

# Financial Services Guide



**WESTERN UNION INTERNATIONAL  
BANK GMBH,  
German Branch**

**Financial Services Guide**

# 1. Information about this Financial Services Guide

This Financial Services Guide (FSG) will provide general information about Western Union International Bank GmbH and its services to you. This FSG contains information about:

- who we are;
- how we can be contacted;
- what services we are authorised to provide to you;
- the financial products to which those services relate;
- how we categorise our clients;
- how we structure the remuneration for our services;
- how we protect clients funds we potentially hold;
- how we handle potential source of conflicts of interest when we provide services to our clients; and
- how we handle complaints.

In addition to this FSG you will receive the following documents including information about our services:

- Product Disclosure Statement, that includes a detailed description of the products we offer as well as the advantages and risks involved with these products;
- Terms and Conditions; and
- Fees Schedule.

Any fees described in this FSG are inclusive of VAT, where VAT is applicable.

Where the terms WUIB, we, us, our, or Western Union Bank are used in this Guide, it refers to Western Union International Bank GmbH (Austria), and its affiliates as the context requires, particularly Western Union International Bank GmbH, Germany Branch.

## 2. About Western Union International Bank GmbH

Western Union International Bank GmbH was established in 2004, in order for Western Union to offer our private and business clients a wider range of quality products and services. Western Union International Bank GmbH is a fully licensed bank with its registered seat in Austria. Besides the Austrian banking market, we are active through our affiliated companies also in other European countries (for example France and Germany). In Germany, this is Western Union International Bank GmbH, Germany Branch.

As the international banking arm of Western Union, WUIB is traditionally known for its business activities in the area of consumer banking services, especially international money transfers. In accordance with the business strategy of the Western Union Group, WUIB has extended its services portfolio offering ancillary foreign currency services to the money transfers. Accordingly we provide solutions for companies or sole traders that need to pay for foreign invoices or to exchange foreign receivables. Our clients include corporations and entrepreneurs without any limitation to industry. We are able to serve everybody from farmers and craftsmen to airlines and steel mills. These products are offered under the Western Union Business Solutions (WUBS) brand.

The following WUBS foreign currency services are offered by WUIB:

- International funds transfers;
- Spot and forward foreign exchange contracts;
- Foreign exchange derivative products.

- Option products.

For contact details see section 15 below.

### **3. Austrian Banking Licence**

Western Union International Bank GmbH holds an Austrian Banking Licence, dated 13 October 2004, which authorises it to provide the financial services described in section 5 below. Please also see <https://www.fma.gv.at/en/search-company-database/> for further information. WUIB has passported this license for the Freedom to Provide Services in 29 states within Europe and additionally offers these services through branches in the Czech Republic, France, Germany, Italy, Poland and the United Kingdom and will look to broaden this branch network in the future.

Our Austrian Head Office address as well as contact details of the Austrian Financial Market Authority are set out on the final page of this FSG.

### **4. How do we communicate?**

You can contact us by telephone, e-mail, fax or by post-mail. You will find the contact details are at the end of this FSG. You will find further information about WUIB and its WUBS services online following: <https://business.westernunion.com/en-de/>.

The method of communication will typically be e-mails and telephone conversations. Orders will regularly be sent and received over telephone, as you contact your Client Relationship Manager ("CRM") or via the WUBS online platform. Communication will be provided to your e-mail address if agreed to and provided to us in the Client Profile. Reports on the financial instruments can be drawn over the individual profile on the WUBS online platform or through the CRM at any time.

Telephone conversations are recorded with client notice and consent. WUIB cannot provide investment services by telephone if the conversations are not recorded.

You can communicate with us in one of the following languages: German, English.

