



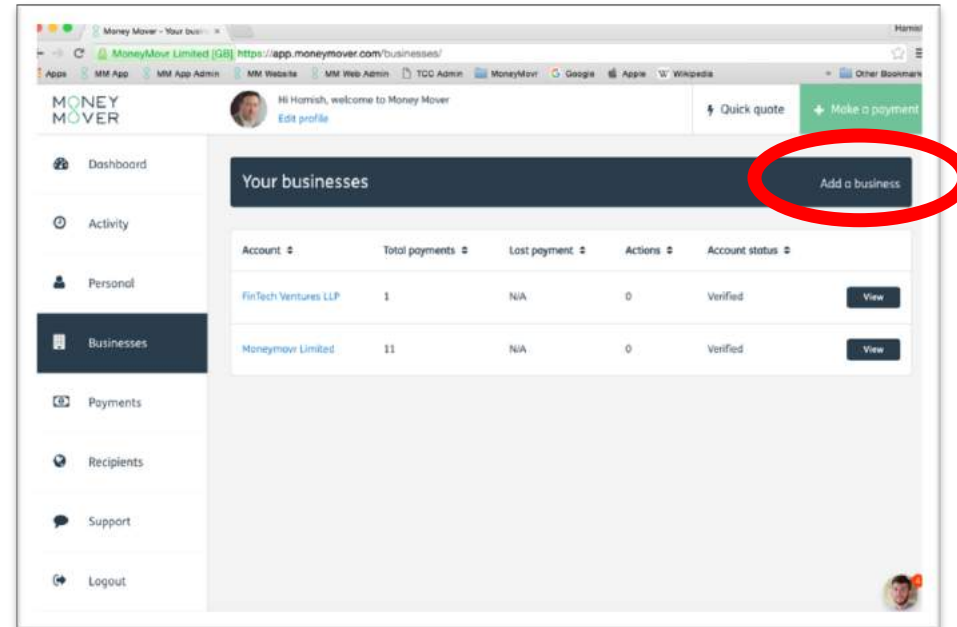
**MONEY  
MOVER**

Global payments for Small and Medium-Sized Enterprises

Q&A

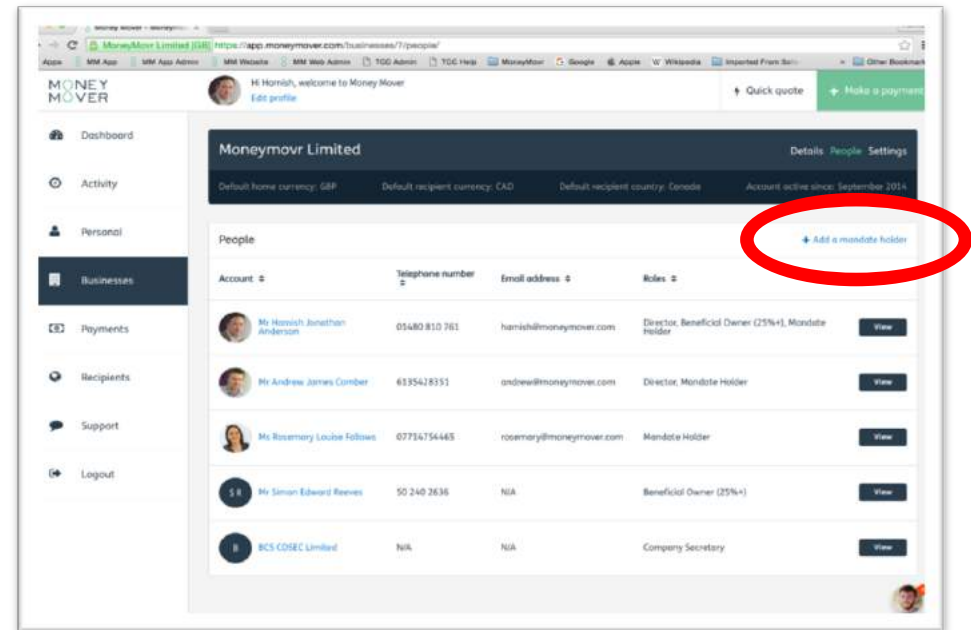
## Q1. I operate 3 small businesses – do I need to set them up separately?

