TELPAY FX ONLINE MANUAL

How to use the TelPayFX Online Customer Payment Portal

TelpayFX
A Division of Telpay Incorporated
The Evolution of Exchange

Introduction

online customer portal

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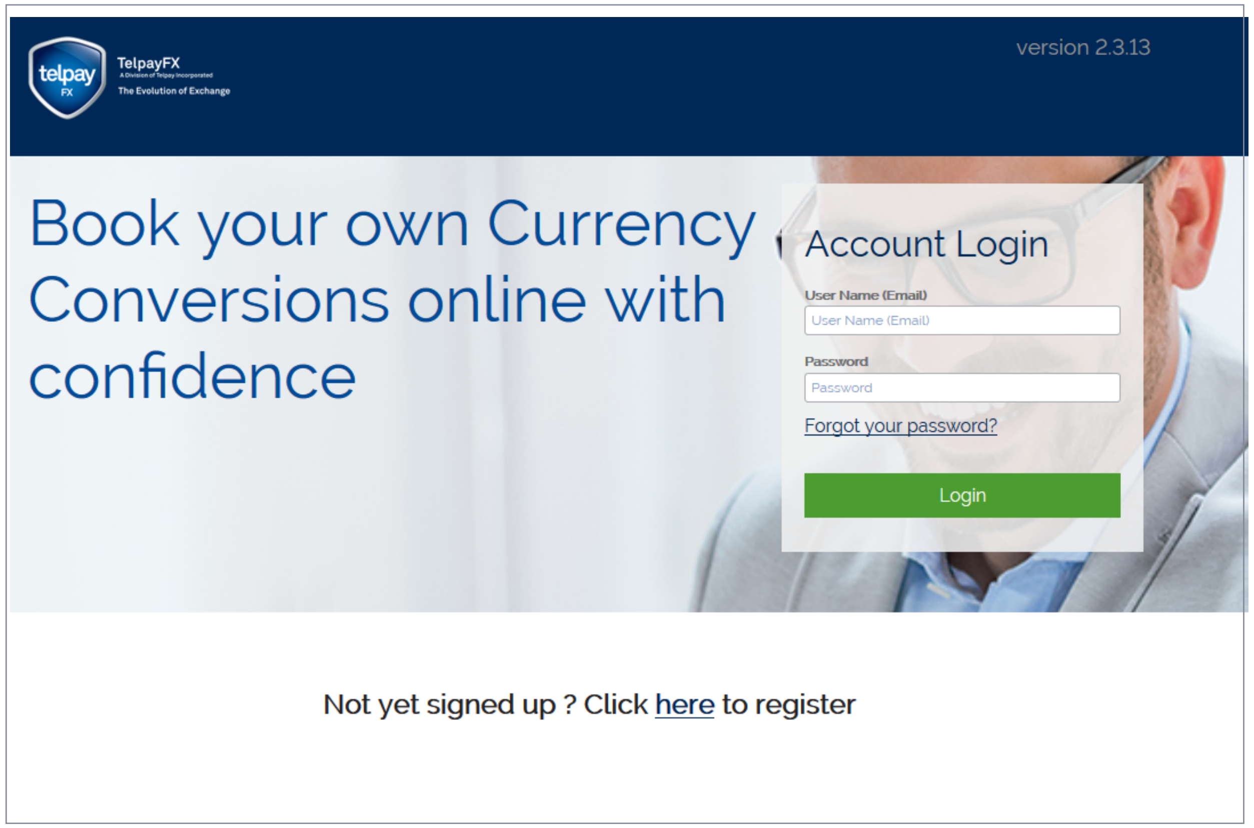
The Online customer portal is a secure and efficient way for our currency conversion customers to purchase foreign currency funds, upload and assign payment instructions and manage beneficiary data.

Customers have access to trade and manage their transactions to give them the flexibility of trading at their convenience. Our Online portal lets customers trade currency and disburse the trade to multiple beneficiaries right away or at a later time of your choosing.

Rest assured the platform is fully secured with industry standard encryption and application and data level security so you can deal with complete confidence.

