

FOREIGN CURRENCY EXCHANGE (IN-BRANCH) TERMS AND CONDITIONS

1. Introduction

Post Office Limited (“**Post Office**”) provides foreign currency exchange services (“**the Service**”) in-store at participating Post Office branches.

The provision of foreign exchange rates is provided for and on behalf of Post Office by First Rate Exchange Service Limited (“**First Rate**”).

These Terms and Conditions apply to the Service.

The Terms and Conditions shall prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials.

2. Agreement

By utilising the Service, you confirm that you:

- i. agree to use the Service for the exchange of foreign currency for personal travel purposes only;
- ii. are a resident within the U.K. (applicable when completing transactions of over £2,000 or equivalent);
- iii. acknowledge that you have read and understood these Terms and Conditions; and
- iv. agree to be bound by them and to comply with all applicable laws and regulations.

Post Office reserves the right to refuse to accept any order or transaction for any reason in its sole and absolute discretion (including, without limitation, where you fail to comply with these Terms and Conditions, fail to satisfy the identification checks set out in these Terms and Conditions, are a Politically Exposed Person or a Sanctioned Person (for the purposes of the Office of Financial Sanctions Implementation (OFSI) regime, the Office of Foreign Assets Control of the U.S. Department of the Treasury, or any other applicable body) or otherwise pursuant to any legislation, regulation, guidance or equivalent applicable to the Service or Post Office).

3. Important Notice

The provision of foreign currency involves special risks which may affect the value of an order placed by virtue of fluctuation in exchange rate as a result of changes in financial markets. Such changes are outside of the control of First Rate and Post Office.

In extreme situations and without prior warning, such changes may affect the provision of the Service.

The historical performance of a foreign currency is no indicator of its future performance.

4. Foreign Currencies and Rates

The Service is only available for the currencies provided and/or accepted by Post Office. The currencies provided and/or accepted by Post Office is subject to change from time to time.

The exchange rates quoted by First Rate may be updated at any time.

Please note that foreign currency availability may be subject to monetary limits, currency exchange restrictions and anti-money laundering regulations.

5. Identification

You may be asked to produce proof of identification for some sales or purchase transactions. Acceptable form of proof of identification are:

- i. Valid Full UK or EEA Photocard Driving Licences;
- ii. EEA Identity Cards; and
- iii. Valid Passports.

Post Office is unable to accept any other form of proof of identification than those listed.

You must produce one of the acceptable forms of proof of identification if you are buying currency and paying by card. Post Office will check that your proof of identification matches the name stated on the card used by you for such payment.

Post Office may request proof of identity for some cash transactions and may need to verify your identity using an electronic identity checking service. A permanent UK residential address is required in order for this check to be completed to be able to do this.

Please note that electronic identity checks also cover Politically Exposed Persons and Sanctions Checks.

In certain circumstances and in order to comply with Card Scheme, banking and crime prevention requirements Post Office will be required to verify your identity. In these instances, you will not be able to complete your transaction where you have not produced the relevant identification or where Post Office have been unable to verify your identity.

6. Foreign Currency Transactions

Post Office sells or purchases currency from private individuals, for personal use only. Where Post Office is purchasing currency from a customer a Post Office receipt may be required in certain Branches.

Post Office is not able to transact directly with any Company or Business.

Post Office cannot guarantee that certain denominations will be available.

Post Office is unable to sell or purchase more than a total of £10,000 in any 90 day period to or from any single individual.

Post Office may not accept some notes where they are too low in value, ink stained or otherwise mutilated. If Post Office suspects that a note is ink/smoke/dye stained or a counterfeit Post Office will impound the note for further verification. In these instances a receipt will be issued.

Post Office does not trade in coins.

You will not be able to purchase or exchange the below at Post Office:

- i. 500 EUR (Euro);
- ii. 1,000 CHF (Swiss Franc); and
- iii. certain other high denomination notes.

7. Buy Back Service

You may exchange your foreign currency into Sterling at any Post Office branch on production of a receipt from the original purchase.

Post Office does not buy back coins.

Please note that charges may be applicable from time to time. Please also note that buy back rates differ to sell rates.

8. Disclaimer

None of the information provided in connection with this Service constitutes, nor should it be construed as financial advice.

First Rate provides information using all reasonable endeavours to achieve accuracy but this cannot be guaranteed. First Rate therefore does not warrant the accuracy of any information provided and excludes any implied warranty, in particular relating to exchange rates, market prices and data.

Neither First Rate, nor any entity from which it receives information, nor Post Office shall be liable for any investment or other decisions made on the basis of the information provided.

9. Third Party Rights

Nothing in these Terms and Conditions will confer any benefit on any third party or any right to enforce these Terms and Conditions.

10. Governing Law

These Terms and Conditions are governed by and construed in accordance with English Law.

11. Variations of these Terms and Conditions

These Terms and Conditions are subject to change from time to time without notice and Post Office reserves the right to make these changes at any time without notice.

Your continued use of the Service after these changes constitutes your acceptance of these Terms and Conditions as modified.

12. Complaints

Should you have any complaints about the provision of the Service, please contact Customer Services as detailed on the "Contact Us" page. www.postoffice.co.uk/privacy