### **5. What financial services are we authorised to provide?**

Our banking licence authorises us to provide you with the full range of investment services. The following financial services will be provided in connection with financial instruments such as derivatives on foreign currencies:

#### **Provision of Investment Advice**

Investment Advice means the provision of personal recommendations, either upon the request of a client or at the initiative of WUIB, in respect of one or more transactions relating to financial instruments. We are authorised to provide financial product advice which takes into account your personal circumstances, financial situation or needs in regards to the financial instruments we offer (see section 6 below). Please note, however, it is important to point out that this advice is not independent. The advice we provide is limited to our assessment of the suitability of the products offered by WUIB in meeting the hedging objectives you describe to us. It does not take into account other products that might be available on the market that may or may not be more suitable for your needs, nor do we offer advice on topics outside of mitigating your currency risk. We also do not provide ongoing periodic statements of the suitability of the financial instruments recommended to you. If you require these services, we recommend you seek independent advice accordingly.

#### **Deal in a Financial Instrument**

We are authorised to deal on our own account as well as to execute orders of our clients. Execution of orders on behalf of our clients means acting to conclude agreements to buy or sell one or more financial instruments. Forward contracts are executed over-the-counter (OTC) between the client and WUIB.

#### **Trading on a Interbank Money Market**

We are also authorised to trade with money market instruments on the interbank money market. This enables us to have the necessary flexibility in responding to the needs of our clients.

## **6. What kind of products do the financial services relate to?**

Our banking licence authorises us to provide financial product advice and to deal in relation to various financial products. The following products, including financial instruments according to the Markets in Financial Instruments Directive 2014/65/EU (MiFID) and the respective regulations, are offered to our clients:

- Payment Services;
- Foreign Exchange Contracts
- Foreign Exchange Forward Contracts
- Option Contracts

The products are further described in the relevant Product Disclosure Statement (PDS).

## **7. WUIB's Order Execution Policy**

### **Introduction**

In accordance with applicable laws, when executing a Client's order, WUIB is required to act honestly, fairly and professionally in accordance with the best interests of the Client.

WUIB's Order Execution Policy (hereinafter the "policy") has been developed in order to establish the ways to achieve the best possible result when executing customer orders and sets out an overview of WUIB's order handling processes and order execution processes.

The standards contained within the policy are derived from the Markets in Financial Instruments Directive 2014/65/EU and related regulations.

### **Scope of Application & General Provisions**

This policy applies to the entire business relationship between the Client and WUIB in relation to the services that WUIB provides to its Clients.

This policy is reviewed on an annual basis and monitored regularly so as to determine whether the orders WUIB receives from its Clients are properly executed in accordance with this policy.

If WUIB makes any changes to this policy, it will notify Clients of such changes via e-mail. Any changes to this policy will not apply to transactions initiated before the date of change.

A Client may object to changes in the policy within two months of notification of the changes. The customer may notify WUIB in writing, by e-mail or by telephone to the Client's usual contacts (please see section 15 for WUIB's Contact Details). If no objection is received from the Client within two months of the notification of the changes, the changes will be considered to have been accepted by the Client.

### **Access Channels**

WUIB clients can place orders for FX Forward via telephone or using quotes for standardised settlement dates in the future that are available via the WUBS online platform for a term up to twelve months. Trading over the telephone is available during the normal business hours of WUIB.

Identification of calling clients and verification of their authorisation is done by an identification procedure agreed and set in the framework agreement.

The WUBS online trading platform for self service is available to clients who have signed the necessary agreement on electronic communication. Trading using the internet platform will be available 24 hours 7 days in week. Transactions on the internet platform are processed on the same business day as the request. Other transactions are processed on the same business day as the request if the request is received before 3 p.m. on a business day (Local Time).

## Execution Criteria

WUIB has incorporated the following relevant orders execution criteria and factors so as to achieve the best possible result:

- Price
- Speed and likelihood of execution
- Size and nature of an order
- Costs related to the execution of an order.

WUIB may incorporate other factors and criteria to the extent that they appear relevant to the execution of a certain order if justified by client's interest.

