



**CASTLE
CURRENCY™**
Currency Exchange
International Payments

The CastleFX Online portal is a secure and efficient way for our 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.



CastleFX ONLINE MANUAL

Overview and Navigation

How to use the CastleFX Online
Customer Payment Portal

Book your own Currency
Conversions online with
confidence

Account Login

User Name (Email)

Password

[Forgot your password?](#)

Not yet signed up ? Click [here](#) to register

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 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.

Your password must contain at least one number, one special character, one lower case letter, and one upper case letter. The minimum password length is 6 characters. (NOTE - special characters accepted only include @ # \$ % &)

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).

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Currency Exchange and International Payments

Transactions Orders Beneficiaries Pending Approval My Account

Post, Kevin Logout

Welcome **Jeff Boyko**

New Order Spot Deal Approve Deal New Beneficiary Previous Deals Change Password

Transaction History

View your transactions by selecting a time period or date range. View your transaction history and reprint trade summary as needed

View: Last 60 days or show from: 12/24/2020 to 03/04/2021

Show only outstanding deals Show all deals Search Clear

Filter Records View

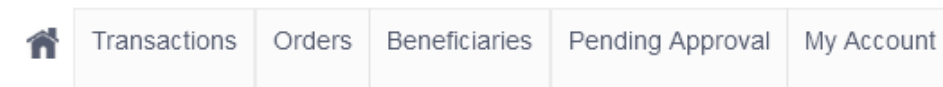
Deal No.	Type	Issue Date	Purchased	Settlement	Value Date	Status	Actions
3893	Spot	2021/01/20	5,555.00 BOB	1,061.51 CAD	2021/01/26	Accepted	View Reprint Summary
3884	Spot	2021/01/20	5,555.00 BOB	1,062.53 CAD	2021/01/25	Accepted	View Reprint Summary
3896	Spot	2021/01/20	888.00 USD	1,121.19 CAD	2021/01/21	Accepted	View Reprint Summary
3942	Spot	2021/02/09	888.00 USD	1,133.89 CAD	2021/02/10	Accepted	View Reprint Summary
3899	Spot	2021/01/20	900.00 USD	1,136.16 CAD	2021/01/21	Accepted	View Reprint Summary
3865	Spot	2021/01/18	44,444.00 PHP	1,217.64 CAD	2021/01/19	Accepted	View Reprint Summary

Export Table to Excel Status Paid status Disbursement status

Home Page

The home page is your main control panel to the various options of the online services.

Navigation Tab



Across the top you have options to the main sections of the site (*not all may be available to you), clicking on any of these will bring you to the respective page of functionality.

Quick Link Icons



There are also very handy Quick Link Icons (*not all may be available to you), clicking on any of these will bring you directly to that specific function.

Trade Status

- Green = Accepted
- Yellow = Pending
- Red = Rejected

Settlement Status

- Green = Paid
- Red = Unpaid

Payment Status

- Green = Disbursed
- Red = Not Disbursed

Transaction History

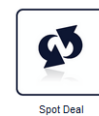
Deal No.	Type	Issue Date	Purchased	Settlement	Value Date	Status	Actions
3854	Spot	2021/01/18	1,000.00 USD	1,283.40 CAD	2021/01/19	Accepted	View Reprint Summary

Transaction History is located below the icons. It provides a list of the transactions and their details including the current status which allows you to View or Reprint Summary

Actions – see individual manuals

Below we list the Actions that can be taken on our platform directly from Quick Links Icons. Not all of them may be available to you, each of these have individual manuals for download.

CONVERSIONS & PAYMENTS



Spot Deal If available is where you can make conduct spot currency conversions or international payments, disburse payments.

CONVERSIONS & PAYMENTS



New Order If available is used for customers sending exotic currencies where you can directly disburse payments. You can also conduct spot currency conversions if the Spot Deal icon is not available.

APPROVAL OF DEALS and BENEFICIARIES



Approvals For customers with dual (or multiple) authorization required. If available is used for authorized users to approve deals and beneficiaries.



IMPORT ORDERS

Upload Orders If available is used to upload batch orders created from accounting packages in csv form.

NEW BENEFICIARIES



New Beneficiary Is used to add new beneficiaries to your payee list. Note the beneficiary disappears after you enter it until review by our backoffice.

Viewing Transactions

There are multiple places to view transactions. Each provides the transaction details with separate actionable tasks to use.

Deal No.	Type	Issue Date	Purchased	Settlement	Value Date	Status	Actions
3854	Spot	2021/01/18	1,000.00 USD	1,283.40 CAD	2021/01/19		View Reprint Summary

Transaction History: Is where users View the *Details for Deal* or Reprint Summary to see or print a pdf of the full *Deal Summary*.

Existing Spot Deals							
Type	Deal	Value Date	Buy Amount	Rate	Sell Amount	Status	Action
Spot	3854	2021/01/19	1,000.00 USD	1.28340000	1,283.40 CAD		Approvals
Spot	3852	2021/01/15	6,000.00 USD	1.27190000	7,631.40 CAD		Disburse Approvals

Existing Spot Deals: If available, is where users view the Approval history or Disburse the payment. You must refresh this page.

Type	Deal	Value Date	Buy Amount	Rate	Sell Amount	Status	Action
Spot	3947	2021/02/24	254,056.00 USD	1.26630000	321,711.11 CAD		Approvals

Orders: If available, is where users view the Approval history of the payment.

Beneficiaries							
Name	Country	Curr.	Bank	Account No.	Action		
Tesla	Canada	USD	, 1100-888 3 St. S.w., ...	22ARACH94229	View	Approve	Reject

Pending Approval - Beneficiary: If available, is where users View, Approve or Reject a beneficiary. This is used for companies requiring dual or multi-approval.

Deals							
Deal ID	Deal Type	Buy Amount	Customer Rate	Sell Amount	Value Date	Action	
3336	Spot	150,000.00 USD	1.3683	205,245.00 CAD	07/15/2020	View	Approve Reject

Pending Approval - Deal: If available, is where users View, Approve or Reject a transaction. This is used for companies requiring dual or multi-approval.

Beneficiary	Country	Email	Status	Action
CORP 2000 Bank : Citibank, N.A. Account : 1235649872 EUR	United States		Authorized	Payments Add Account Approvals

Manage Beneficiaries: Is where users view all the Payments to a beneficiary, add a new bank account for the beneficiary Add Account, or view the Approval history.

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Transactions Orders Beneficiaries Pending Approval **My Account** ¹³²

Post, Kevin [Logout](#)

My Account ¹³² Messages

Options **My Credentials**

Change Password Questions

Change Password

Password changes are recorded for security purposes. Make sure not to use previously used passwords.

If at any time you suspect that someone may have accessed your account please contact us immediately.

Existing Password

New Password

Confirm Password

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 username and password. The user can manage their answers on this screen and turn the security on or off.

My Account ¹³² Messages

Options **My Credentials**

Change Password Questions

Personal Verification Questions

Please, provide an answer for each question below. When you log in, you will be asked to answer two questions from this list (selected randomly each time you log in). This adds an extra layer of security to the log in process.

If at any time you suspect that someone may have accessed your account please contact us immediately.

Show challenge questions at next logon ?

Where Were You Born?

What Month Were You Born?

What Is Your Pets Name?

What Is Your Mothers Maiden Name?

What Is Your Fathers First Name?