe

To ensure your funds are safe, HIFX use designated client accounts. These accounts are separate from HIFX's own operating accounts and are required by our AFS Licence.

This means that your funds are ring-fenced and segregated for your security.

HIFX is required, under its AFS Licence, to maintain capital adequacy at all times, undertake audits to ensure its compliance with regulatory requirements, and be a member of an External Disputes Resolution Scheme. We have a comprehensive set of procedures in place to promptly resolve any queries from clients.

To find out more, please read our Product Disclosure Statement.

Should you wish to discuss any issue relating to your currency transaction, speak to one of our consultants directly.

The Mechanics of Using HIFX

Doing anything for the first time can be confusing. To help you undertake a foreign exchange transaction with HIFX we have summarised the process below. Please don't hesitate to call us if you have questions that are not answered here.

Setting up your Trading Facility

We need to register you as a client in order to open a trading facility, enabling you to instruct a dealer to purchase or sell currency over the telephone.

To do this you need to:

1. Read the attached Terms & Conditions.
2. Complete and sign the attached Application Form.
3. Obtain a copy of your passport or drivers licence (required under anti-money laundering regulations)
4. Obtain a copy of your proof of address e.g. bank statement, rates, utility bill which must be less than 3 months old (required under anti-money laundering regulations)
5. Return all of the above documents to HIFX
by fax on +64 (0) 9 306 3701,
alternatively you can scan and email them to private@hifx.co.nz
or post to PO Box 7646 Wellesley Street, Auckland, New Zealand.

Once we have received your signed Application Form and Identity documents your account will be opened and your allocated dealer will be in touch to discuss your requirements.

Discussing your foreign exchange requirements

Your dealer cannot, nor can anyone else, predict future exchange rates. Your dealer will however provide you with up to date views on market trends, and suggest strategies to meet your objectives and optimise your potential savings. This may, for example, involve trying to achieve a target exchange rate (Market Order), buying an Exchange Rate Guarantee or simply transacting at the current market rate. The strategy you agree with your dealer will depend on your time frame and your risk profile.

If you have given HIFX an instruction to try to achieve a target exchange rate (market order) you will be sent confirmation of your agreed market order by email, fax or post. This should be signed and returned. Please note that your order becomes active once agreed with the dealer during your telephone conversation. **You have not purchased currency** at this stage. **No funds are required** from you until your target level has been reached.

If you have purchased an Exchange Rate Guarantee it is important that you realise **you have not purchased any currency** at this stage. All you have done is secured the right, but not the obligation, to purchase currency at a specific exchange rate for a future date in time. Should you exercise your right to purchase the currency you will receive a foreign exchange transaction note similar to that on page 3 detailing your currency purchased at the guaranteed rate.

Purchasing Your Currency

Once you have instructed HIFX to buy currency at an agreed rate over the phone with your dealer, or your market order has been filled, or you exercise an Exchange Rate Guarantee contract, you will receive a Contract Note (invoice) similar to that shown on page 3.

All of our phone calls are recorded to ensure that your verbal instruction has been accurately executed. **Please note that your verbal instruction to buy currency is the contract between HIFX and you.** The contract note is simply a confirmation of your transaction.

In the unlikely event you do not receive a Contract Note within 48 hours of instructing HIFX to buy your currency, you **MUST** notify us.

The Mechanics of Using HIFX

Paying For Your Currency

The contract note provides confirmation of:

- The contract date
- The value date
- The amount of currency bought and sold
- The exchange rate achieved
- HIFX's account details for you to make the payment of your sold currency
- Client and contract reference details

For **'spot'** trades (buy now, pay now), you are required to send full funds immediately.

For **'forward'** trades (buy now, pay later), you are required to send 10% of the transaction value immediately. The 90% balance must be received by HIFX two days prior to the 'value date' (the future date that the currency was reserved when you undertook the transaction).