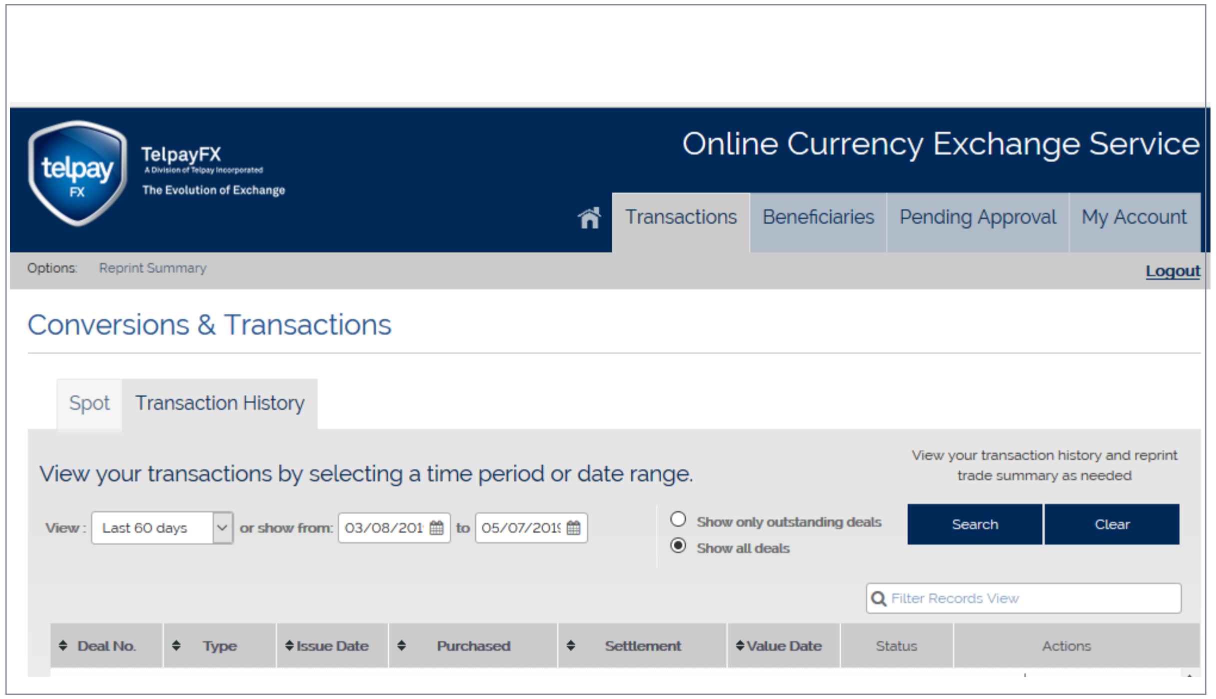


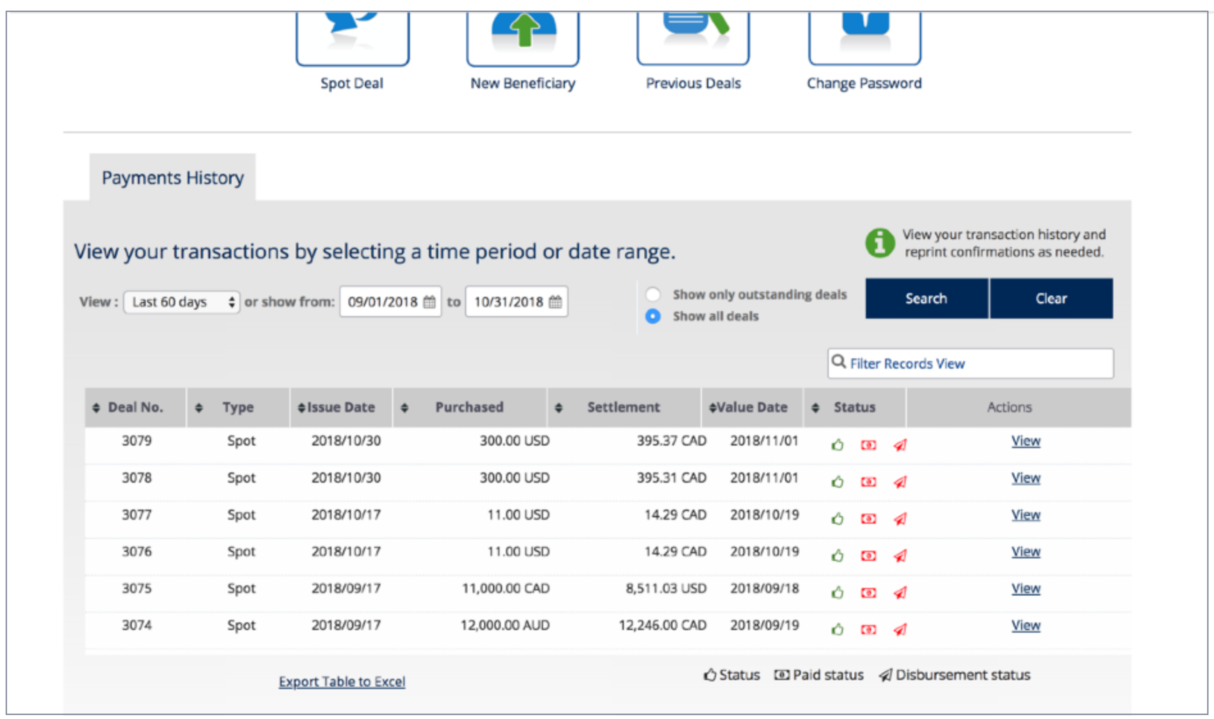
Logging Into the Online Service

User access is secured via their username and secure password. All users will be assigned their access credentials via their FX customer service representative.

Username and Password: Enter your username and password to log into the site. If you have forgotten your password, click the ‘Forgot my password’ link to begin the password recovery process wherein a password will be emailed to your registered email address with instructions on how to verify and reset your password.

Challenge Questions: We strongly recommend you enable challenge questions to further secure your account, the system will prompt you to answer two questions, which are randomly selected from a set each time you log in (on your first login, you will be prompted to answer all questions on file).





TelpayFX Home Page Options

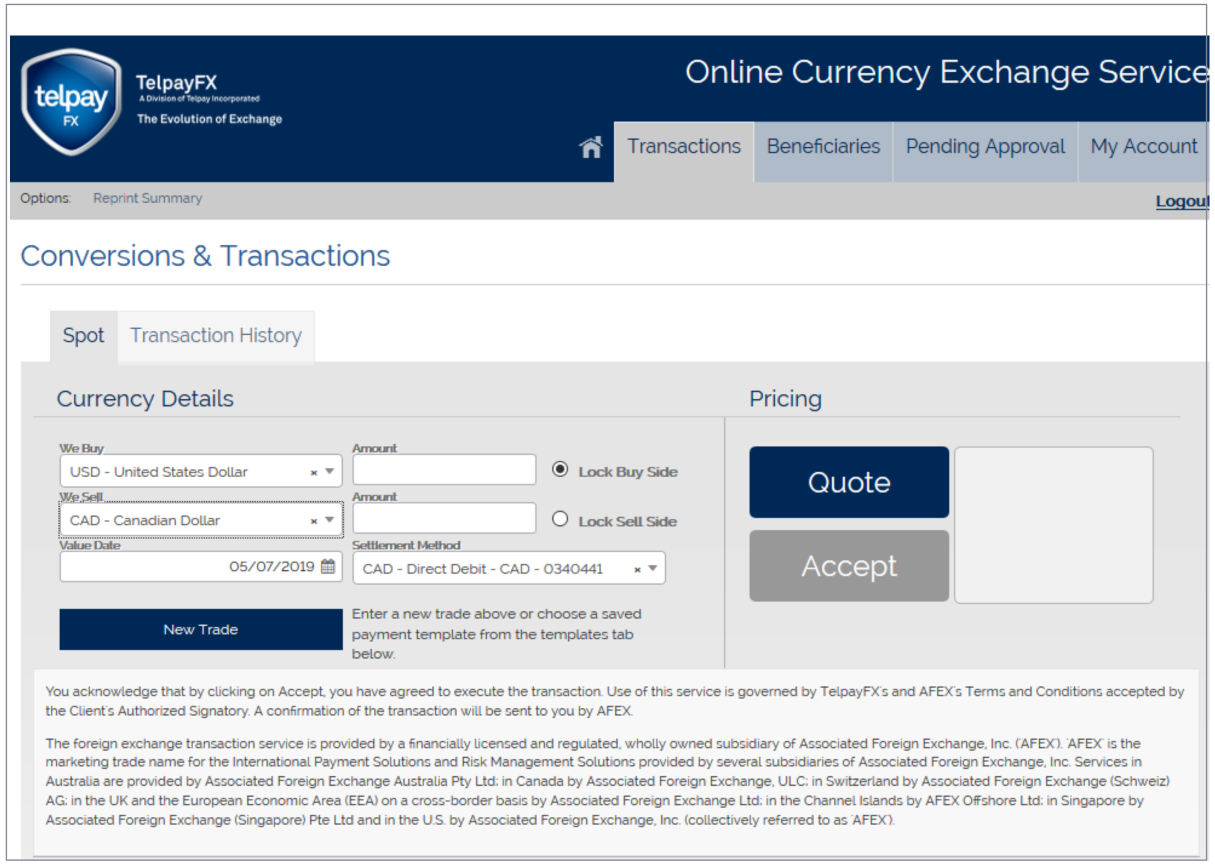
The home page is your main control panel to the various options of the online services. Across the top you have main navigation tab options to the main sections of the site, clicking on any of these will bring you to the respective page of functionality.

Transactions: Is where you can make conduct spot currency conversions, disburse payments (multiple beneficiaries) and also view your transaction history.

Beneficiaries: Manage the people and businesses you send payments to, also upload new beneficiaries and their payment details like payment types and banking info.

My Account: Is where users can change their passwords and their login challenge questions.

Quick Link Buttons: (Set by your broker.) You will see quick link icons under the main navigation tabs that will take you directly to specific actions and common pages of work that customers most often visit.



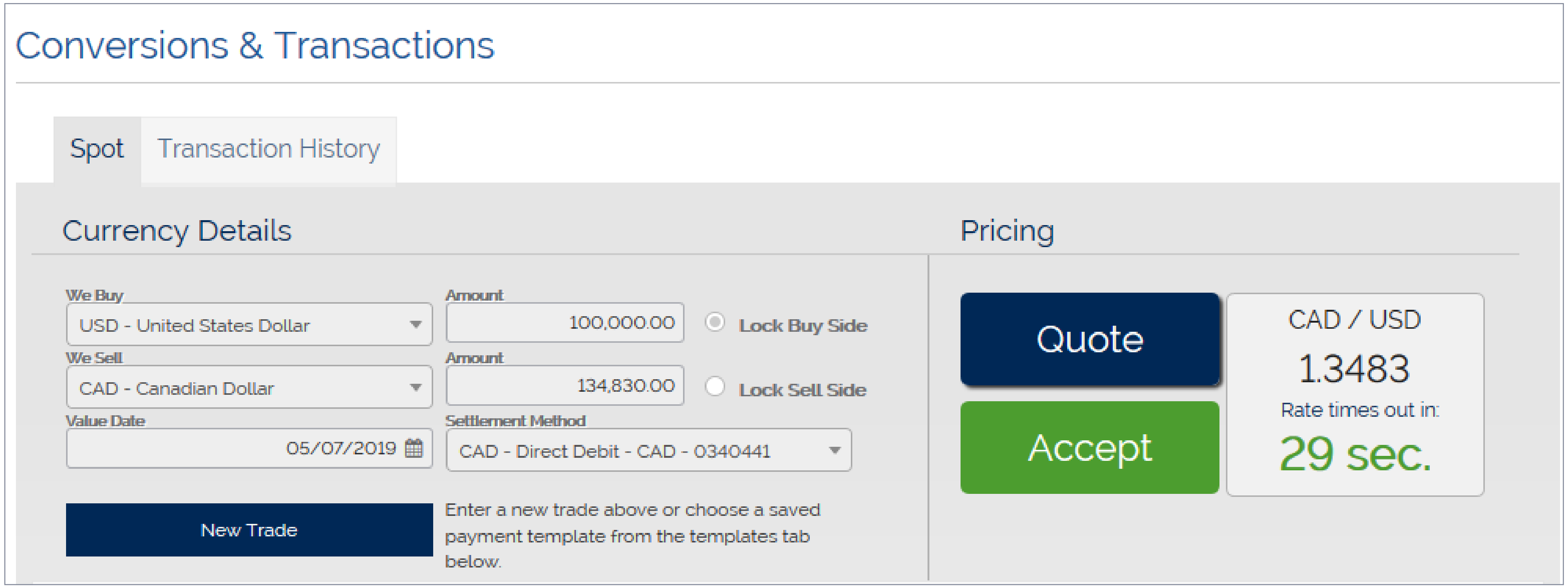
Converting/Trading Foreign Currency

There are two (2) parts to conducting a currency transaction.