Orders for Forwards will be executed at fixed prices the Customer agrees upon when he/she makes a request. Prior to execution of the order, the client receives an order confirmation, confirming the price at which an execution is possible. Only if client agrees, execution will be done immediately. WUIB will immediately notify the client of all circumstances, which make the order impossible to perform.

**Since all types of transactions provided by WUIB represent customised OTC financial instruments that involve a unique contractual relationship tailored to the circumstances of the client, in the Customer Profile the customer expressly agrees that the bank does not execute an order of the customer on a regulated market or multilateral trading system.**

The client understands and agrees that all the prices and rates quoted by WUIB are exclusively quoted prices and rates of WUIB. They do not always correspond to otherwise available prices and rates in the market, particularly to prices on markets which are used as reference. The client acknowledges the fact that its order issued with WUIB can only be executed with WUIB.

If the client expressly wishes his or her order to be executed at specific conditions (so-called "customer instruction"), WUIB will carry out his or her wish only if the bank accepts this request. A customer instruction to carry out an order in deviation from WUIB's Execution Policy will prevent WUIB, with regard to the elements covered by such customer instruction, from taking the measures laid down and implemented in the Policy so as to achieve the best possible result in the execution of orders.

Please also see the Product Disclosure Statement for Foreign Exchange Transactions as well as the Terms and Conditions. Further details on our Execution Policy will be provided any time on request.

## 8. How do we categorise our clients according to MiFID and what does this imply?

We are obliged to classify our clients in one of the following categories set out in the MiFID regulations:

- Non-professional Client;
- Professional Client; or
- Eligible Counterparty.

Clients of WUIB are categorized either as non-professional clients or professional clients. Non-professional clients are entitled to the highest level of transparency and protection of the MiFID regulations. Professional Clients may be afforded lower levels of transparency and protection on the basis that they are deemed to possess the experience, knowledge and expertise to make their own investment decisions and properly assess the risks.

### Non-professional clients

Non-professional clients are natural persons (private individuals, individual entrepreneurs, etc.) as well as legal entities (businesses, associations, etc.) that are not designated as professional clients.

The protection enjoyed by the 'non-professional client' includes the following:

- 'best execution of orders' on financial products, also concerning the total costs; provisions on processing orders;
- duty to provide certain information about the Service Provider, the protection of funds, the costs of services and risks involved; (please also refer to the 'Product Disclosure Statement' for detailed information);
- provision of appropriate and suitable products and services;
- provisions on remuneration;
- provisions for an effective Compliant Management; (obligation to treat the client honestly, loyally and professionally);
- obligation to prevent and notify clients about potential Conflicts of Interest; and
- protection of the margin deposits (please refer to the 'Product Disclosure Statement'),
- protection of your funds (please refer to section 11 of this Financial Service Guide for detailed information).

### **The Duty to provide Information and Appropriateness and Suitability Checks:**

#### **1) Duty to provide information**

We are required to provide you with complete information before the service is rendered to you. Once the transaction has been carried out, we are also required to send you reports on this transaction.

Generally speaking, the information you receive must be precise, correct, clear and non-deceitful. It must enable you to understand the nature of the service with which you are being provided and the type of financial product in which you are going to invest.

Good information must also be without ambiguity in substance as well as in form, particularly with regard to certain items: nature of the financial instrument; existence or non-existence of a guarantee; risk; recommended duration of the investment; expenses; performances. We are required to inform you of the advantages as clearly and completely as possible, but also about the risks resulting from realisation of the operations under consideration.

This obligation to provide information must be met at all times, whatever the method of subscription. In other words, if a financial instrument is subscribed for, it is advisable that you be provided with all documents containing information such that you can read them prior to any subscription. We will also keep you informed of possible developments in the characteristics of the products offered by WUIB, however, already agreed products will not be affected by such developments.

We will provide you with information on executed Forward Contracts, Option Contracts and Future Payments Transactions immediately after its execution in the confirmation of transaction. We will also provide you with annual report of executed Forward Contracts, Option Contracts and Future Payments Transactions including also information which of those have not been settled to the date of the annual report.

