



### What are the Canstar *International Money Transfers Star Ratings*?

Canstar *International Money Transfers Star Ratings* use a sophisticated and unique ratings methodology that compares both cost and features across International Money Transfer providers. Canstar star ratings represent a shortlist of providers, enabling consumers to narrow their search to products that have been assessed and ranked.

Ratings range from five to one star. Five-Star Rated providers have been assessed as offering outstanding value to consumers.

### Eligibility Requirements

To be eligible for inclusion in the *Canstar International Money Transfers Star Ratings*, an institution must meet the following selection criteria.

- Australian Authorised Deposit-taking Institutions (ADI) offering International Money Transfers.

Alternatively Non-ADIs that meet the following requirements will be included in the rating:

- Open to personal (not exclusive to business) customers.
- Allow transfers above \$15,000AUD.
- Be the primary service provider (not a commission agent).
- Have been operating for a minimum of five consecutive years.
- P2P's must hold an AFSL or, in the absence of an AFSL, only allow spot transactions to be initiated.

### Star Ratings Methodology

To arrive at the total score Canstar applies a weight against the Price and Feature scores. This weight will reflect the relative importance of either costs or features in determining the best product. This method can be summarised as:



$$\text{Total Score} = \text{Price Score} + \text{Feature Score}$$

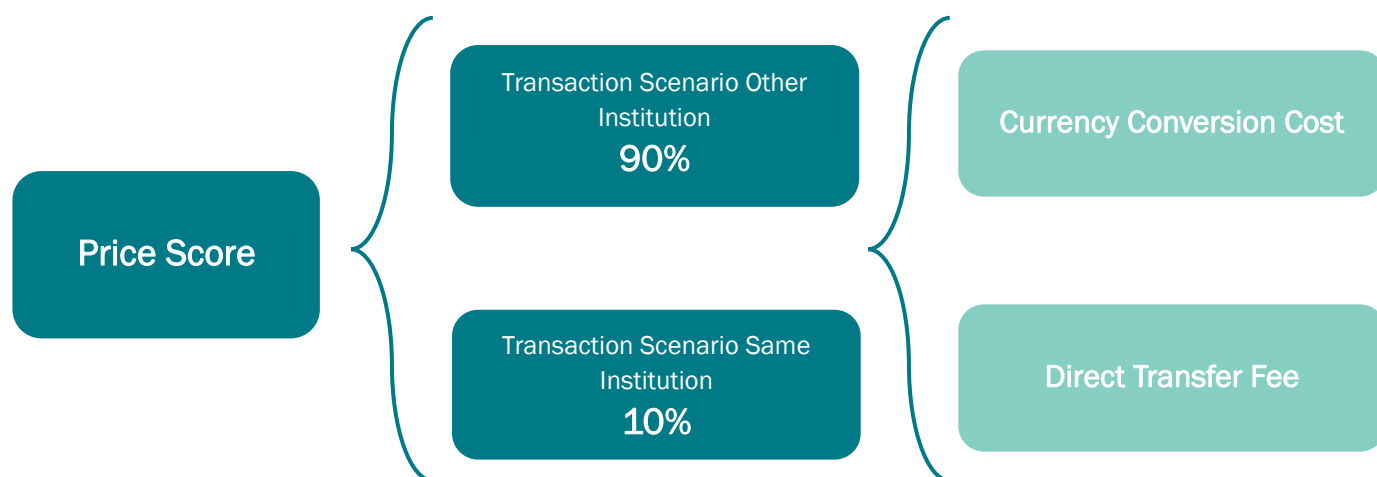
## Price Score

Price score consists of Transaction Scenarios, used to take into account the financial outcome of making an **international payment across a number of currencies**. There are **500 scenarios** based on an average transfer amount of **\$15,000**.

In most cases, the margin that the issuer has built into the exchange rate is the largest part of the overall cost of the transaction compared to the relatively small direct transfer fee that is charged.

To find the overall cost of transferring money internationally, the transaction scenario calculations will consider the exchange rate and the cost to make the transfer.

*These costs are benchmarked against the mid-market no fee no margin rate, subsequently all providers display a cost to transact.*



### Method for calculating Net Cost:

1. Calculate the Net Foreign Currency after the costs and exchange rates have been applied.
2. Calculate the benchmark Net Foreign Currency by converting each exchange with the best exchange rate across all currencies.
3. Calculate the Net Cost of the transfer compared to the no fee no margin mid-market rate.