You will be provided with a reference number (client number and contract number) which must be entered on all payments made to HIFX. This will allow us to identify your inward payment from other client payments. If you are unable to enter a reference number please inform us immediately.

Money laundering regulations prevent us from accepting cash or cheques. In addition we are unable to accept payment from third parties (e.g. lawyers) unless prior arrangements have been agreed.

For customers wishing to sell GBP who still have bank accounts in the UK, we provide the facility for you to send your funds domestically to our client account in the UK. This has the added advantage of avoiding delays in receiving your funds.

Receiving Your Currency

You must complete your onward payment instructions on page 2 of the contract note. This is where you would like your purchased currency to be sent. This can be returned by fax or email. Please note, we must receive separate onward payment instructions for each deal that is transacted.

Your contract note details a value date. This is the date that you will have asked us to deliver the currency you have purchased (in accordance with your onward payment instructions). **HIFX is unable to pay you your purchased currency until we have received your sold currency.** If you anticipate there being a delay in HIFX receiving your sold currency, please inform our settlements team immediately on +64 (0) 9 306 3708 or email: backoffice@hifx.co.nz

HIFX transfers funds abroad free of charge (one free electronic transfer per currency transaction) however some banks may deduct a charge to receive currency.

If You Have a Query

Queries concerning the currency you have purchased should be directed to a member of our settlements team on +64 (0) 9 306 3708.

Ensure you have your client number and contract number to hand if discussing a particular transaction.

To help keep track of your transactions and who to contact in case you have any questions, please refer to the back of this booklet.

Private Client Trading Facility
Application Form and Terms & Conditions

Private Client Trading Facility for Foreign Exchange Services Application Form



This Application form is supplied with the above version of the Terms and Conditions for Foreign Exchange Services for Individuals ("Master Conditions") and the Terms and Conditions for Exchange Rate Guarantee ("ERG Conditions").

Client Particulars

Title: Mr / Mrs / Ms / Dr

Forename(s):

Surname:

Street address:

Postal address:

Telephone: (land)

(mobile)

Fax:

Email:

Person(s) Authorised by the Client to Give Instructions

The following persons (in addition to the Client) are authorised by the Client to give instructions for Services procured from HIFX on behalf of the Client. (Attach photo ID for each named person.) Each Authorised Person consents to the recording of all telephone conversations with HIFX as set out in the Master Conditions.

1. Full Name:

Signature:

2. Full Name:

Signature:

Client Agreement

- The abovenamed Client **requests** HIFX from time to time to provide Services pursuant to the Master Conditions and the ERG conditions.
- The Client acknowledges receipt of a copy of the Master Conditions and the ERG Conditions bearing the same Version reference as this Application Form. The Client has read and understood those conditions, and **agrees** to be bound by them.
- The Client **warrants** that the information in this Application Form is correct, and that any subsequent changes to such information will be notified to HIFX immediately in writing.
- The Client **consents** to the recording of all telephone conversations with HIFX as set out in the Master Conditions.

Client Signature

Signed:

/ / 200

In order to process your application promptly and to ensure that future transactions run smoothly, please read the following points.

If you require explanation or clarification of any item listed, or of anything in the Terms and Conditions, please contact an HIFX consultant.

Registration

- Attach:** a clear copy of either their passport, or their photo ID drivers licence.
- Attach:** Proof of address (bank statement, rates or utility bill) must be **less than 3 months** old.
- If you wish to authorise someone other than yourself to give HIFX instructions, you must complete their names on this Application Form, have them sign, and **also** provide photo ID for each person.
- HIFX can only accept payment from the client's own bank account and not from a third party (eg lawyer's account), unless prior arrangements have been agreed.
- HIFX transfers funds abroad free of charge*, however some banks may deduct a charge to receive currency.
*One free electronic transfer per currency transaction.