The Money Mover user structure has been designed to support people who operate multiple businesses. We operate on the basis that you can run multiple businesses from a single profile, which means you only need one log-in. To add a business you simply click on 'add a business' from the Businesses tab on the side menu.



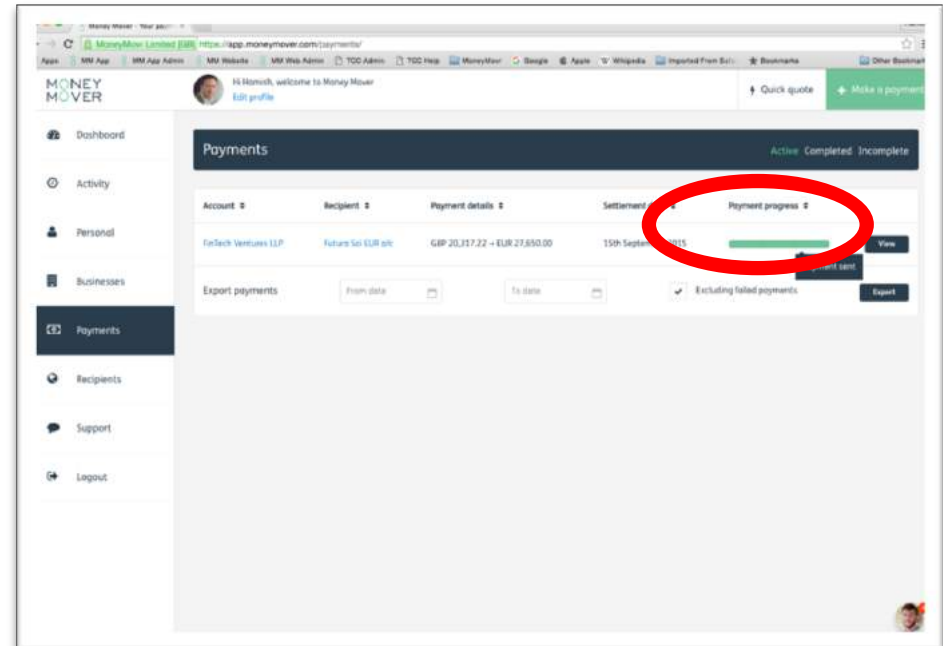
## Q2. Our business is growing and we are taking on an assistant for our Financial Controller – is Money Mover restricted to single access?

Once you've registered your business with Money Mover, it's easy to add additional **mandate holders** (people who are authorised to operate the Money Mover account on behalf of the business). Once registered they will be able to instruct payments for your company.



### Q3. We trade internationally and like the certainty of being able to track our shipments of goods and raw materials online. How easy is it to track payments ‘in flight’?

The Money Mover platform is designed to be transparent and to keep you informed about what’s happening with your payment. From your user dashboard you can check the status of all active payments. You will also receive emails from us notifying you of any change in payment status. We will also send both you and your recipient an email when your payment has been sent.



**Q4. Our suppliers often ask us to send them a confirmation to prove that we've made the payment to them. Is this something that Money Mover provides?**

Yes – you can download and print out confirmations for each payment that you make. You can send these to suppliers, attach them to the transaction in your accounting package or use them for internal reference.

You will find the option to **'Download PDF'** once your payment has been confirmed

Payment Information		
Payment Reference None	Execution date 11th September 2015, 1:17 PM (BST)	
You sold GBP 20,317.22	Settlement Date 15th September 2015, 2:00 PM (BST)	Exchange rate 0.734800
Recipient(s) receive EUR 27,650.00	Payment date 11th September 2015	Product None

Payer Information	
Name Mr Hamish Jonathan Anderson (hamish@money mover.com)	Account FinTech Ventures LLP
Address	