#### **2) Verification of the appropriateness and suitability of the service provided**

To offer you non-advisory services, we must check your knowledge and experience in entering into foreign exchange derivatives transactions by conducting an "Appropriateness Check". This will help us to determine if these services are adequate for you.

In order to offer you advisory services in relation to our derivative products, we are required to request the following information in the form of a 'Suitability Check':

- The client's knowledge and experience in the investment field relevant to the specific type of product or service;
- the client's financial situation; and
- the client's investment objectives,

so as to enable us to recommend to you investment services and financial instruments that are appropriate and suitable for you.

Taking into account type and scale of our services, which are limited to foreign exchange Forward Contracts, Option Contracts and Future Payments Transactions at the moment, WUIB must be able to assume at its reasonable discretion that transactions meet the following requirements:

1. the client's investment objectives;
2. any investment risks associated with the transaction are financially feasible for the client in accordance with its investment objectives; and
3. the client is able to understand the risks associated with the transaction based on its knowledge and experience.

If we do not receive the information required when providing services in the form of investment advice, we may not recommend any financial instruments to the client.

## Professional clients

The following subjects may be classified as professional clients:

### (A) Professional Clients Per Se:

- Legal entities listed as professional clients in Section 67 para. 2 Securities Trade Act ("**Status Professional Client**"):]
  - securities-related services enterprises;
  - other licensed or regulated financial institutions;
  - insurance companies;
  - undertakings for collective investment and their management companies;
  - pension funds and their management companies;
  - stock traders and commodity derivatives dealers;
  - other institutional investors, whose main activities are not covered by the subjects mentioned before;
  - provided that they are required to be licensed or regulated inland or abroad in order to operate on the financial markets.
- The following legal entities:
  - national and regional governments and public bodies that manage public debt;
  - Central Banks, international and supranational institutions such as the World Bank, the International Monetary Fund, the European Central Bank, the European Investment Bank and other similar international organisations;
  - other non-licensed or non-regulated institutional investors whose main activity is to invest in financial instruments, including entities dedicated to the securitisation of assets or other financing transactions.

- Legal entities fulfilling two of the following three criteria pursuant to last financial statements (“**Balance Sheet Criterial Professional Client**”):
  - a total balance sheet equal to or greater than 20 million EUR
  - a net annual turnover of a minimum of 40 million EUR
  - a minimum equity of 2 million EUR

**(B) Elective Professional Clients:**

A person may ask WUIB, in general or in relation to specific derivative contracts and/or investment services, to be treated as professional client provided that it satisfies at least two of the following three criteria:

- having realised at least ten significant transactions in average with the investment instrument that the request relates to on the relevant regulated market with a registered office in a Member State of the European Union or in the relevant multilateral trading system operated by a person with a registered office in a Member State of the European Union in the course of each of four consecutive quarters;
- having a minimum portfolio of 500,000 EUR in money and investment instruments;
- for a period of at least one year has exercised, in connection with his employment, occupation or function an activity in the field of the financial market, which requires the knowledge of trades or services that the request relates to.

WUIB may agree with the request if it makes sure that the client meets the above criteria and has the necessary experience and knowledge with investment instruments and investment services to which the request relates to, that such client is capable of making his own investment decisions and understands the related risks.

Becoming an Elective Professional Client means a lower level of protection. You should take into consideration that such change may mean the loss of the claim to a compensation from a foreign guarantee system similar to the Guarantee Fund of Investment Firms, and fulfillment of conduct of business rules in limited scope towards You.

If you are a Professional Client, you must communicate to WUIB any changes that could influence your classification. Notwithstanding that, if you are an Elective Professional Client, WUIB shall continuously assess whether you satisfy the conditions necessary to be treated as professional client. If we become aware that you do not satisfy the conditions, we shall adopt the requisite measures towards changing your categorisation. Professional clients are subject to the following limitations of protection:

**1) Duty to provide information**

The duty of WUIB to provide information is less thorough for ‘professional clients’ than it is for ‘non-professional clients’.

