



Key Facts

## moneycorp at a glance:

Foreign exchange since

# 1979

focussed on exceeding  
our customer expectations

# 864

dedicated employees serving  
our customers across the globe

# 1m

payments made to 192 countries  
in 2019

# £36.9bn

traded in 120+ currencies in 2019  
safely and securely into the  
hands of customers

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## 1. Introduction

### 1.1 An overview

moneycorp is an award-winning foreign exchange specialist with almost 40 years of experience in the industry. Our market expertise saves businesses and individuals time and money on their international payments and currency transactions.

Our International Payments division provides international money transfers at great exchange rates and offers free expert guidance on the foreign exchange market, helping our clients make informed decisions about their international payments.

We are one of the UK's only fully integrated foreign exchange companies with total operational control of our services. This allows us to tailor our products and services according to the requirements of our clients or business partners.

### 1.2 Key facts

- Served 17,000+ businesses since we created our International Payments division.
- Turnover in 2019 of £36.9bn and 1m+ payments made to 192 countries
- Offices in the UK, US, Ireland, France, Spain, Romania, Brazil, Dubai, Hong Kong and Australia plus a multi-lingual customer service and dealing team in London.
- A fully integrated FX dealing and payments system, offering clients 24/7 access to hold currency, trade currency and make international payments.
- Payment accounts available in over 34 currencies.
- An intermediary network of over 3,000 referring partners.



### 1.3 About moneycorp

For business clients we provide foreign exchange services to organisations ranging from sole traders to blue chips. A dedicated account manager and a dealer will work closely with you to understand how your business operates. They will evaluate your current and forecast currency flows, and identify appropriate strategies to help manage your foreign exchange exposures.

Our expertise means we also act as a third party international payments supplier for many partner organisations.

#### Who can we help?

Covering over 100 currencies, we can help business and personal clients with their currency exchange requirements. Typical scenarios include:

- Importing and exporting goods or materials
- Paying for overseas services
- Purchasing equipment abroad
- Funding overseas offices
- Paying staff based abroad

We also offer tailored exchange services to high net worth individuals who may be buying or selling property abroad or need to make international transfers.

### 1.4 Service

Our team of experts are available to assist with all of your foreign exchange needs. Our services include:

- Providing solutions to private and corporate clients
- Exchange rates competitively sourced from our panel of liquidity providers
- Wide range of foreign exchange products
- International Payments
- Direct access to a team of experienced dealers
- Trade online in over 34 currencies with additional currencies available over the phone

### The Sunday Times Grant Thornton Top Track 250

The Sunday Times Grant Thornton Top Track 250 league table ranks Britain's private mid-market growth companies with the biggest sales. It is compiled by Fast Track and published in The Sunday Times each October.

moneycorp was the only foreign exchange and international payment provider included in the league.





## 2. General Information

### 2.1 Date formed

Incorporated 1962

### 2.2 Total number of staff

864

### 2.3 Legal entity

Limited company

### 2.4 Permissions

moneycorp and moneycorp FRM are trading names of two companies :

TTT Moneycorp Ltd (trading as moneycorp) is authorised and regulated by the Financial Conduct Authority under the payment service directive as an Authorised Payment Institution.

Moneycorp Financial Risk Management Ltd (trading as Moneycorp FRM) is authorised and regulated under the Financial Conduct Authority for designated Investment business. MFRM manage our more sophisticated options related business including, vanilla options, participating forwards and a wide range of outperformance structured products.

Please note that options and derivative products carry a higher level of risk and are not suitable for everyone. Clients should ensure they fully understand the risks involved before purchasing such products.

Below is a breakdown of the authorisation and status of both companies:

#### TTT Moneycorp Ltd

**Payment Institution status:**  
Authorised Payment Institution

**Effective Date:** 01/11/2009

**FCA number:**308919

#### Moneycorp Financial Risk Management Ltd

**Current status:** Authorised to provide regulated products and services

**Effective Date:** 12/09/2006

**Notices:** Able to hold and control client money

**FCA number:**452443

For full regulations and permissions please visit the FCA website

### 2.5 Key stakeholders

Bridgepoint Group Limited is the sole institutional investor in the Group ([www.bridgepoint.eu](http://www.bridgepoint.eu)).