General

Buying currency

- HIFX's service is for non-speculative purposes.
- The dealers' telephone lines are digitally recorded at all times.
- HIFX dealers cannot predict future exchange rates.
- Having instructed an HIFX dealer to buy currency, you will be sent a contract note (invoice). If you do not receive the contract note you must inform your dealer within 48 hours.

Paying for your currency

- If you book a forward exchange contract, HIFX requires a part-payment of 10% initially, and the balance 90% on maturity of the contract.

- HIFX complies with current anti-money laundering legislation and guide lines.

- Please complete the following:

a) How did you hear of our service?

b) Reason for currency purchase?

Tick here if you do not want to receive marketing material or information from HIFX.

HIFX is committed to protecting your privacy. Your information will not be shared outside HIFX unless you give your consent. For more information, please ask for a copy of the HIFX Privacy Statement.

www.hifx.co.nz
HIFX Ltd
PO Box 7646, Wellesley Street, Auckland, New Zealand
Tel: +64 (0) 9 306 3700 Fax: +64 (0) 9 306 3701
ARBN 106 779 953 / AFSL No 240914

www.hifx.com.au
HIFX Australia Pty Ltd
Level 26, Maritime Trade Towers, 201 Kent Street, Sydney
Tel: +61 (0) 2 9251 2626 Fax: +61 (0) 2 9251 2625
ABN 78 105 106 045 / AFSL No 240917

Private Client Trading Facility for Foreign Exchange Services

Terms & Conditions



1. The Service

- 1.1** The client warrants that all Trades are for non-speculative purposes only and that they have full capacity to instruct HIFX to perform the service or place an Order and that, in doing so, they are acting as principal only and not as agent for any third party whose identity has not been disclosed to HIFX at the time of the service or Order. The Client further warrants that it is not acting as agent and that the Client will take physical delivery on the Value Date of the purchased currency after payment to HIFX of the full amount of the sold currency for each Trade as stipulated by HIFX. The Client agrees that nothing in the Consumer Guarantees Act 1993 shall apply to any transaction entered into under these Conditions.
- 1.2** In all matters relating to Trade, transactions or any information or advice obtained from HIFX in connection with or relating to this Agreement, the Client shall rely solely on its own skill and judgment in determining that the transaction is suitable for its purposes. Although HIFX may provide the Client with information concerning the foreign exchange markets, the Client shall not place any reliance on HIFX's opinion of the merits or otherwise of any currency transaction, taxation matters or comments made concerning any investment products or markets or other matters whatsoever. Once a Trade Confirmation has been given to the client by HIFX it cannot be altered or cancelled without the prior written consent of a HIFX director.
- 1.3** Notwithstanding clause 2.1, HIFX reserves the right to require written confirmation of any Trade, Order or Client Instruction.

2. Instructions

- 2.1** The Client will instruct HIFX to perform the service orally or in writing. The service will be subject to these conditions. HIFX will not be obliged to perform the service and may refuse to do so without giving any reason. HIFX will have no liability to a Client for any resultant loss or damages suffered by the Client or any other party as a result of HIFX's refusal. No agreement for the Service will come into force until the Trade Confirmation. Each Trade, if accepted by HIFX, will constitute a separate severable agreement.
- 2.2** The Client acknowledges that HIFX may record and store all telephone conversations with or without an automatic warning tone. HIFX reserves the right to produce and store a transcript of the recorded telephone conversation and use either the transcript or the recording of the telephone conversation for the purposes of verifying the details of an Order or Trade or to resolve any disputes between the Client and HIFX in respect of the Service.
- 2.3** The Client will be solely responsible for ensuring that the details it supplies to HIFX to enable HIFX to perform the Service, including without limitation the Client's contact details, the details of any Order or Trade and the Account are true and accurate and will not withhold or omit any information that would render those details false or inaccurate. The Client agrees to notify HIFX immediately it becomes aware of any error or change in the details it has supplied to HIFX.
- 2.4** The Client warrants that they will, on request, supply HIFX with all the information and documentation necessary to enable HIFX to comply with relevant legislation pertinent to the Service.
- 2.5** The Client will supply to HIFX, on request, a specimen signature. A signature substantially resembling the specimen will be sufficient for HIFX to authenticate an instruction as being from the Client.

