



HiFX QFE Disclosure Statement made under the Financial Advisers Act 2008

Purpose of this document

The information in this document is important, because it is intended to ensure that all our clients make informed decisions about whether to use our financial adviser services.

This disclosure statement relates to financial advice provided by HiFX Limited in respect of Category 1 Products, specifically foreign exchange derivatives, to its retail clients. It was prepared on 21 October 2016.

HiFX Limited (HiFX) is a Qualifying Financial Entity (QFE).

Trading names: HiFX Limited, Currency Online and XE

Main place of business: Level 4, 32-34 Mahuhu Crescent, Auckland

Phone: 0800 394 439

Email: info@hifx.co.nz

**Xe Money Transfer is provided by HiFX Limited.
Currency Online - a trading name of HiFX Limited.**

HIFX IS LICENSED AND REGULATED BY THE FMA

HiFX is regulated by the Financial Markets Authority (FMA). You can check the status of HiFX as a QFE on the register of financial service providers at www.fspr.govt.nz.

You can obtain information from, and report information to, the FMA about HiFX or its advisers.

Their contact details are as follows:

Website: www.fma.govt.nz

Address: DX Box CX10033, PO Box 106 672, Auckland, 1143

Physical address: Level 5, Ernst & Young Building, 2 Takutai Square, Britomart, Auckland

Phone: (09) 300 0400

TYPE OF FINANCIAL ADVISERS AND PRODUCTS

QFE advisers employed by HiFX Limited may provide you with financial advice relating to derivatives, including:

- Foreign exchange forward contracts;
- Foreign exchange options;
- Foreign exchange swaps.

As a QFE, HiFX takes responsibility for the financial advice you get from our QFE advisers. We'll ensure our advisers exercise care, diligence and skill in providing financial advice to you.

We will give you a Product Disclosure Statement prepared by us if we offer to issue any derivatives to you. Before deciding to enter into a derivative offered by us, you should carefully read the Product Disclosure Statement. The Product Disclosure Statement contains important information about the derivatives we are offering, including the benefits, risks and costs associated with these products.

OTHER LICENSED SERVICES

HiFX is a licensed Derivatives Issuer in terms of the Financial Markets Conduct Act 2013, and as such is authorised to act as a derivatives issuer in respect of a regulated offer of derivatives. This licence was granted by the Financial Markets Authority (FMA).

HiFX Limited holds an Australian Financial Services Licence (AFSL), No. 240914 under which it is authorised to provide financial product advice in respect of, deal in, and make a market for, specified financial products, which includes derivatives. This licence was issued to HiFX by the Australian Securities and Investments Commission (ASIC).

FEES THAT RELATE TO FINANCIAL ADVICE

HiFX does not charge any fees for the financial advice that the QFE advisers provide. Any fees and charges that may apply, relate to the product being sold and not to the financial advice provided. All fees and charges, and any other amounts payable, in relation to a product are set out in the Product Disclosure Statement. The Product Disclosure Statement is provided to you when you apply for an account with HiFX.

QFE ADVISERS' REMUNERATION

HiFX earns revenue on the financial products that it issues.

HiFX QFE advisers receive a base salary and may also receive benefits based upon bonuses at the discretion of senior management, having regard to standards of service to clients and feedback from them, the level of revenue HiFX generates and reaching a range of personal performance targets. Certain non-dealing QFE advisers may also earn a commission based upon a percentage split (between 1% - 10%) of the net revenue earned.

HiFX QFE advisers provide financial advice only on financial products issued by HiFX. There are no other factors that could have a material influence on HiFX and its advisers when providing you with financial advice.

COMPLAINTS PROCESS

If you have a complaint against HiFX about its products or services, or its complaints handling process, you can lodge a complaint by contacting HiFX as follows:

E-mail: compliancenz@hifx.co.nz

Phone: 0800 394 439 or +64 9 306 3700

Postal address: PO Box 7646, Wellesley Street, Auckland, New Zealand

If we receive your complaint in writing we will acknowledge receipt of it immediately. HiFX will attempt to resolve your complaint within 40 days.

If you are dissatisfied with how we dealt with your complaint, please let us know and we will undertake a further review of your concerns. If you are still dissatisfied with the outcome and you are resident in New Zealand, you have the right to refer your complaint to our external dispute resolution scheme, the Financial Services Complaints Limited.

Their contact details are as follows:

Financial Services Complaints Limited

PO Box 5967

Wellington 6145

Email: complaints@fscl.org.nz

Telephone: 0800 347 257

Fax: (04) 472 3728

If you are resident in Australia, and you are not satisfied with our response, you may lodge a complaint:

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| <ul style="list-style-type: none">• with the Financial Ombudsman Service Australia if lodged before 1 November 2018:
Online: www.fos.org.au
Email: info@fos.org.au
Phone: 1800 367 287
Mail: Financial Ombudsman Service Limited
GPO Box 3 Melbourne VIC 3001; or | <ul style="list-style-type: none">• with the Australian Financial Complaints Authority if lodged on or after 1 November 2018:
Online: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678 (free call)¹
Mail: Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001 |
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Time limits may apply to complain to FOS or AFCA and so you should act promptly or otherwise consult the FOS and AFCA websites to find out if or when the time limit relevant to your circumstances expires.

^[1] Your customers can lodge complaints with AFCA on this number from 1 November 2018