

# Foreign Exchange



Simple, convenient, and secure online trading.

Cornerstone Credit Union Foreign Exchange (FX) allows members to mitigate currency risk, report and plan more accurately, and improve profitability on foreign transactions.

## Benefits:

- Easy-to-use foreign exchange trading platform
- Limit foreign currency exposure
- Cost-free settlement (no wires or drafts required)
- Improve profitability of foreign transactions
- Service support direct from Cornerstone Credit Union

## Features:

- Live rate quotes and competitive pricing.
- Access the platform on any computer with an internet connection, from Sunday at 5:00pm EST thru to Friday at 5:00pm EST.
- Our system includes several currency trading features:
  - Get real-time results with **Spot trading**: buy or sell one currency in exchange for another
  - Utilize **Forward currency contracts** to eliminate currency risk and lock-in profits. Lock in a rate today to buy or sell one currency in exchange for another at a future date.
    - *Terms up to one year*
  - Use **Orders** to buy/sell when a currency reaches a target level. When the market hits that rate, the order automatically fills.

## Learn More ▶▶▶

To learn more or sign up for our FX Platform:

Call: 1-855-875-2255

Email: [fx@cornerstonecu.com](mailto:fx@cornerstonecu.com)

*Support is available business days from 8:30am to 5:00pm.*

# Frequently Asked Questions

## **How can I gain access to the online foreign exchange service?**

There is a link on our Cornerstone Credit Union website that will directly connect members to the online trading platform. It is a secure platform that will require their user name and password. In order to get set up for this service, you must contact your Account Manager to complete the required documentation and you will then receive a user ID and password to access the online service.

## **How long does it take to set up an account?**

It will take two business days for the account to be set up once all the required paperwork is completed and submitted.

## **What exactly are spot, forward and order transactions?**

The different transaction types are explained as follows:

- Spot transactions – a means to exchange one currency for another. Settlement is the same day for all spot transactions.
- Forward Contracts – provides protection against future fluctuations in exchange rates by locking in the exchange rate today, and settling funds in the future.
- Orders – orders can be placed to buy or sell a currency at a specific target exchange rate for a specified period or until cancelled. When the market hits that rate, the order automatically fills.

## **What is the cut-off time for booking transactions?**

There is no cut-off for booking transactions from Monday to Thursday. Because currency markets close from 5pm EST on Friday to 5pm EST on Sunday, trading is not available during those hours.

## **When will the funds be transferred to my account?**

For spot transactions, an email notification is generated when the transaction is accepted. Both you and Cornerstone will receive copies of the email and staff at Cornerstone will settle the contract through your account. Transactions booked before 4:00pm will be processed the same day and transactions booked later than 4:00pm will be processed on the next business day.

For forward agreements, the funds will transfer at the date specified in the contract (*unless alternative arrangements to early settle are made*).

## **What is the dollar limit for transactions?**

The minimum transaction limit is \$5,000 per transaction. The maximum limit is based on your individual authorized transaction limit - aggregate trades are allowed up to a maximum of your transaction limit. Your Financial Advisor will provide you with your approved transaction limit.

## **What if I want different users to have different limits?**

That can be accommodated. You can also request maximum daily limits.

## **What if I want or need to change my transaction limit?**

Please contact your Financial Advisor to request this change.

## **What happens if a transaction is booked in error?**

Unfortunately, because this is a live system, the transaction is booked the second it is accepted. If a transaction has been accepted in error, you can either accept the completed transaction or book an opposing transaction – you will be subject to any foreign exchange gain or loss that occurs.

There is the ability to customize the software to set up for 1 click or 2 clicks to accept a transaction; and you can also set a warning limit so that a warning message is received – “*This transaction is over \$X dollars, are you sure you want to complete it?*”. We strongly recommend that a maximum warning limit be set because if too many zeros are entered or accidentally you click to accept, it is a live system, so you will be required to honor any transactions that are booked (even if booked in error).

## **Who do I contact if I require more information?**

You can contact your Financial Advisor directly, or by emailing [fx@cornerstonecu.com](mailto:fx@cornerstonecu.com). You can also contact Cornerstone Connect at 1-855-875-2255.

## **Who do I contact if I have problems with the software (e.g. cannot book a trade, didn't receive a trade notification, etc.)?**

Please call 1.855.875.2255 or email [fx@cornerstonecu.com](mailto:fx@cornerstonecu.com)

Support is available from 8:30am to 5:00pm on business days.

