

Press Kit



Savings. Speed. Service.
That's OFX.

The future of payments is borderless, and OFX is the international money transfer business to enable that future.

The OFX Vision

Savings. Speed. Service. That's OFX.

The future of payments is borderless, and OFX is the international money transfer business to enable that future.

The OFX Story

OFX is the modern way for today's global citizens and global businesses to make payments and send money to more than 190 countries. We are the only international payment platform to offer 24/7 trading and customer support – all while offering better-than-bank exchange rates. Our strict adherence to security and focus on unmatched customer service make OFX the most convenient, secure and transparent way to send money overseas.

Our story is about our customers:

Today's global citizen, purchasing property in another part of the world or transferring funds to their daughter abroad in Italy, and everything in between.

Today's global SMB, facing challenges from purchase orders in South Africa, to transferring funds to suppliers in Germany, to everything in between.

OFX has been doing this since 1998. We've got offices in 6 countries, specifically Sydney, London, Hong Kong, Toronto, Auckland and locally in San Francisco.



But it seems like only yesterday we launched our first website from a surfer's garage in Sydney, Australia, with the objective of giving customers a better rate on their foreign exchange.

We're trusted by over 300,000 customers all around the world. And we've grown from two employees to over 300. We've also managed over 1 million transfers and exchanged more than \$100 billion. The only thing that hasn't changed, is that we're still just as focused on giving customers a great exchange rate and a fast money transfer on a secure online platform backed by leading customer service.



It's our goal to make
money movement
seamless and simple;
the easiest part of our
customers' day.

Has transferred over **\$100 billion dollars**

Can deliver to **190 countries**

Makes **3,250 transfers daily**

Has **115 bank accounts** within its global network

Offers **55 currencies** (and counting)

24/7 support – where you need it, when you need it

OFX is made up of employees from **50 different countries** around the world



OFX Benefits

We solve the cross-border payments conundrum for global citizens, importers, SMBs with international suppliers or employees, exporters, online sellers, the travel industry and more, with a high-tech, high-touch approach and tailored solutions that are:



User friendly



Safe and secure



Fast and flexible

Why OFX?



Trusted globally

We're a publicly traded company in Australia listed on the ASX as OFX. We are regulated locally by relevant regulatory authorities from offices in Australia, Canada, Hong Kong, New Zealand, the UK and the USA (both nationally and in every state except Nevada).



24/7 support team

We operate a follow-the-sun business model and have native English-speaking money transfer specialists available by phone 24 hours a day, 7 days a week. We know that moving large amounts of money can make customers anxious, and having a person to talk to can bring peace of mind.



No OFX transfer fee

We have eliminated OFX transfer fees on all transactions regardless of size. However, some intermediary institutions our clients deal with may still charge a transfer fee.

How We Protect Customers

We take the security of your personal and account information very seriously. To ensure we provide you with a safe and secure service we have a number of security measures in place to protect you online.



Identity Protection

We aim to protect you from [identity theft and fraud](#). Passwords, security questions and automatic time-outs are in place to [keep your account safe](#).



Fraud Prevention

We use [sophisticated technology](#) to monitor registrations, logins and transactions to identify suspicious activity. Our fraud system utilises a [multi-layered approach to detect and prevent fraud](#) by detecting phishing, malware and fraudulent apps that are targeting our product and customers.



SSL Encryption

To protect your information from being intercepted, our site's Secure Socket Layer ([SSL](#)) encryption creates a secure connection with your browser when you register and login into our online services.





Who is OFX?

Since we launched in 1998, OFX has grown to be one of the world's largest online foreign exchange companies. As one of the world's recognized experts, OFX offers seamless 24-hour access for consumers and businesses. OFX employs a blend of cutting edge technology and superb customer service to bring a better deal to consumers and businesses alike.

Why should I choose OFX to transfer money?

The most compelling reason is a receiving a better exchange rate – and therefore keeping more of your money. Our service is best suited for currency transfers in excess of \$1000. For consumer transfers we regularly save up to 60% compared to what they might be charged with their current provider. For example, on a 20,000 transfer, using OFX you could save \$500. [Compare a provider that charges 4% on \$20,000 or \$800: OFX typically charges 1.5% or \$300]. For larger transactions, the savings add up.

We also offer superb 24-hour dedicated customer service, great technology, and in many cases can enable customers to deal in less than 10 minutes.

Our online platform makes checking currency rates and booking deals easy and straightforward. In addition, we have a number of currency risk management tools to allow customers to monitor the markets and seek to improve and lock in a better rate.

Business customers appreciate the risk management tools they can use to manage their cash flow. With the help of OFX currency specialists, businesses can use limit orders to try to improve the current rates and forward contracts to lock rates for up to 12 months.

Is OFX safe?

OFX holds client funds in accounts with highly rated financial institutions. In addition, OFX operates an extremely low risk business model whereby OFX never pays out client funds prior to receipt of the currency the client has sold to us. This ensures OFX has zero default risk from client dealings.

OFX is registered as a Money Service Business at the federal level with the Financial Crimes Enforcement Network ("FinCEN"), which is a bureau of the United States Department of Treasury. OFX also licensed as a money transmitter by relevant state regulatory agencies in the U.S and is licensed in 49 of the 50 states [except Nevada].

Yes. OFX has implemented reasonable safeguards to help protect your personal information against loss or theft, as well as unauthorized access, disclosure, copying, use, or modification. These safeguards include physical, organizational, and technological measures.

What does it mean to be "fully regulated"?

As a financial institution in the United States, OFX is under obligation to comply with the letter of the law. OFX is registered as a Money Service Business with the US Treasury's Financial Crimes Enforcement Network and is regulated by the banking divisions of the individual states where OFX has a license. For further information about OFX licensing, you can find it here.



www.ofx.com/press

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