### Net Cost: Institution AU cost of transacting - no cost mid-market AU result

A score is calculated based on the Net Cost for each currency, with the lowest cost product receiving the highest score. The scores for each currency are then combined into a total Price Score. The weight that each currency is given as a proportion of the total score is shown in the table below.

Currency	Weight
United States Dollar	35%
British Pound	25%
New Zealand Dollar	20%
Euro	15%
Singapore Dollars	5%

*Note: The exchange rate across a range of currencies outlined above will be captured over a one month period taken twice each week. On each currency, the highest average rate over the prescribed period will be used as the benchmark.*

## Feature Score - Customer Journey

The feature component considers the journey of customer using this product. The following table outlines the weightings of each of the feature categories:

Features	Weight
<b>Research and Terms</b>	<b>15%</b>
Top Tier Currencies Available	60%
2 <sup>nd</sup> Tier Currencies Available	20%
Total Currencies	10%
Rate Information	10%
<b>Account Opening</b>	<b>10%</b>
<b>Account Loading</b>	<b>25%</b>
Loading Options	30%
Australian Government Guarantee Scheme	70%
<b>Transfer Facilities</b>	<b>40%</b>
International Payment Facilities	80%
Fees and Charges	20%
<b>Customer Service and Support</b>	<b>10%</b>

Note: Australian Government Guarantee Scheme has been added to ensure the benefit of holding money in a deposit account at an ADI (as opposed to in a trading account or the like with a non-ADI or peer-to-peer provider) prior to executing a transaction is captured.

## Does Canstar rate all products available in the market?

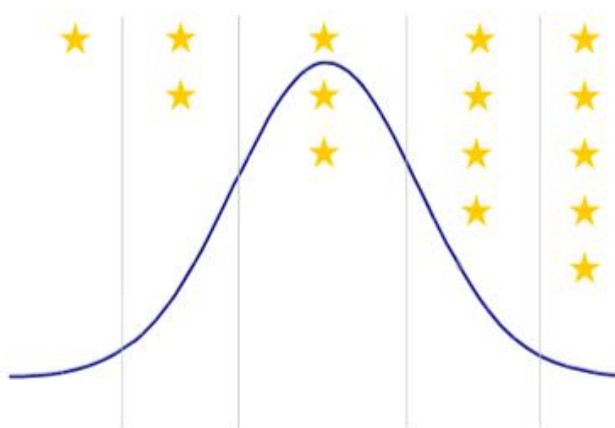
We endeavour to include the majority of product providers in the market and to compare the product features most relevant to consumers in our ratings. However, this process is not always possible and it may be that not every product in the market is included in the rating nor every feature compared that is relevant to you.

## How often are products reviewed for awards or star ratings purposes?

All ratings are fully recalculated every twelve months based on the latest features offered by each provider. Canstar also monitors changes on an ongoing basis. The results are published in a variety of mediums (newspapers, magazines, television, websites, etc).

## How are the stars awarded?

The total score received for each profile ranks the products. The stars are then awarded based on the distribution of the scores with the objective to award the top 5-10% of products with the Canstar five-star rating.



## Does Canstar rate other product areas?

Canstar researches, compares and rates the suite of banking and insurance products listed below. These star ratings use similar methodologies to guarantee quality, consistency and transparency. Results are freely available to consumers who use the star ratings as a guide to product excellence. The use of similar star ratings logos also builds consumer recognition of quality products across all categories. Please access the Canstar website at [www.canstar.com.au](http://www.canstar.com.au) if you would like to view the latest star ratings reports of interest.



- Account based pensions
- Business life insurance
- Deposit accounts
- Health insurance
- Landlord insurance
- Margin lending
- Package banking
- Reward programs
- Travel insurance
- Agribusiness
- Car insurance
- Direct life insurance
- Home & contents
- Life insurance
- Online banking
- Personal loans
- Superannuation
- Travel money cards
- Business banking
- Credit cards
- First home buyer
- Home loans
- Managed investments
- Online share trading
- Pet insurance
- Term deposits
- Youth banking

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The ratings and awards results do not include all providers and may not compare all features relevant to you. The rating or award is only one factor to take into account when considering these products. Canstar acknowledges that past performance is not a reliable indicator of future performance.

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