3. Financial provisions

- 3.1** In the event of a Spot Trade, the Client shall pay into a nominated account specified by HIFX on such date or dates as HIFX might direct, but no later than the Working Day immediately preceding the Value Date, the amount specified by HIFX as full payment for the Trade.
- 3.2** In the event of a Forward Trade the Client shall immediately pay a Margin of 10% of the full amount of the sold Currency, or such other percentage as HIFX may specify, into the Nominated Account in cleared funds. The client shall pay any outstanding balance of the sold currency into such Nominated Account not later than one working day before the Value Date of the particular Forward Trade.
- 3.3** In the event of a Same Day Trade the Client shall pay the sale currency into a nominated account specified by HIFX by no later than the relevant time stipulated by HIFX.

- 3.4** All payments due from the Client to HIFX pursuant to these Conditions shall be made without set-off, counterclaim or deduction whatsoever.
- 3.5** HIFX will make any payments to the Client under this Agreement in full unless required by law to deduct sums in respect of any taxation liabilities.
- 3.6** Banks have specified times of cut off for the receipt and dispatch of electronic payments. HIFX accepts no responsibility for and shall have no liability in respect of any delay in onward payment attributable to the late arrival of funds or instruction of payment relative to the cut off times of the designated bank.
- 3.7** HIFX reserves the right to make a Margin Call to re-establish the Margin to the original percentage level agreed for the particular Trade if the Margin subsequently falls below the applicable threshold for that Trade as set out below as a result of an adverse market movement:
- (a) in the event an initial Margin of 10% falling to or below 5%
- (b) in the event an initial Margin of 15% falling to or below 10%
- (c) as follows "in the event an Initial Margin of 20% falling to or below 15%
- 3.8** In the Event of a Margin Call being made the Client shall pay all those monies required pursuant to the Margin Call in cleared funds into the Trust Account within twenty four hours of HIFX first communicating the Margin Call to the Client. The Client's failure to do so shall be a fundamental breach of the Conditions of the Trade in question and shall entitle HIFX, without prejudice to any other remedy available, to immediately and without notice to the Client terminate the Trade without liability.
- 3.9** The Client undertakes that the Margin or such other funds to be provided as security for the Client's obligations hereunder will be beneficially owned by the Client and will not be subject to any charge, lien or other encumbrance and the Client will not create any charge, lien or other encumbrance over any funds so provided.
- 3.10** The Margin will vest automatically in HIFX in any of the following circumstances;
- 3.10.1** on the value date;
- 3.10.2** the Client is in breach of any of the conditions;
- 3.10.3** in the circumstances set out in clause 4.1.3
- 3.11** All funds provided by the Client under an agreement (whether as security or otherwise) may be appropriated by HIFX in the event that HIFX incurs any liability, is exposed to increase market risk (as HIFX in its discretion may decide) in respect of any Trade or in the event that the Client is unable to pay its debts or fails to comply or breaches these conditions.
- 3.12** HIFX reserves the right to charge the Client interest in respect of the late payment of any sum due under this agreement at the rate of five percent per annum above the base rate ruling from time to time from the due date therefore until payment.