**2) Verification of the appropriateness and suitability of the service provided**

To offer you non-advisory services, we must check your knowledge and experience in entering into foreign exchange derivatives transactions by conducting an “Appropriateness Check”. This will help us to determine if these services are adequate for you.

In order to offer you advisory services in relation to our derivative products, we are required to request the following information in the form of a ‘Suitability Check’:

- The client’s knowledge and experience in the investment field relevant to the specific type of product or service;
- the client’s financial situation; and
- the client’s investment objectives,

so as to enable us to recommend to you investment services and financial instruments that are appropriate and suitable for you.

Taking into account type and scale of our services, which are limited to foreign exchange Forward Contracts, Option Contracts and Future Payments Transactions at the moment, WUIB must be able to assume at its reasonable discretion that transactions meet the following requirements:

1. the client's investment objectives;
2. any investment risks associated with the transaction are financially feasible for the client in accordance with its investment objectives; and
3. the client is able to understand the risks associated with the transaction based on its knowledge and experience.

If we do not receive the information required when providing services in the form of investment advice, we may not recommend any financial instruments to the client.

## Eligible counterparties

We may regard a Professional client as an Eligible counterparty in relation to certain or all products, transactions and services provided to or entered into with this Professional client. In such case we are not obliged to follow the conduct of business rules towards the client.

A Balance Sheet Professional Client and Professional Client upon Request may request to be treated as an Eligible counterparty in written form. The request is subject to our approval.

When you request to upgrade your classification, we may reject such request because, for example, we deem that you deserve the highest level of protection.

You may request a higher level of protection through downgrade of the classification assigned to you (for detail see the Terms and Conditions). In your request you have to specify in relation to which products, transactions and/or investment services the treatment shall apply

In particular:

- A Professional Client Upon Request may request in writing to be treated as retail client. We will approve this request.
- A Status Professional Clients (including an Eligible counterparty) and Balance Sheet Professional Clients may request to be treated as retail clients. Such request is subject to our approval. In order to be classified as retail client, you must conclude a written agreement with us providing in relation to products, transactions and/or investment Services the treatment as retail client shall apply.
- An Eligible counterparty may again become a professional client by sending us a written request stipulating in relation to which products, transactions and/or investment Services you want to be so treated. We will approve this request.

Furthermore, on our initiative, we may: (i) treat you as a professional client or as a retail client notwithstanding that you could be classified as Eligible counterparty; and (ii) treat you as a retail client notwithstanding you could be classified as professional client.

## 9. Who do we act for when providing financial services?

WUIB is a product issuer, so we are acting on our own behalf. The standards of providing our services to our clients as well as in protecting them are derived from the Austrian Securities Supervision Act 2018 (*Wertpapieraufsichtsgesetz 2018*), the German Securities Trading Act (*Wertpapierhandelsgesetz*) and related regulations.

## 10. How are we remunerated for the financial services which we provide to you?

### Foreign exchange rates – Margins

We obtain revenue through a 'margin'. The margin is the difference between the wholesale exchange rate we are able to obtain and the exchange rate we then offer to each client. The exchange rate we offer to you is dependent on a number of factors including: the value of the transaction and the currency involved, the frequency that you trade with us, the likelihood of increases or decreases in the relevant rates of exchange and the differing interest rates applicable to the currency pair involved in the forward exchange transaction. Please find more information on the calculation of the margins in the Product Disclosure Statement.

The exchange rates quoted in the media generally reflect the wholesale rates which we will obtain from the foreign exchange interbank market. Please note, however, that wholesale exchange rates are constantly changing, and any such rates are generally only obtained by trading significant values.