### 2.6 VAT Number

897 3934 54

### 2.7 Find us

#### London offices

- **Head Office**  
Floor 5, Zig Zag Building, 70 Victoria Street, Victoria

#### Travel Money Bureaux

- **Central London**
- **Gatwick**
- **Bristol**

#### moneycorp Group International Offices

- **US**
- **Spain**
- **Ireland**
- **France**
- **Romania**
- **Gibraltar**
- **Australia**
- **Brazil**



## 3. Financial information

### 3.1 Last 4 years audited accounts

	12 months to 31/12/19 £000*	12 months to 31/12/18 £000*	12 months to 31/12/17 £000	12 months to 31/12/16 £000
Revenue	<b>167,727</b>	<b>159,818</b>	<b>132,720</b>	<b>132,558</b>
Operating Profit	<b>11,328</b>	<b>12,194</b>	<b>14,849</b>	<b>17,321</b>
Net Profit	<b>7,538</b>	<b>8,316</b>	<b>13,777</b>	<b>17,368</b>
Net Assets	<b>105,692</b>	<b>96,950</b>	<b>78,752</b>	<b>60,911</b>


\*The above relate to the trading entities of Moneycorp. These particular numbers will not be signed off by the auditors. The auditors will sign the consolidated financial statements and the individual financial statements. The net assets are adjusted for any consolidation adjustments.

### 3.2 Liquidity Providers

moneycorp work with a panel of banks including a mix of Tier 1 corporate and investment banks allowing us to provide the most competitive exchange rate we can offer.

### 3.3 Auditors

moneycorp's annual accounts have been audited by PwC since 1987. Our security rating with Dun and Bradstreet is 5A1.

	D&B Security Rating	Number of Employees	D&B Credit Recommendation £000	Tangible Net Worth £000
	<b>5A1</b>	<b>Over 864</b>	<b>23,300</b>	<b>55,900</b>

## 4. Proposition

### 4.1 Our client proposition

- Live exchange rates are streamed electronically from our pool of liquidity providers, finding your business the most competitive exchange rate we can offer
- Wide range of foreign exchange products
- Spot and limit orders
- Forward contracts for up to 3 years into the future
- Tailored option products to suit individual risk appetite\*
- Direct access to a team of experienced dealers
- Trade online in 34 currencies with additional currencies available over the phone
- No fee payment accounts in 34 currencies
- 52 currencies settled to 180 countries through SWIFT and SEPA

\* Options are offered by Moneycorp Financial Risk Management Ltd, which is authorised and regulated by the Financial Conduct Authority for designated investment business. Foreign exchange options are not suitable for everyone and you should ensure you fully understand the risks involved before purchasing these products.

#### 1) Competitive exchange rates

moneycorp gather currency quotes from a pool of liquidity providers (ranging from high street to investment banks), giving our clients collective access to competitive exchange rates in the market place.

#### 2) Expert guidance

There are many organisations that clients can use to send money overseas. What these companies lack is the wealth of experience that we have acquired in the many years we have been dealing in foreign exchange.

Our clients benefit from the comfort of dealing with professionally trained dealers.

### 3) Convenience and efficiency

Our clients have the choice of how they want to do business with us.

Whether you want the reassurance of a voice at the end of the phone or prefer an online facility, we provide every possible option to help.

moneycorp online is available 24/7 and our telephone services cover extended opening hours from 7:30am to 6:00pm Monday to Friday.

### 4) Security

With a strong balance sheet we are able to assure our clients that they are dealing with an established organisation with strong financial credentials.

As payments specialists, we pride ourselves on the speed and accuracy of payments. You can have confidence that your payments will be delivered in a timely manner and to the correct destination.

### 4.2 Client money safeguards

#### Safeguarding client funds

As an Authorised Payment Institution, we are required to safeguard customer funds held overnight (or longer) providing such funds are held in respect of a payment service.