4. Duration, termination

- 4.1** HIFX shall have the right to close out all or part of any Trade from the market without notice to the Client of the Client's liability upon or at any time after the happening of any of the following events:
- 4.1.1** the Client materially breaches any of the Conditions or fails to comply with its obligations to HIFX in respect of a Trade or is materially in breach of any statute or regulation;
- 4.1.2** it becomes or may become unlawful for HIFX to maintain or give effect to all or any of the obligations under the Conditions or otherwise to carry on its business, or if HIFX is requested to close out a Trade (or any part thereof) by any regulatory authority whether or not the request is legally binding, or if HIFX in its absolute discretion considers it desirable or necessary to do so for its own protection;
- 4.1.3** the Client becomes unable to pay its debts as they become due or has a bankruptcy petitioned against them or the Client proposes a form of composition or arrangement to its creditors or if the Client ceases or threatens to cease to carry on all or a part of its business; The Client commits an "act of bankruptcy" (as defined in the Insolvency Act 1967), becomes insolvent, or is placed in receivership, or goes into liquidation (other than for the purposes of a solvent amalgamation or reconstruction and in such manner that the company resulting therefrom effectively agrees to be bound by or assume the obligations imposed on that other party under this Agreement), or any step is taken with a view to the appointment of a statutory manager in respect of the Client or the Client is declared to be a "corporation at risk"

under the Corporations (Investigation and Management) Act 1989;

- 4.1.4** any of the events specified above or anything analogous thereto occurs under the laws of any applicable jurisdiction.
- 4.2** If the Client becomes aware of the occurrence of any event referred to in this clause 4.1, they shall give HIFX notice of such event forthwith.

5. Limitation of Liability

- 5.1** This clause 5 sets out HIFX's entire liability to the Client for any losses, costs (including legal costs), damages, expenses, taxes, charges or any other liability whatsoever ("Claim").
- 5.2** The limitation and exclusion of Liability is set on the basis that the Client is aware of the volatile nature of the foreign exchange market.
- 5.3** HIFX will not be liable to the Client for any claim which arises as a result of currency fluctuation between the Trade confirmation and the value date, or as a result of the client's non-compliance with Clause 2.3 above.
- 5.4** HIFX shall not be liable to the Client for any Liability arising out of any Trade or Agreement pursuant to these Conditions by reason of any cause including contract, tort or otherwise save for direct damages caused by the negligence of HIFX in the performance of a Trade.
- 5.5** Without prejudice to clause 5.4 and subject to the provisions of this clause 5, HIFX's total aggregate liability to the Client for any Liability incurred in connection with this Agreement will not exceed the lesser of (a) the total amount paid by the Client to HIFX in respect of the Trade giving rise to the claim or (b) \$500,000.
- 5.6** Notwithstanding anything in this Agreement, in no event shall HIFX be liable for any loss of profits, goodwill, anticipated savings, loss caused by the failure or delay of any third party in the transmission, provision or delivery of any Service or any special, indirect, incidental or consequential loss whether resulting from currency speculation, from purposes associated with the client's business or from any other cause whatsoever regardless of the form of action (including loss or damage suffered by the client as a result of an action brought by a third party) and even if such loss was reasonably foreseeable or HIFX was advised as to the possibility thereof.
- 5.7** The Client hereby indemnifies and will keep HIFX indemnified against any and all Liabilities incurred by HIFX in the proper performance of the Services and the enforcement of its rights hereunder and in particular, without prejudice to the generality of the foregoing, in respect of all amounts necessary to compensate HIFX for any and all Liabilities sustained or incurred by HIFX (including but not limited to HIFX's loss of profits) as a result of or in connection with:
- 5.7.1** any default in payment by the Client of any sum under the Conditions when due;
- 5.7.2** any breach by Client of clauses 1.1.
- 5.7.3** HIFX doing and taking all and any actions and steps whatsoever to carry out the terms of any Client instructions or orders, whether oral or written, from or purporting to be from Authorised Personnel pursuant to and in accordance with clause 1 above; or
- 5.7.4** HIFX exercising its right under clauses 4.1.1, 4.1.3 or where appropriate - 4.1.4 to close out all or any part of any Trade and in such event HIFX shall have the right, as an alternative to its right to seek an indemnity from the Client, to set-off against any Client monies held by HIFX any amounts owed by the Client to HIFX in respect of any Service.
- 5.8** HIFX shall not be liable to the Client for any delay or non-performance of its obligations under this Agreement arising from any cause or causes beyond its reasonable control including, without limitation, any of the

following: act of God, governmental act, war, fire, flood, explosion, civil commotion, failure of computer equipment or communications systems or industrial dispute of a third party.