1) The converting / trading of the currency;

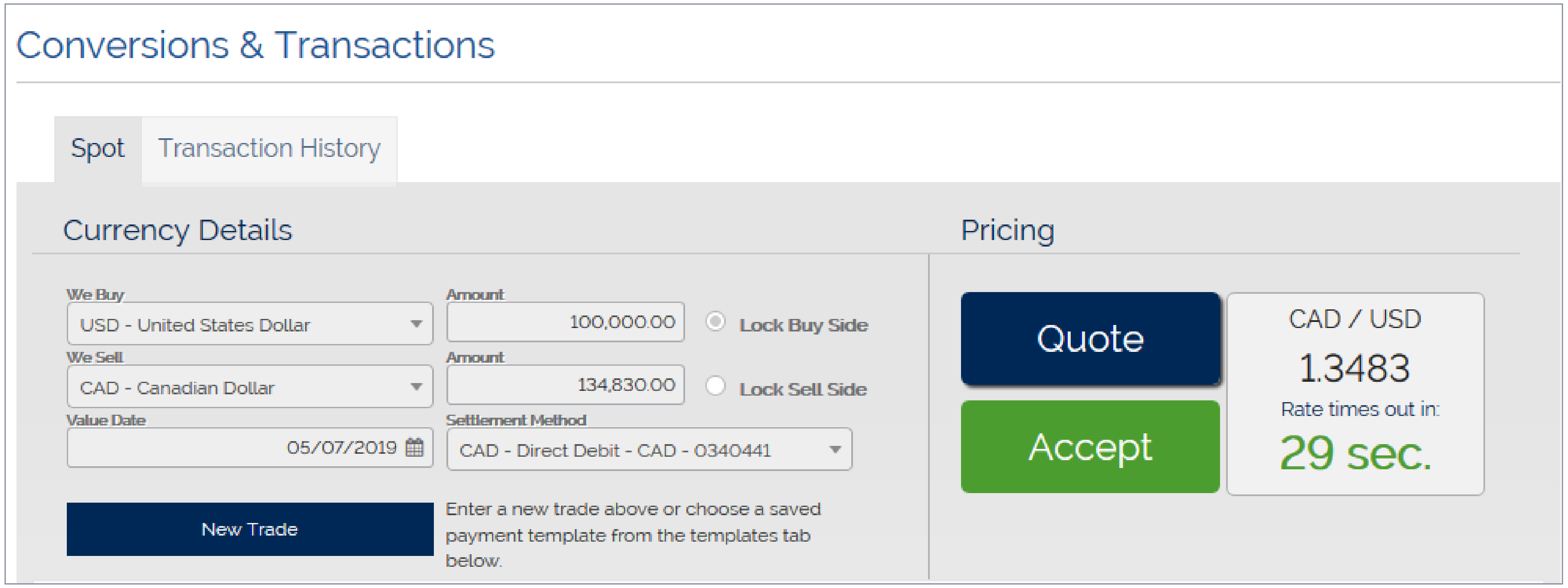
2) The disbursement of the foreign currency to your beneficiary, either your local currency account or sending a foreign currency payment.

1. Converting the Currency



Select your currency and amounts: On this page you can select the currency you want to buy and select the currency you will sell. If you are converting your CAD into USD, it would be We Buy = USD and We Sell = CAD. Enter the amount you need to purchase, use the "Lock Buy Side" or "Lock Sell Side" radio buttons to lock the deal amount to either side. Choose your settlement method. The value date is set to the nearest date (Spot).

Example:
You want to Buy $100,000 USD.
Enter $100,000 in Amount box for We Buy Side. Choose Settlement Method.
Click Quote. Then Accept the rate (1.3483 in this example). Total amount of CAD you will be selling $134,830.



Value Date: This is the date the transaction and payment will be processed for delivery to your beneficiary. Depending on the receiving institutions cut off times or your account options with them, the date chosen in this field will be the earliest date they can receive the currency you've chosen.

Settlement Method: This is the option by which you are going to settle the transaction and payment with your broker. This may be a defaulted value based on your user account or you may have options to choose from e.g. Direct Debit, Electronic Funds Transfer, Draft etc.

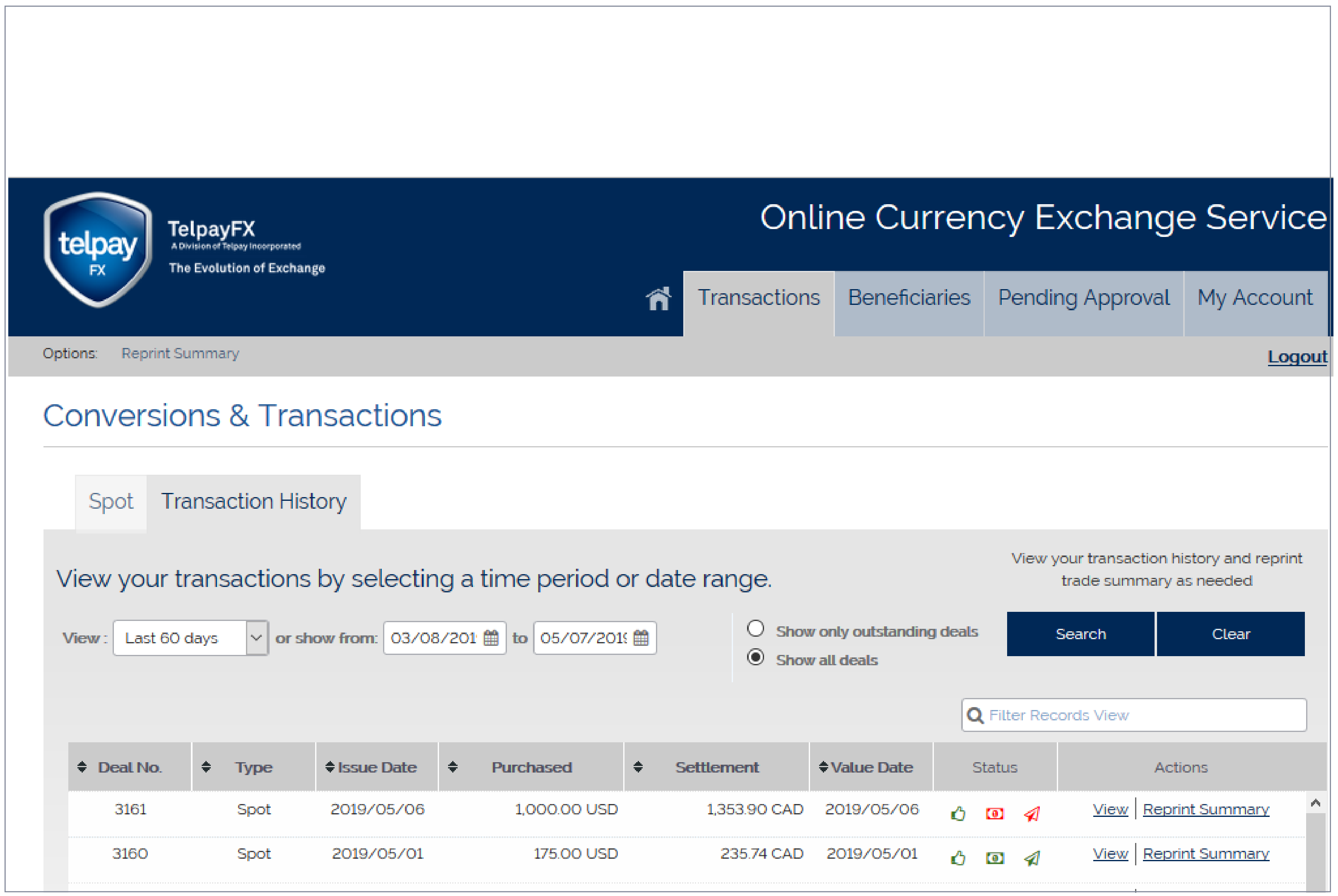
Pricing - Quote: When you are ready to get your rates and price for the exchange you click the “Quote” button to receive your real-time trading rate (rates will time out after the timer runs out) and the Amounts fields are updated with the cost of the deal. You have the duration of the quote to press the "Accept" button to commit to the deal or wait for the quote to time out before you can refresh the real-time quote by clicking “New Trade” then Quote button again.