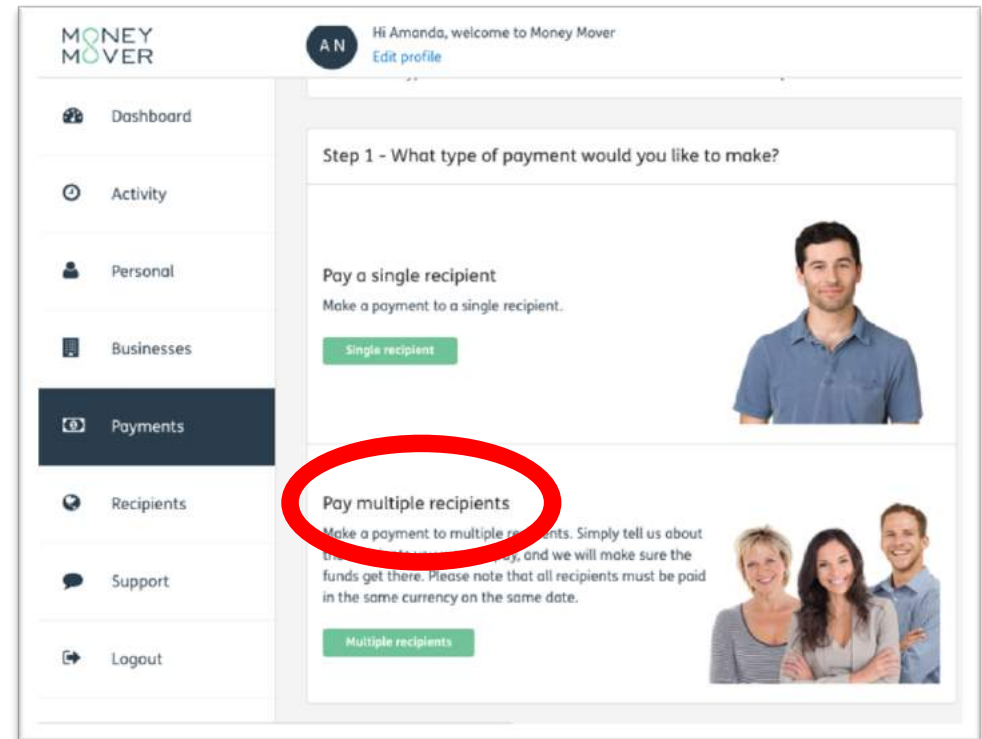
Settlement Information		
Final balance	Amount GBP 20,317.22	Funds must arrive by 15th September 2015, 2:00 PM (BST)
Our bank account details for settlement are:		
Bank account holder name: The Currency Cloud GBP - Client Seg A/C	Account number: 13071472	Bank address: 1 Churchill Place, London, E14 5HP
Sort code: 200605	BIC / SWIFT: BARCGB22	Bank name: Barclays Bank plc
IBAN: GB06 BARC 2006 0513 0714 72		
Payment Reference: None		

Money Mover is a trading name of Money Mover Limited (registered in England and Wales: 7870601).  
Milton Hall, Elm Road, Milton, Cambridgeshire, CB24 6WZ • Telephone: 01223 658030 • Email: support@money mover.com

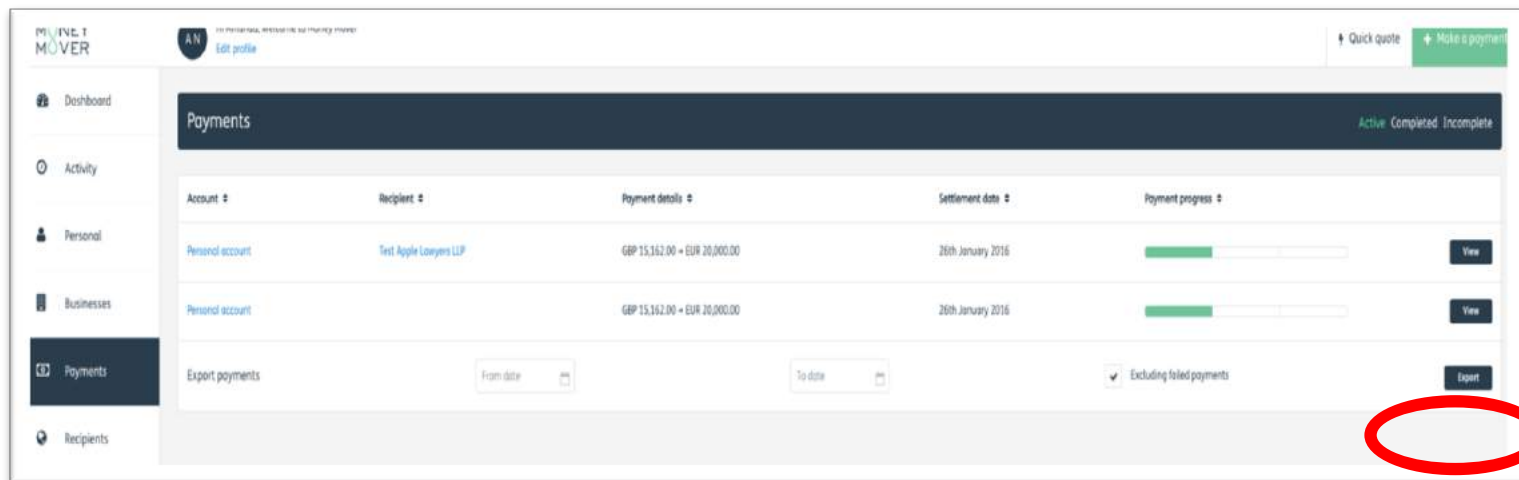
**Q5. I see the minimum transaction is £1,000 – sometimes we make multiple smaller value payments that fall below that limit. Can Money Mover help with this?**