6. General

- 6.1** Nothing in this Agreement is intended to confer any benefit on any third party (whether referred to herein by name, class, description or otherwise) or any right to enforce any provision of the Agreement or these Conditions and accordingly the Contracts (Privity) Act 1982 shall not apply to any provisions of this Agreement or these Conditions.
- 6.2** The parties are independent contractors and this Agreement will not establish any relationship of partnership, joint venture, employment, franchise or agency between the parties.
- 6.3** The provisions of Clause 5 shall survive termination of any Instruction, completion of any Trade or termination of this Agreement.
- 6.4** This Agreement, including these Conditions, constitute the entire agreement and understanding of the parties and supersede all oral communications and prior writing relating to it; provided that neither party shall benefit from excluding liability for fraudulent misrepresentation or fraud.
- 6.5** HIFX may amend these Conditions by notice in writing to the Client at any time and such amendment shall be binding with the agreement of the Client from the date of such notice. Any such amendment shall not be retrospective or affect any rights or obligations that may already exist in respect of any Instructions.
- 6.6** Should any provisions of these Conditions be deemed unenforceable or illegal, the remaining provisions and the remainder of the provision in question will nevertheless continue in full force and effect.
- 6.7** The Client may not assign or otherwise transfer the benefit of any Agreement without the express written consent of HIFX. HIFX may without notice to the client assign and/or novate its rights and obligations under the Conditions to any third party and the Client hereby consents without reservation to any such assignment or novation.
- 6.8** Any failure by either party to exercise, and any delay, forbearance or indulgence by either party in exercising, any right, power or remedy under this Agreement shall not operate as a waiver of that right, power or remedy or preclude its exercise at any subsequent time.
- 6.9** In the event of any of the provisions of these Conditions being in conflict with other documentation produced pursuant to an Agreement then the Conditions shall prevail.
- 6.10** This Agreement and these Conditions shall be governed by and construed in accordance with the laws of New Zealand, and each party hereby submits to the exclusive jurisdiction of the New Zealand Courts. These Conditions and all Agreements and Trades made under these conditions shall for all purposes be made and shall be deemed to be made, in New Zealand.
- 6.11** The Client agrees that any disclosure statement or other document required to be given to the client by law, including any product disclosure statement or financial services guide or supplementary product disclosure statement or supplementary financial services guide, may be given to the client by being placed in either case on an identified website of HIFX.

7. Authorised Persons

- 7.1** The Authorised Persons named on the Application Form supplied with these conditions are authorised by the Client to give instructions for the Services procured from HIFX on behalf of the Client.

A. Interpretation

In these terms and conditions, unless the context otherwise requires:

"Account" means the bank account notified by the Client to HIFX into which any sums due from HIFX to the Client pursuant to any Trade will be paid.

"Agreement" means any agreement between HIFX and the Client incorporating the Conditions.

"Client" means the person who, as Client, duly completes, signs, and delivers to HIFX the Application Form supplied with these conditions.

"Conditions" means these terms and conditions.

"Contract Note" means HIFX's written document setting out the details of the Trade which will be sent to the Client following the Trade Confirmation.

"Forward Trade" specifies a transaction where the Value Date is later than two working days after the instruction.

"HIFX" means HIFX Ltd whose registered office is at Level 15 gen-i Tower, 66 Wyndham St, Auckland, New Zealand.

"Margin" means the deposit or advance payment required by HIFX from the Client in advance of each Trade with the exception of a Spot Trade.

"Margin Call" means request by HIFX to the Client to provide such additional amounts (not exceeding the full amount of the Sale Currency) as it may reasonably require on account of an adverse exchange rate movement between the date of contract and the Value Date.