Pricing - Accept: When you are happy with the quoted rate and cost of the deal press the "Accept" button to commit the deal. **Committing a deal is a final purchase commitment and you are responsible for paying for this deal without being able to cancel, so be sure this is a trade you want to make.*

Disburse Trade: Once a trade/deal (conversion) has been accepted you will be presented with the options to disburse your funds to a single or multiple beneficiaries. (see below for disbursing funds and making payments.)

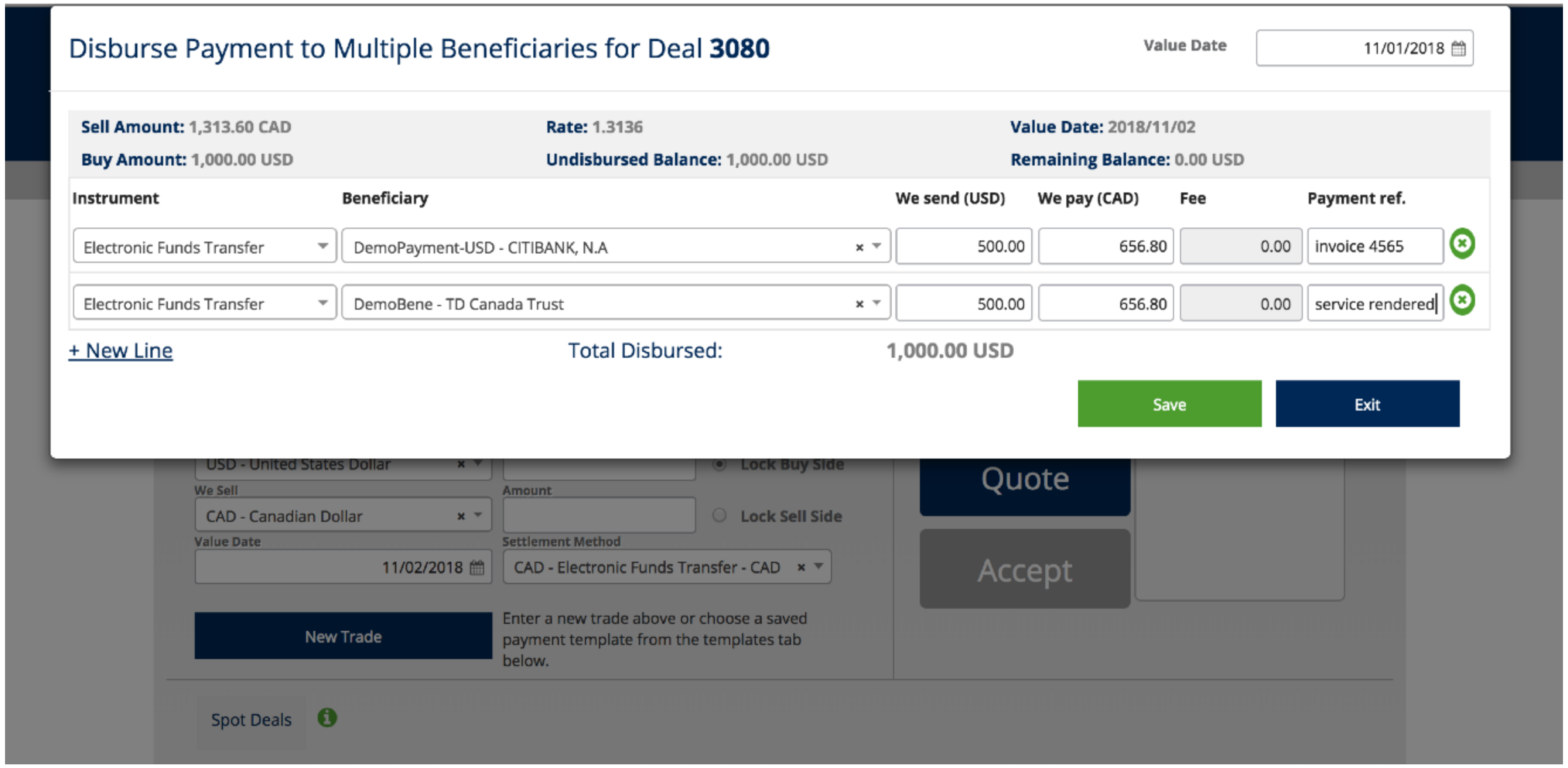
2. Disbursing funds/making payments

You can disburse funds directly after conducting a currency conversion through the disbursement/payment window that is shown immediately after each trade, or at a later time (before its value date) by selecting it from your Spot Deals or History list and then adding or editing beneficiaries on the deal for the outgoing payments.



Disbursement Window: In the window you can disburse your deal to one or many Beneficiaries by selecting the following necessary details needed to make a foreign payment.

Disburse Deal Screen: You can disburse your trade into payments right after you complete your trade or you can choose beneficiaries at a later time (as long as it's done before the value date) by choosing the trade from your list of current Spot deals, found in the tabs underneath the trading options



Instrument: How the payment gets delivered, Electronic Funds Transfer or Wire Transfer.

Beneficiary: The account you are paying.

We Send: The amount of currency you are sending, this can be all or part of your trade amount or your un-disbursed balance.