If you request us to cancel a transaction before settlement, it is likely that the relevant exchange rate for that transaction will have changed. If that occurs, you may be required to make an additional payment which will reflect the change in exchange rates. We will notify you of any amounts you will be required to pay at the time you request to cancel the transaction.

#### *Example:*

You wish to buy USD 100,000 to pay to an overseas supplier. You wish to pay EUR for this USD purchase.

- Rate quoted by WUIB to you for this transaction is EUR/USD 1.2250. Therefore the EUR converted amount is EUR 81,632.65. This is the amount of EUR you would have to pay to buy the USD 100,000 to remit to your supplier.
- WUIB will cover the above USD 100,000 transaction in the foreign exchange market. For this example, the wholesale rate is EUR/USD 1.2256 which equates to EUR 81,592.69. This is the EUR amount that WUIB will have to pay to another institution to buy the USD 100,000 to cover this transaction on a back to back basis.
- In this example the 'margin' is represented by the difference in the two exchange rates, 0.048% approximately or EUR 39.36. This amount is the gross revenue earned on this transaction by WUIB (in addition to any transaction fees – see below).

**Note:** The rates are illustrative only. You can request further information about the margin by contacting us.

### International funds transfers – Transaction fee

If you use the international funds transfers offered by us, transaction fees will apply. Those transaction fees will vary depending on the amount and type of foreign currency transferred, the number and frequency of transfers you conduct through us and the country to which the funds are destined. The transaction fee ranges from EUR 0 to EUR 30 per transfer. Further information is provided in our PDS and the Fee Schedule.

### Financial product advice and structuring the solutions – no additional fees

We do not charge you additional fees for providing financial product advice or structuring a financial product according to your needs. We are remunerated for providing those services only by you acquiring our products.

There is a possibility that additional costs or charges might occur from transactions in connection with financial instruments or investment services which are not paid through or charged by WUIB.

## 11. Is WUIB a member of a deposit guarantee scheme?

As a credit institution, WUIB is member of the deposit guarantee scheme "Einlagensicherung der Banken & Bankiers Gesellschaft m. b. H" with the address Börsegasse 11, 1010 Wien (<http://www.einlagensicherung.at/>). Deposits and other receivables against credit institutions are subject to the deposit guarantee scheme.

## 12. How do we prevent Conflicts of Interest when providing transactions to you?

WUIB conducts its business according to the principle that it must manage conflicts of interest fairly, both between itself and its clients, between its employees and its clients and between one client and another. Our policy is to take all reasonable steps to maintain and operate effective organisational and administrative arrangements to identify and manage relevant conflicts. The senior management of WUIB is responsible for ensuring that our systems, controls and procedures are adequate to identify and manage Conflicts of Interest. Our Compliance and Legal Departments assist in the identification and monitoring of actual and potential Conflicts of Interest. WUIB has in place business-specific procedures that address the identification and management of actual and potential Conflicts of Interest that may arise in the course of the conducting business.

Considering the business activities related to the product portfolio of WUIB, Conflicts of Interest may arise in situations that include:

- trading on own account;
- provision of advisory services to clients;
- personal account dealing of our employees.

Should a Conflict of Interest arise, it must be managed promptly and fairly. As a minimum standard WUIB has in place arrangements designed to ensure that:

- there are effective procedures in place to control the flow of information where, otherwise, the risk of a conflict of Interest may harm the interests of a client;
- supervisory arrangements provide for separate supervision of staff where necessary for the fair treatment of the clients;
- there are appropriate controls in place to identify and to manage outside business interests of WUIB employees and management;
- relevant information is recorded promptly in a secure environment to enable identification and management of Conflict of Interest – the Conflicts of Interests Register;
- appropriate disclosure is made to the client in a clear, fair and not misleading manner to enable the client to make an informed decision;
- appropriate inter- and intra-divisional escalation processes are in place and complied with where a Conflict of interest has been identified or may be identified;
- adequate records are maintained of the services and activities of WUIB, where a Conflict of Interest has been identified;
- where necessary, WUIB employees or managers may be asked to step aside from working on a specific transaction or participating in the management of a potential Conflict of Interest;
- where necessary, WUIB employees or managers are subject to personal account transaction rules; and
- a periodic review of adequacy of the WUIB's systems and controls in order to manage conflict of interest is in place.