"Nominated Account" means the bank account nominated by HIFX from time to time into which the Sale Currency and/or Margin will be paid.

"Order" means the Client's oral or written request for HIFX to purchase currency at predetermined levels on the Client's behalf if and when reached.

"Trade Confirmation" means when HIFX confirms the details of the Trade to the Client by telephone.

"Sale Currency" means the sums payable by the Client to HIFX in consideration of the Trade including, without limitation, any Margin or Margin Call.

"Same Day Trade" means to sell a Sale Currency for purchase currency by the end of the same Working Day subject to clause 3.3.

"Service" means any foreign exchange service provided by HIFX to the Client pursuant to these conditions, and includes execution of a Trade on the Client's behalf, and provision of an Exchange Rate Guarantee, and provision of any regular payments abroad service.

"Spot Trade" means a transaction where the Value Date is two working days after the date of instruction.

"Trade" means each transaction to purchase and deliver currency for the Client including, without limitation, a Forward Trade, Same Day Trade or a Spot Trade.

"Value Date" means the date specified by HIFX for each Trade on which the currency transaction matures.

"Working Day" means 09.00 to 17.30 on any day when the clearing banks are open for business in New Zealand.

Exchange Rate Guarantee (ERG) Terms & Conditions



These **Exchange Rate Guarantee** terms and conditions are additional to and supplement the Private Client Trading Facility for Foreign Exchange Services Terms and Conditions (“Master Conditions”) for as they may be amended from time to time, and address additional matters specific to and necessary for the provision of an Exchange Rate Guarantee service by HIFX to the Client.

1. Instructions

- 1.1 HIFX may at its absolute discretion provide the Client with an Exchange Rate Guarantee (ERG) quotation from time to time.
- 1.2 The quotation will give details as mentioned in section 3.
- 1.3 HIFX reserves the right to change the Premium stated in the quotation prior to the client confirming agreement of the ERG and subsequent issuance of a contract note.
- 1.4 The client will instruct HIFX to confirm the details of the quotation or revise the quotation verbally before acceptance.
- 1.5 Once the quotation has been verbally agreed, a contract note will be issued to the client.

2. Details to be included in the ERG Contract Note

- 2.1 Quotation/Contract Note Date and time of transaction
- 2.2 The currency and amount sold to HIFX
- 2.3 The currency and amount bought from HIFX
- 2.4 Expiration Date
- 2.5 Expiration Time
- 2.6 Settlement Date
- 2.7 FX Guaranteed Rate
- 2.8 Premium Payable/Due
- 2.9 Premium Payment Date.

3. Financial provisions

- 3.1 An ERG transaction between HIFX and the Client is subject to payment of the Premium by the Premium Payment Date by the Client to HIFX.
- 3.2 The Client shall pay the Premium into a bank account specified by HIFX no later than the Premium Payment Date.
- 3.3 The Premium shall be paid in the agreed currency and amount.
- 3.4 The Premium is not refundable under any circumstances in whole or in part.

- 3.5 Failure by the Client to pay the Premium by the Premium Payment Date shall be a fundamental breach of the conditions of the ERG transaction and shall entitle HIFX without prejudice to any other remedy available to it to immediately and, without notice to the Client, terminate the ERG without liability.
- 3.6 If HIFX terminates the Exchange Rate Guarantee under 3.5 above the Client shall be liable for all direct and indirect costs and losses incurred by HIFX as a result of the termination of the ERG.

4. Process of Exercise

- 4.1 The ERG shall be deemed to be exercised when the Client gives notice to exercise the ERG agreement.
- 4.2 A notice to Exercise shall only be valid if completed on the Expiration Date before the Expiration Time.
- 4.3 If valid exercise of the ERG is completed then the specified payment obligations between HIFX and the Client will arise whereby a foreign exchange Spot Trade will be created where the exchange rate will be the FX Guaranteed Rate of the ERG that has been exercised.
- 4.4 Upon exercise of the ERG, the Client will sell and make delivery of the specified amount of the Sale Currency to HIFX, and the Client will buy and take delivery of the specified amount of the Bought Currency from HIFX on the Settlement date.