TTT Moneycorp Ltd holds permission to operate payment accounts.

This means that relevant funds we hold in respect to a payment overnight or longer are safeguarded in segregated client bank accounts with highly rated UK banks.

One further point to note is that we are not able to use safeguarded funds for any other purpose.



## 5. Service

### 5.1 Client survey

We regularly communicate with our client base to monitor our service levels and client satisfaction. See below for the results of a recent survey to our corporate client base.\*

- 98% of clients are satisfied or very satisfied with our market guidance
- 98% of clients are satisfied or very satisfied with our online platform.
- 74% of our clients have used banks for their FX requirements in the past

\* Statistics from a corporate survey carried out in 2016.

### 5.2 Testimonials

#### Corporate client testimonials

**Global Inkjet Systems Ltd**  
Printing Technology | Exporting  
Louise Johnson-Chapman - Accounts

*"Our business largely exports to European and worldwide destinations, but mainly receives supplies from within the UK. We receive foreign payments into our moneycorp currency accounts and transfer the funds into GBP at very competitive rates. It has been a very simple system to use. Forex is done online, rates are completely visible and, so long as you are within the trading day, transfers are done instantly or they can be booked for another date."*

*"Transfers to our own bank and payments to suppliers can be made all from the moneycorp accounts at a very reasonable charge compared to other High Street banks."*

*"We have enjoyed substantial savings on exchange for both Euros and Dollars since working with moneycorp in spring 2010"*

**Mountain Warehouse**  
Outdoor Clothing | Equipment  
Marcus Ward - Finance Director

*"We are continuing to grow considerably. Our turnover recently increased to over £100m and as our business grows, so do our currency needs. With this in mind, it is assuring to know that our international transfers are in safe hands."*



## 6. Service

### 6.1 Testimonials from partners

#### **Trinity House Paintings**

Director

*"Trinity House have been using moneycorp since June 2014 in regards to our international payments. We have always found moneycorp to be very professional in regards to their approach of helping us manage our foreign exchange exposure. We have been delighted with both the service and savings that moneycorp have enabled us to achieve since moving over to them."*

*"As a member of BADA, we would recommend other members using the services of moneycorp to help manage their foreign payments."*

#### **Johnson Walker**

Director

*"Since using moneycorp, we have been very impressed with the service that we receive from moneycorp and the ease of their systems. moneycorp have reduced the cost of foreign payments considerably in comparison to our previous supplier of the bank. We are able to speak with our dealer in the office who is always willing to help us with market information, and guidance in regards to when market conditions are in our favour to purchase our currency. As a member of BADA, we would highly recommend other members of BADA to use moneycorp for making international payments."*

#### **Print Strategy Europe**

Chairman & Co-Founder

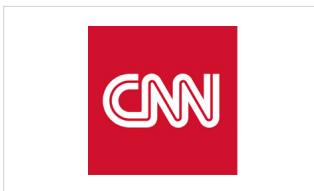
*"As a company new to invoicing in Euro's, we have been delighted with the service that we have received from Moneycorp. We work on 30 day payment terms with our customers, which means we have often found that the difference in the rates from invoicing to receiving funds has resulted in a reduction of funds received due to market movements. Moneycorp have enabled us to lock in our rates so we know exactly the amount we will receive once payments have been made."*

#### **The FD Centre**

Principal

*"Moneycorp were able to provide our client with the best rate and the advice of which products were available was quite clear and the ease of setting up the account was trouble free. On a day to day basis Barbara is available at the end of the phone if we need her but the usability of the system is very good so we don't have to contact her that frequently. So overall, good products at a good price, backed up with a system and service that makes the currency management trouble free."*

## Some of our partners:



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London SW1E 6SQ  
+44 (0)20 7823 7400  
[www.moneycorp.com](http://www.moneycorp.com)

TTT Moneycorp Limited is authorised by the Financial Conduct Authority under the Payment Service Regulations 2017 (reference number 308919) for the provision of payment services.

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Moneycorp Financial Risk Management Limited is authorised and regulated by the Financial Conduct Authority for the provision of designated investment business (firm reference number 452443).