

## Stage 1 – Client registration

Your role



Our role



<ul style="list-style-type: none"><li>• Fill in all your details online or by telephone</li><li>• Send the required compliance documents (eg. Passport or drivers licence to pass our security check and bank statement or utility bill for proof of address)</li></ul>	<ul style="list-style-type: none"><li>• For your and our security World First undertakes thorough compliance and anti-money-laundering checks</li><li>• Once you've passed we send you an email confirming your registration. This includes our T&amp;C's, contact details, your unique client reference number and your assigned dealer</li><li>• If we need some extra information our team will be in touch directly</li></ul>
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## Stage 2 – Book your deal

Your role



Our role



<ul style="list-style-type: none"><li>• Arrange your transfer on the phone with your assigned dealer or via World First Online, our online transactions and payments system</li></ul>	<ul style="list-style-type: none"><li>• Talk you through the process and place the deal for you</li><li>• Send you a Trade confirmation, outlining the agreed rate, currency, amount and date</li></ul>
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### Stage 3 – Beneficiary details & settling your deal

Your role



Our role



<ul style="list-style-type: none"><li>• Send the pre-arranged funds, including any fees, to arrive on the date on your Trade Confirmation</li><li>• Via the secure link in your Trade Confirmation, fill in your beneficiary details (where you want to send the funds) – including as much detail as possible</li><li>• If you have any queries your assigned dealer or a member of the payments team will be more than happy to help</li></ul>	<ul style="list-style-type: none"><li>• We send you a confirmation email as soon as we receive your funds</li><li>• Convert the currency as per your deal and have the funds ready to go</li><li>• Upload your beneficiary details to your payment. We will contact you if we need any more information</li></ul>
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### Stage 4 – Sending your payment

Your role



Our role



<ul style="list-style-type: none"><li>• Relax</li></ul>	<ul style="list-style-type: none"><li>• We'll send your payment as agreed</li><li>• You'll receive confirmation by email as soon as it is processed by our bank. This contains proof of payment and expected arrival times</li></ul>
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## Stage 5 – Feedback / the future

### Your role



### Our role



<ul style="list-style-type: none"><li>• Let us know of any comments you may have – was there anything you especially liked or thought we could improve on?</li><li>• Your assigned dealer will remain yours, you can contact them whenever you need to</li></ul>	<ul style="list-style-type: none"><li>• We are always keen to improve our processes so we will request feedback on your experience with us by email</li><li>• If you have signed up for rate alerts or the World First Morning Update, you will continue to receive these</li></ul>
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## What if something goes wrong? – don't panic...

### Your role



### Our role



<ul style="list-style-type: none"><li>• If your funds don't arrive within the expected time, let us know – we'll set up a query with our bank and obtain a copy of the bank transfer message – you can then show this to your bank</li><li>• If you realise your payment details are wrong, we can change them. *This can incur a charge dependent on circumstances.</li><li>• If there is anything about your payment you'd like to check, or you simply have a query, contact your dealer or a member of the payments team.</li></ul>	<ul style="list-style-type: none"><li>• Set up any investigations or changes required with our bank and follow these through until any issues are resolved, and the funds have been received</li><li>• We'll keep in touch throughout to let you know how things are progressing</li></ul>
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