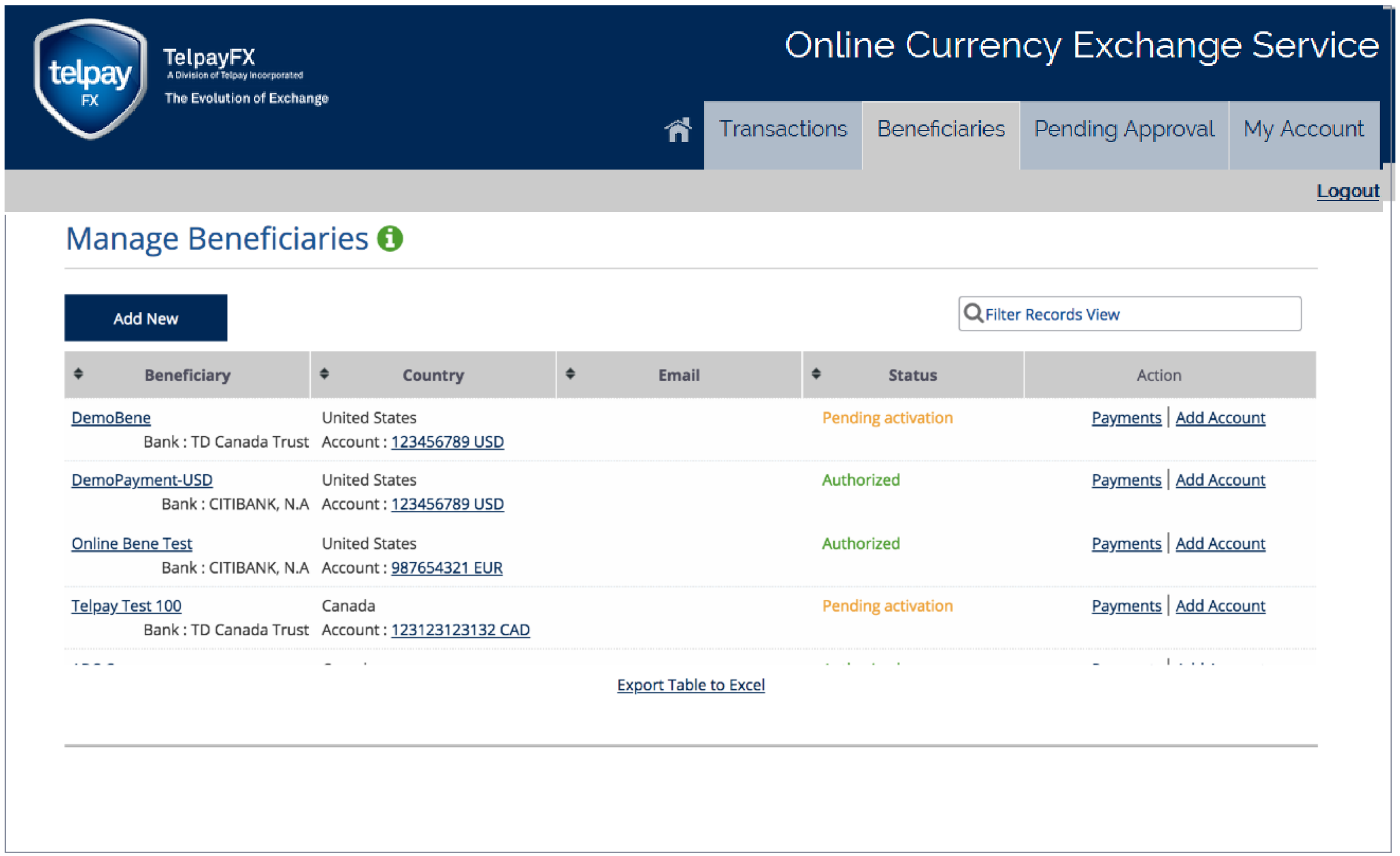
We Pay: How much the foreign amount costs from your overall sell currency total. This is calculated by the system.

Payment Reference: A description about the payment or why you are making it, this is often a requirement for compliance and AML/TF procedures for legal reporting obligations.

+ New Line: Click to add another payment from your list of approved beneficiaries.

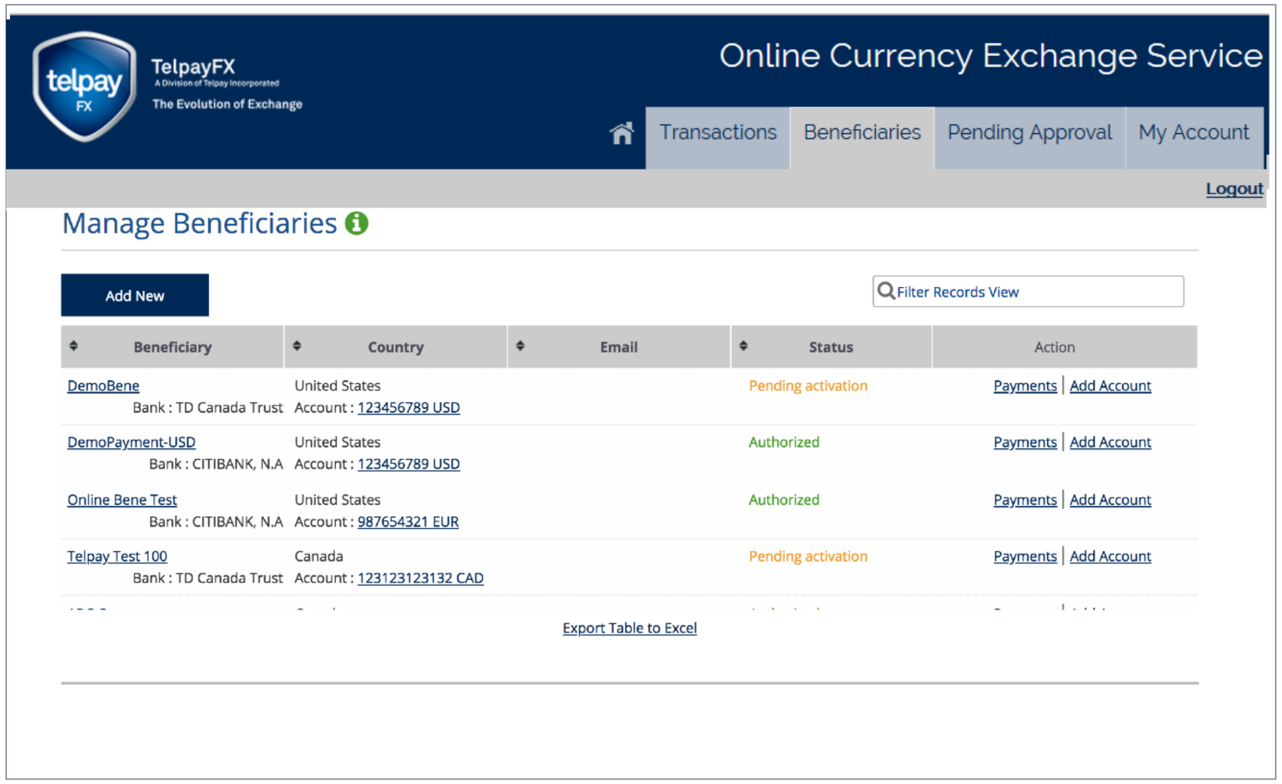
** NOTE: When adding more than one payment to a trade: You can disburse your funds only to beneficiaries that have been approved by your broker. You can also add another beneficiary later if you need to as long as there are still funds to be disbursed. You can manage the different payments by noticing your "Total Disbursed" amount at the bottom of the screen as well as the "Un-disbursed Balance" in the header which shows you the amount left in the trade to be assigned for payment.*

Managing Beneficiaries



From this page, you can add or edit your beneficiaries and their banking information as well as see what payments you have sent them in the past. You can have multiple foreign currencies accounts for each beneficiary. All information is saved and marked for review by the compliance team, all beneficiaries must be approved for use before you can send them payments.

Beneficiary data needs only to be entered once, it's saved for you to use in the future so you can avoid constant re-entry of information each time you want to send payments. The beneficiary will also automatically come up in the beneficiary pull down menu on the payments detail screen when you are disbursing deals or making orders with a currency they can receive, this means you don't have to search through all your beneficiaries when making a payment because only the relevant ones will be shown.



Search: You can use the search field at the top of the display list to quick search for beneficiary records. Search by first name, last name or company name, bank name, country for quick results.

Re-order by Column: Each column can be reordered alpha-numerically for easier information display by clicking on the column headers.

Action Links: In the Action column you can use the links to view the beneficiary's Payments or Add Account

