

[REDACTED]

From: [REDACTED]
Sent: Monday, 22 October 2018 12:30 AM
To: Foreign Exchange and Remittance
Subject: Foreign currency conversion services inquiry - example

Hi,

I wanted to share an example of what seems to be a dubious foreign currency conversion practice.

Near the end of September I logged in to my [REDACTED] internet banking to view the online credit card statement and pay it.

I always pay the full amount and on this occasion, after my payment, there was nothing visible left owing in the "incomplete current statement period" (that is, there were no listed transactions after the closing statement date).

However my available credit balance was not that of the card limit. I had made a couple of travel related purchases in the preceding days, and checking the available balance against the cost of those purchases it was obvious that the difference between my credit limit and available balance was because of these purchases. I noted in a file the amount of these other transactions subtracting the available balance from the card limit.

This month when I logged on and downloaded the statement, to my surprise the amount I was charged for the travel-related purchases was a few dollars more than that which I had noted.

It seems as though the bank sits on a foreign exchange credit card transaction for a few days before listing it on the statement, so as to take advantage of which ever day's exchange rate is most in the bank's favour. In my case, it seemed that the converted amount changed from when it was first visible on my account (not listed on the statement but subtracted from the available balance), to when it was listed on the statement.

Warm regards,

[REDACTED]