In exceptional circumstances if some Conflict of Interest remains and, where permissible by local regulations, WUIB will disclose it to affected clients. Disclosure is made of the general nature and/or sources of conflict to enable the client to make an informed decision, whereby the bank secrecy as well as personal data protection requirements are taken into account. In such a case we may resign any evaluation, advice or recommendation concerning the relevant financial instrument. At the client's request we will provide further details for the resolution of any such conflicts of interest on a durable medium.

## Inducements

In a very limited number of cases WUIB has entered into agreements with third party referral partners pursuant to which WUIB would pay fees or commissions in relation to the provision of services to our clients.

If WUIB enters into such an arrangement with a third party, the following notifications will be made to the client:

- Prior to the provision of the first investment service, the amount of the corresponding inducement, or if not known, the method to calculate it;
- After the provision of the investment service, the precise amount of the inducement paid or received; and
- At least annually, the total amount of inducements paid or received.

## Employee remuneration

Our employees do not receive specific payments or commissions for providing you with financial product advice. Our employees may broadly be divided into two specific categories: branch staff and dealer/sales representatives. Our branch staff includes directors, managers, administration personnel. Our branch staff are remunerated primarily by base salary. We also provide a company bonus and revenue sharing plan to branch staff, which is payable when predetermined budget targets are achieved for each branch.

Our dealer/sales representatives are also remunerated primarily by a base salary. Individual dealer/sales representatives may also be paid bonuses when reaching their personally defined goals, which include quantitative as well as qualitative objectives.

## 13. Additional information related to communication media

### Links

WUIB does not monitor the content and lawfulness of external websites linked to from its own website. WUIB does not have any influence on the content and design of these websites and expressly dissociates itself from their content, especially if this content is unlawful. Moreover, WUIB does not accept any responsibility for their content and cannot be held liable for such content.

### Emails

In accordance with the Austrian E-Commerce Act we inform you that any emails sent to us will only be opened during normal banking hours.

## 14. What should you do if you have a complaint?

Our primary goal is to provide superior customer service. To achieve this goal we would like to hear from you if you are dissatisfied with any products you have purchased from us or any service you have received from us. We would also like to hear from you if you would like to compliment one of our employees for providing exceptional customer service.

We have established procedures and policies to ensure that any complaint you may have is properly considered and appropriate measures are taken to address any issues. If you have a complaint, you can raise it with us by: (i) e-mail at: [WUBSgermany@westernunion.com](mailto:WUBSgermany@westernunion.com); or (ii) telephone at 069 7593 7230; or (iii) visiting us in person at our offices (please see Section 15 below for our office address), or (iv) writing to us at our office address.

Any complaint you make will be handled in accordance with our complaints handling policy, copies of which are available on our website (<https://business.westernunion.com/en-de/About/File-a-Complaint>) or upon request from your Corporate Hedging Manager.

## 15. Key Information and Contact Data

### Western Union International Bank, GmbH

Registered office in Vienna: Schubertring 11, A-1010 Vienna

Registering Court: Commercial Court Vienna, DVR: 2111221

Company Register Number: FN 256184 t

Managing Directors: Peter Bucher; Christian Hamberger; Sandra Simundza Bilandzic;

Chairman of the Supervisory Board: Wolfgang Fenkart-Fröschl

**German Branch:**

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<https://business.westernunion.com/de-de/>

[WUBSgermany@westernunion.com](mailto:WUBSgermany@westernunion.com)

**Office hours: 09:00 - 17:00**

**Responsible supervisory authority**

Austrian Financial Market Authority

Otto-Wagner-Platz 5, A-1090 Vienna

<http://www.fma.gv.at>