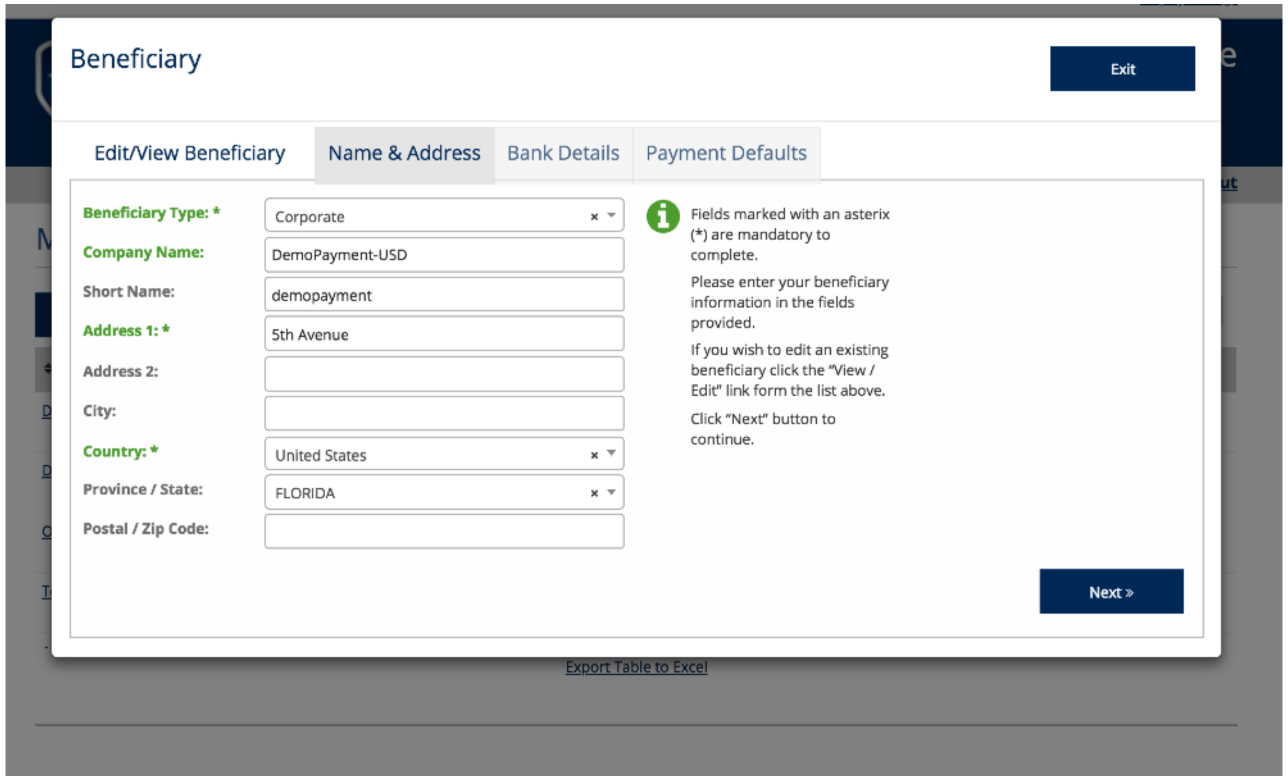
Beneficiary Links: Beneficiary Name link will show and edit Address / Payment Method

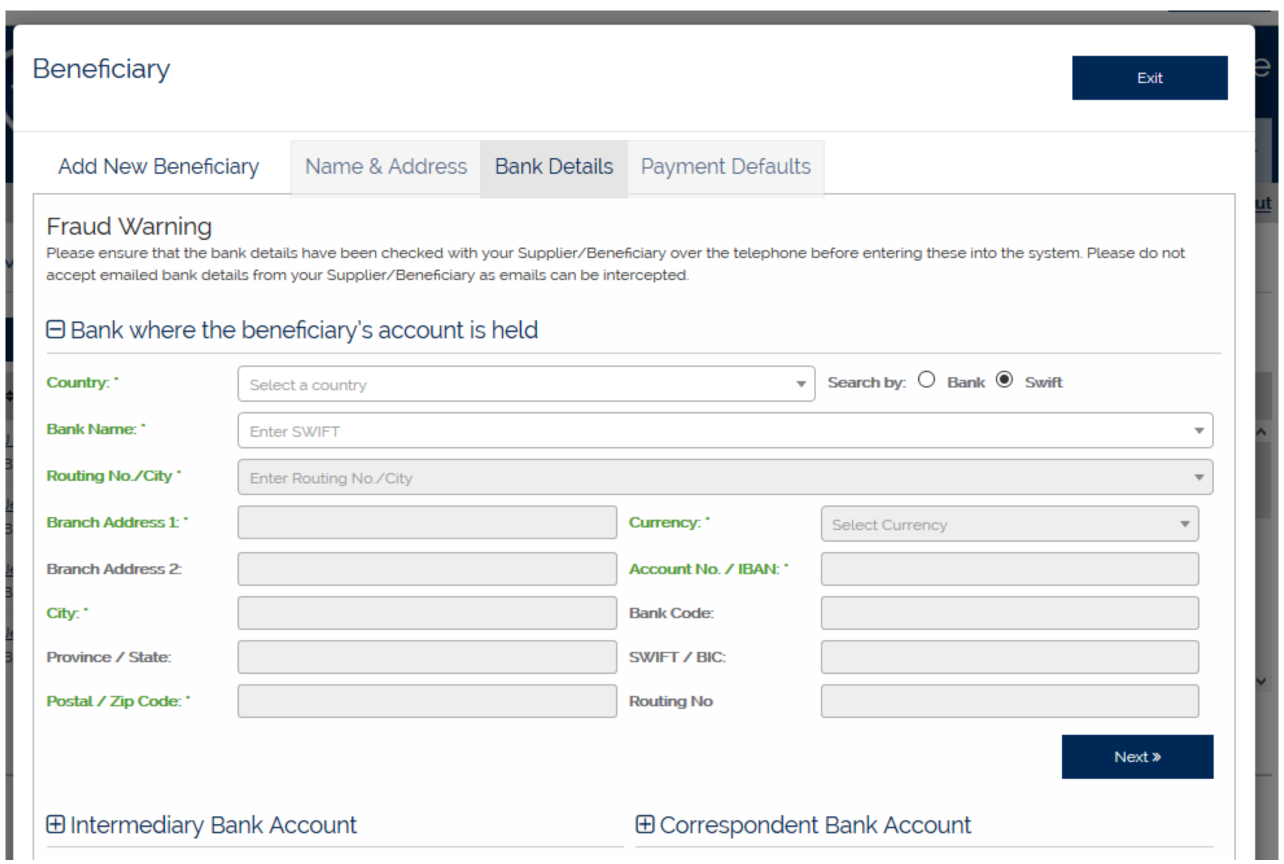
Account Links: Account link will show and edit Bank Details

Create New Beneficiary: Click the Add New button to create a new beneficiary record.

Delete Beneficiary: Contact TelpayFX directly to remove or disable beneficiaries.

Export Table to Excel: You can export the various data views you have created via the searching or column reordering options to an Excel spreadsheet (E.g. Accounting or other filing purposes you might have).





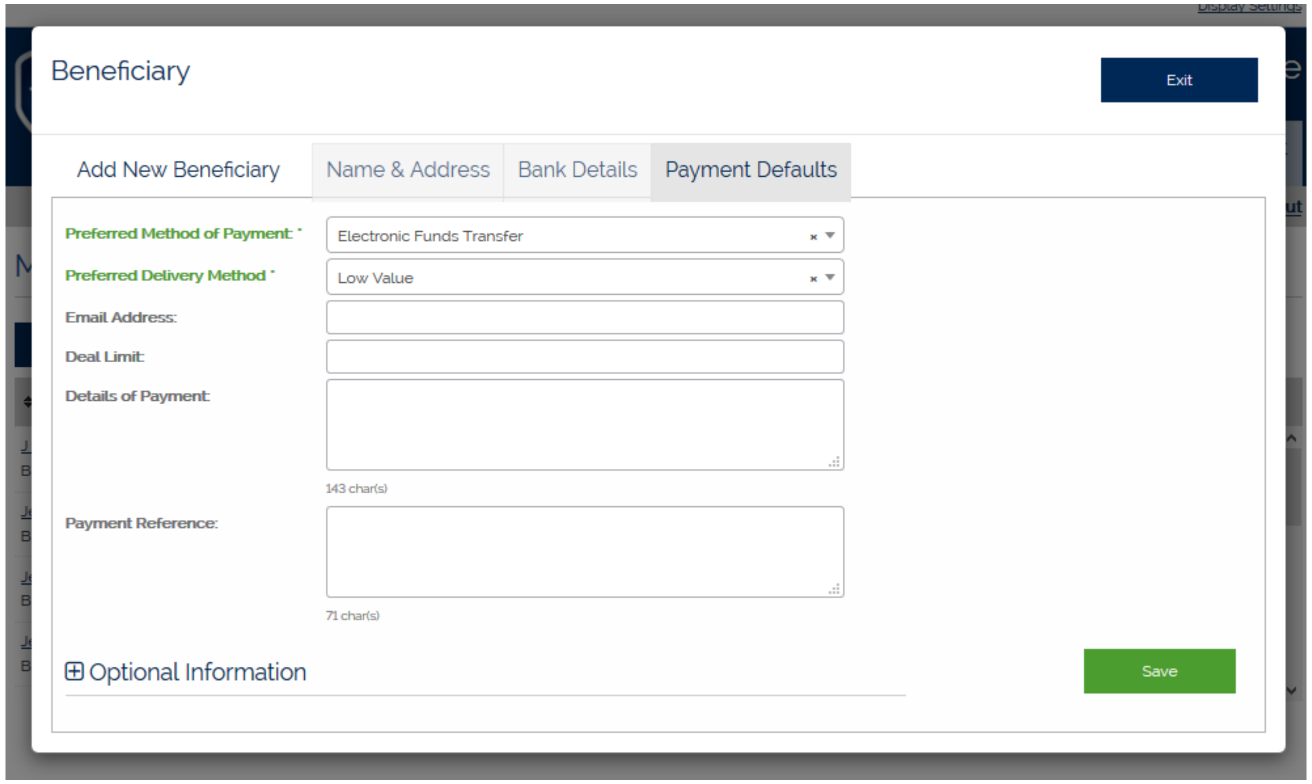
Adding a New Beneficiary / Changing Beneficiary Details