5. General

- 5.1 HIFX may from time to time amend these ERG conditions in the same manner as it may from time to time amend the Master Conditions.
- 5.2 The Master Conditions apply generally to all ERG transactions, but if there should be any inconsistency between the Master Conditions and the ERG conditions, the ERG conditions will prevail.

A. Interpretation

“**Exchange Rate Guarantee**” (ERG) means an agreement whereby the Client has the right but not the obligation to enter into a foreign exchange transaction with HIFX as specified in the contract note.

“**Contract Note**” confirms the details of a future foreign exchange transaction that the client may exercise on the Expiration date.

“**ERG conditions**” means these terms and conditions for Exchange Rate Guarantee, as amended from time to time.

“**Exercise**” means the process whereby the Client gives notice to HIFX on the Expiration Date that the ERG’s underlying foreign exchange transaction is required, and the consequent creation of the appropriate transaction as provided in clause 5.

“**Expiration Date**” means the day on which the Client may elect to exercise the ERG always providing that such exercise is effective only if completed before the Expiration Time.

“**Expiration Time**” means the time on the Expiration Date at which all rights granted under the ERG irrevocably cease and expire.

“**FX Guaranteed Rate**” means the fixed exchange rate between the amounts of the sale Currency and the bought Currency, agreed at the time the ERG Contract note is issued, or is confirmed/issued.

“**Master Conditions**” means the version of the Private Client Trading Facility for Foreign Exchange Services Terms and Conditions with which this version of the ERG conditions is issued, as amended from time to time.

“**Notice to Exercise**” shall only be completed when the Client has notified (in the first instance by telephone followed by an email, fax or letter) HIFX of their wish to exercise the ERG and HIFX has responded to and acknowledged receipt of such notification.

“**Premium**” means the consideration payable to HIFX by the Client for the rights provided by the contract note.

“**Premium Payment Date**” means the value date by which the full amount of the Premium must be paid in cleared funds by the Client to the nominated bank account of HIFX.

Record your transaction details here.

Transfers to HIFX	Transfer 1	Transfer 2	Transfer 3	Transfer 4
Date Deposited:				
Amount:				
Currency:				

Transaction Details	Transaction 1	Transaction 2	Transaction 3	Transaction 4
Contract Date:				
Value Date:				
Amount Sold:				
Amount Purchased:				
Rate Achieved:				

RPA Details				
Start Date:				
End Date:				
Direct Debit Date:				
Amount Sold:				
Amount Purchased:				

ERG Details				
Contract Date:				
Contract Value:				
Expiry Date:				
Premium Paid:				
Exchange Rate Guaranteed:				

Who to contact regarding your transaction.

My client number is.....

Sales

Sales Consultant:

.....

- New accounts and service queries
- Regular Payments Abroad transactions
- Exchange Rate Guarantee
- New Business Referrals

Toll – Free 0800 FX HIFX (0800 39 4439)

Phone: +64 (0) 9 306 3705

Fax: +64 (0) 9 306 3701

Email: private@hifx.co.nz

Web: www.hifx.co.nz

Dealing

Allocated Dealer:

.....

- New transactions
- Market updates
- Market Order requests
- Contract pre-delivery

Phone: +64 (0) 9 306 3707

Fax: +64 (0) 9 306 3701

Email: info@hifx.co.nz

Web: www.hifx.co.nz

Settlement

Settlement Contact:

.....

- Incoming fund queries
- Contract note requests
- Payment & Settlement queries
- All other post-deal and settlement issues

Phone: +64 (0) 9 306 3708

Fax: +64 (0) 9 306 3701

Email: backoffice@hifx.co.nz

Web: www.hifx.co.nz

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