If all your transactions are in the same currency, you can pay multiple recipients in one transaction. Money Mover can purchase a lump sum of foreign currency and then schedule multiple small payments to individual bank accounts. Simply select 'Pay Multiple Recipients' when making a payment.



## Q6. We need to consolidate our financial records – how can we do this if our foreign payments are in Money Mover but everything else goes through our Bank?

You can export your transactions over a specific time period to a spreadsheet. All you need to do is select **'Export'** on the Payments page. You can specify your export by timeframe or simply export all.



The screenshot shows the 'Payments' page in the Money Mover interface. The page includes a sidebar with navigation options: Dashboard, Activity, Personal, Businesses, Payments (selected), and Recipients. The main content area displays a table of payments with columns for Account, Recipient, Payment details, Settlement date, and Payment progress. Below the table, there is an 'Export payments' section with 'From date' and 'To date' input fields, a checkbox for 'Excluding failed payments', and an 'Export' button. The 'Export' button is circled in red.

Account	Recipient	Payment details	Settlement date	Payment progress	
Personal account	Test Apple Lawyers LLP	GBP 15,162.00 + EUR 20,000.00	26th January 2016	<div style="width: 100%; height: 10px; background-color: green;"></div>	<a href="#">View</a>
Personal account		GBP 15,162.00 + EUR 20,000.00	26th January 2016	<div style="width: 100%; height: 10px; background-color: green;"></div>	<a href="#">View</a>

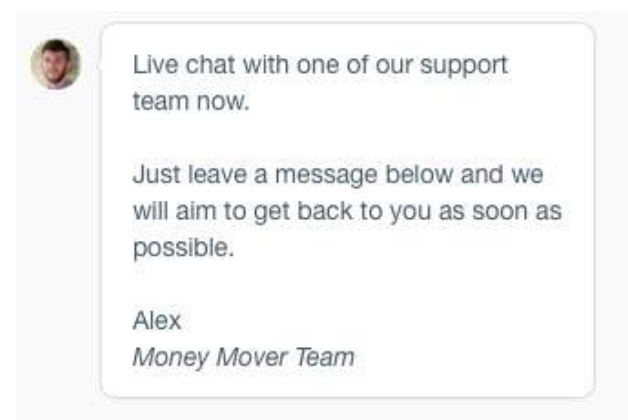
Export payments    Excluding failed payments [Export](#)

**Q7. I already have Sterling, Euro and US\$ accounts set up (all with Barclays) which I use for payments and income in those currencies, so we don't actually do much foreign exchange.**

That's great! We always recommend holding foreign currency accounts, but there may be times when you need to top up one of the foreign accounts from the Sterling account, or transfer a surplus from one account to another. It's worth noting that it's likely you're being charged similar spreads and fees when transferring funds between your own corporate accounts as when paying third parties. Some clients use us solely for this purpose.

**Q8. The web platform looks good, but what if I just need to talk to someone – it's easy to ring my account manager at our bank and I would be concerned if I lost that personal support.**

Money Mover has an online team who can assist with Live Chat or you can phone us on 01223 928030





# Contacts



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