Fill out the Name & Address, Bank Detail, and Payment Defaults for each beneficiary. Follow any instructions on the form to complete information you have available. Fill in all the required fields in **green bold.** ***NOTE: You must make an initial test or a small partial payment to each new beneficiary and ensure it properly reaches its destination.***

Name & Address: Name and address used for bank account.

Bank Details: This is the banking information to send the payment to the beneficiary bank account. You need the name of the bank, branch address, country, currency and account number the payment will be credited to.

T I P ! Selecting the SWIFT radio button and entering the Swift Code and Routing number will usually be the simplest way to enter the information and will automatically populate the remaining banking fields.



The Intermediary and Correspondent Bank information might be required for certain financial institutions to send and receive international payments. Be sure to check with your beneficiary about their account details and if their institution requires this type of account info to be used.

NOTE: If you have difficulties successfully adding a Beneficiary, forward the information to your representative for assistance.

Note: *You will not be able to change banking details once they've been uploaded. You will need to speak with your customer service representative directly to change a beneficiary's banking details.*

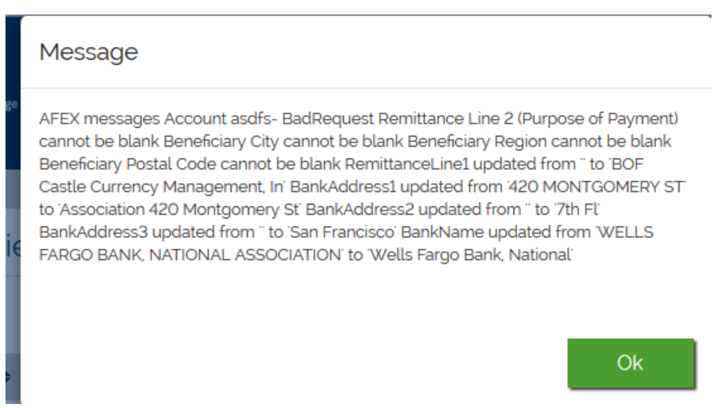
Payment Method: This will be Electronic Funds Transfer.

Delivery Method: This will be Low or High Value Transfers.

Note High Value Transfers may or may not arrive sooner but will dependent on receiving bank may incur a wire transfer fee. TelpayFX may restrict low dollar trades to Low Value.

Email Address: Add email address to enable transaction notifications.

Deal Limit: For added security, we strongly recommend you enter an amount in here to restrict payments to each beneficiary above a set dollar limit. It can be changed upon request as needs dictate.



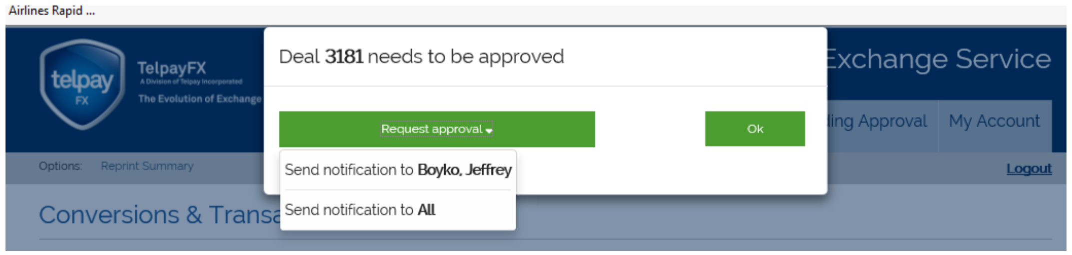
Details of Payment: If there is a standard detail of payment to use each time you can set it in this field.

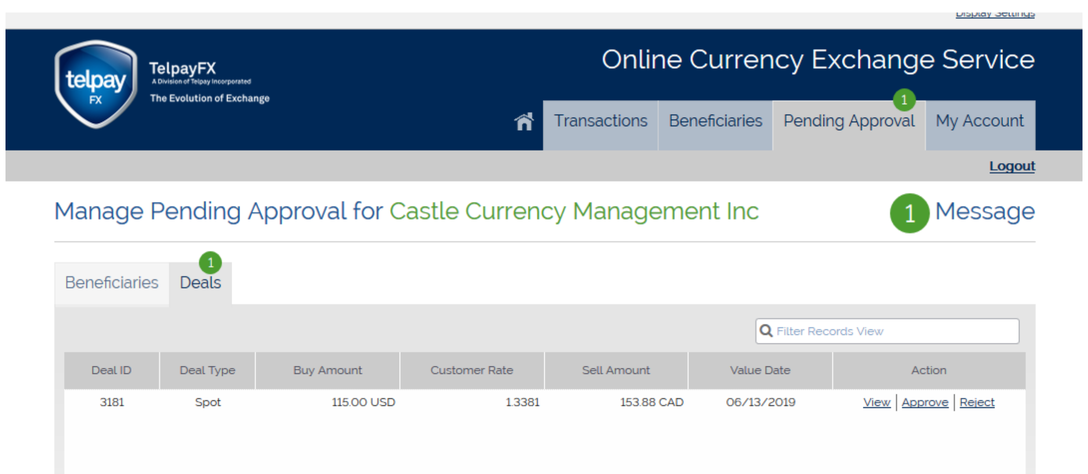
Payment Reference: You can store non-essential details like some further contact references or a payment "flow".

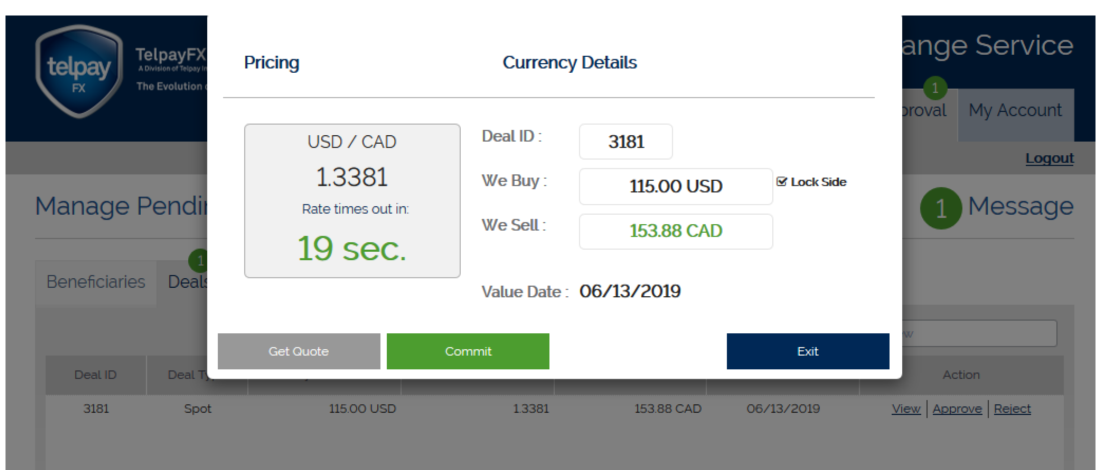
Message: There is often an automated message as shown which will auto match your input to our records. You can accept this.

