

# FAQs

## Your questions answered

Here is a selection of the questions about Moneycorp we are asked most often:-

### **Why should I use Moneycorp rather than my bank?**

Moneycorp is an international foreign exchange and payments specialist, staffed with experts in their field. Staff at your high street bank have neither the expertise nor the breadth of market knowledge necessary to offer you the most competitive exchange rates or to monitor the currency markets on your behalf. Only a specialist can offer you the variety of foreign exchange choices you need.

### **How does Moneycorp save me money?**

We get you better rates of exchange than those offered by the banks and our market knowledge helps you to trade at the right time, in other words, when currency markets are likely to be moving in your favour rather than against you. It is always our aim to get you more currency for your Sterling.

### **If it takes a specialist to come up with the best solution, will I understand how it works?**

Our team of experts will explain all your alternatives in jargon-free terms, making sure you understand how everything works before you make any trading decisions; we don't hide behind technical language. We want to save you money while giving you peace of mind.

### **Is dealing with Moneycorp going to take up much of my time?**

Not at all. It takes only a few minutes to open a trading facility and then everything else can be dealt with over the telephone. We like to save you time as well as money.

### **Is there a minimum amount that I can exchange?**

Usually we require a minimum transaction of £5,000, however, we are able to accommodate requests for smaller amounts elsewhere within the TTT Moneycorp group, for your holiday money. The minimum monthly amount that you can send under our Regular Payment Plan is £250.

### **How do I set up an account with Moneycorp?**

You need to complete a Trading Agreement and we will then set up your trading facility, please complete the online enquiry form on this website.

### **How long do transfers take?**

This depends on where in the world you are sending your funds. Usually, transfers to Western Europe and the US are made the same day. Funds travelling further East take two days. Your Moneycorp Dealer will inform you of transfer times to specific destinations.

### **How much does all this cost?**

Moneycorp does not charge a commission fee. The only cost you will have to pay is a £15 telegraphic transfer fee.

### **What about receiving/receipt charges made by my bank abroad? What are they likely to be?**



Moneycorp guarantees that you will not pay any commissions or receiving bank charges when transferring funds overseas. If your destination bank charges for receipt of your funds, we will refund them in full, regardless of the transaction size or which bank is involved.

**What do I do now?**

Your Moneycorp Dealer will discuss all the trading options available to you once we have established your specific requirements. Any telephone instructions that you issue will be confirmed to you in writing.