COMPLIANCE NOTE ABOUT CHANGES: *Data changes made to **required fields** will enforce an approval process for changes to a beneficiary file. These changes will have to flow through and be approved by your broker's compliance process before a payment will be released to the beneficiary. This is to help ensure correctness and reduce the risks of payment fraud.*

Dual Approvals





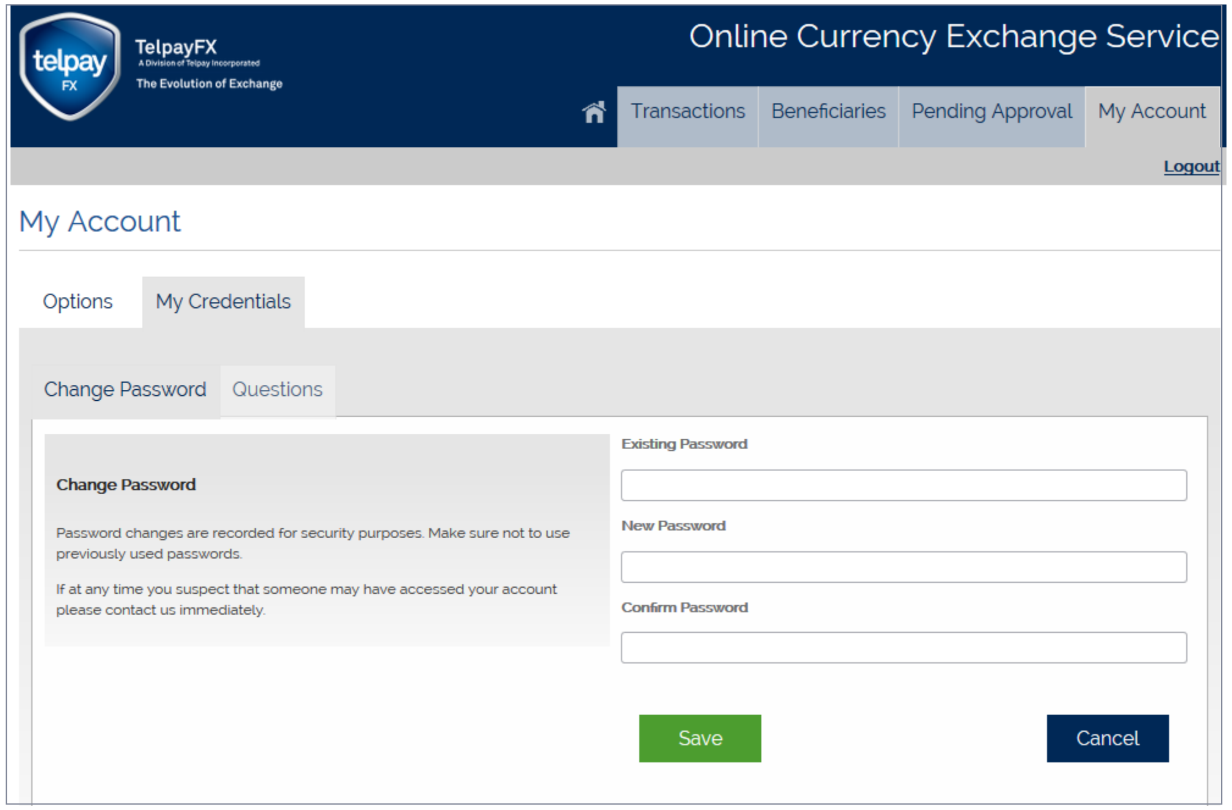


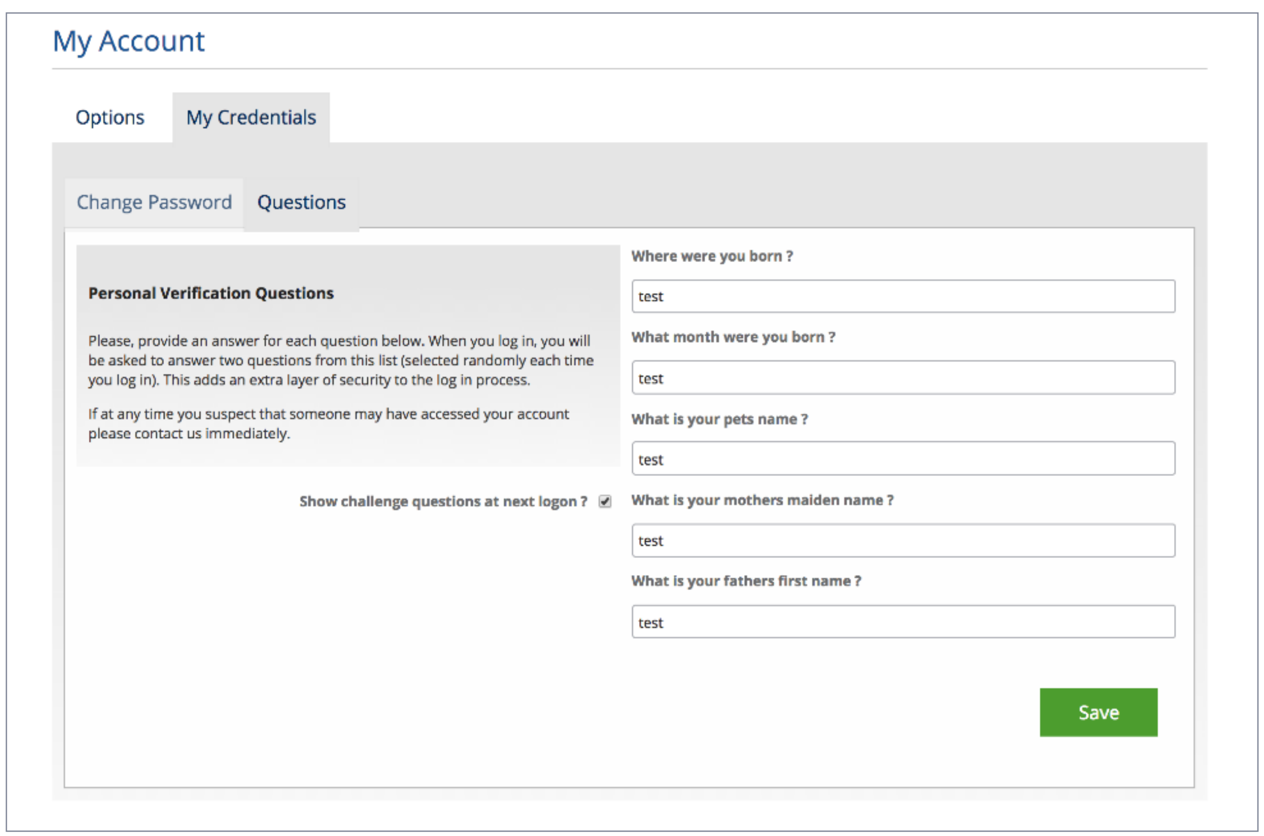
Request Approval and Send Email: When conducting trades requiring dual or multiple approvals you will automatically be prompted to request approval from authorized signatories. You will be prompted to send an email for this request. The pending deal will show in your transaction list. **NOTE: When there is dual or multi approval required all the deals will need to be a setup by an authorized signatory and approved by the other authorized signatory.**

Approval: The dual approval will be requested to the additional authorized signatory and will be visible message in their platform as Approve Deal.

View/Approve/Reject: The authorized signatory will have the option to View/Approve/Reject the deal. If deciding to approve the deal a new currency quote will be provided. It is likely to be different from the initial quote as it reflects current market prices.

Approve: The authorized signatory will accept the new quote as desired and disperse the funds.





Managing Your Account Details

Using the "My Account" tab in the top navigation you can manage your various account details along with changing your password, update your bank account details, and view your account balance for any customer held funds your broker might have for you.

Change Password: Is an easy process, select the tab, enter your existing password, enter your new password and again to confirm it.

Challenge Questions: As an added layer of security, we strongly recommend users enable challenge questions on their login which will be displayed after the user enters their user name and password. The user can manage their answers on this screen and turn the security on or off.