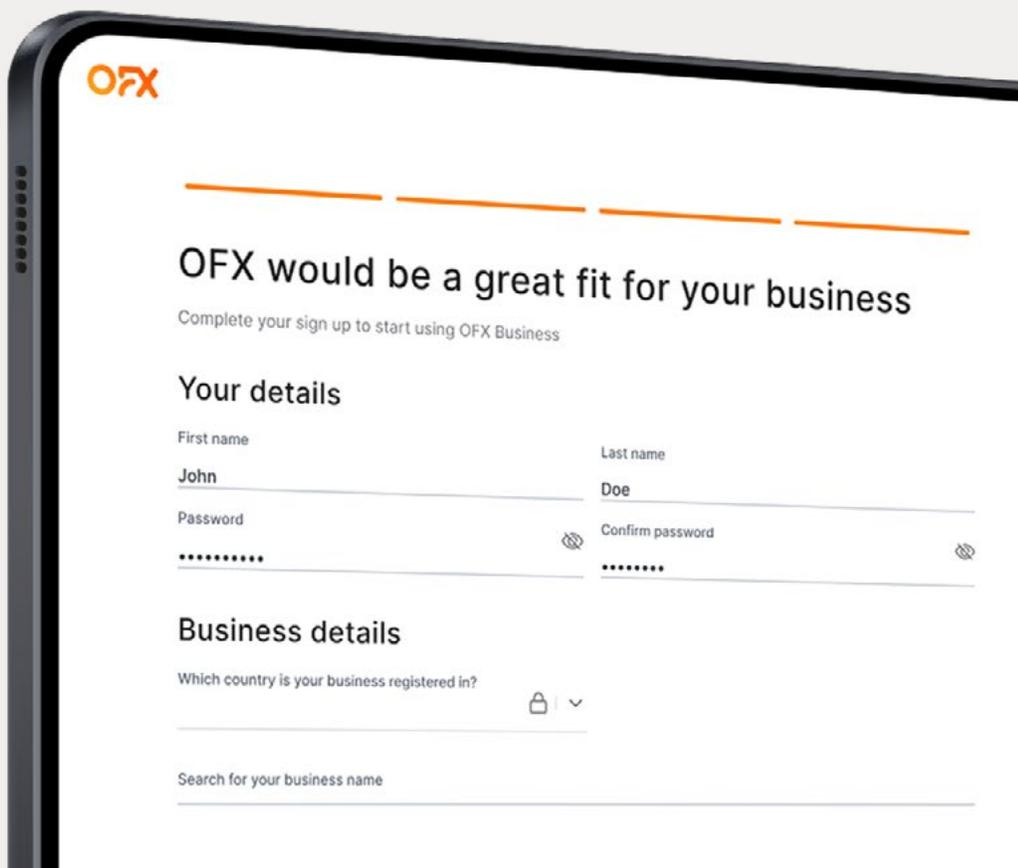


Your guide to onboarding with OFX.



OFX

OFX would be a great fit for your business

Complete your sign up to start using OFX Business

Your details

First name	Last name
<input type="text" value="John"/>	<input type="text" value="Doe"/>
Password	Confirm password
<input type="password" value="*****"/>	<input type="password" value="*****"/>

Business details

Which country is your business registered in?

Search for your business name



Your onboarding guide to OFX.

Our onboarding might feel more in-depth than what you've seen elsewhere, and that's intentional. We do the hard work at the start, so you don't have to later. Once you're set up, you'll have access to our full suite of products to start transacting straight away.

While others keep sign-up quick and add new checks every time you want access to more advanced products, we verify everything upfront giving you the freedom to move faster as your needs grow. It's a one-time investment that pays off in speed, flexibility, and uninterrupted access from day one.

Why our onboarding is so detailed.

We ask for information and documentation upfront so we're confident you're set up for full product access to all features once you're officially signed on. We also take the security of both your money and identity seriously. We're highly regulated and meet global requirements for Anti-Money Laundering (AML), Know Your Customer (KYC), and fraud prevention. These checks take time, but are here to help protect you and the broader financial system from misuse and financial crime. There're also benefits to our thorough onboarding.

- **Speed up future transactions:** Once we've verified your profile, you can transact with fewer interruptions.
- **Enables access to card products:** Issuing cards often require more assurance about your identity and business.
- **Reduces the chance of delays later:** By collecting accurate information early, we reduce the need for follow-up verification during live transactions, which can cause delays at critical moments.
- **Tight security:** A little more time at the beginning helps ensure a more reliable, flexible, and minimal interruption experience as your business grows with OFX. The goal is always for you to have secure, reliable access to international payment services.



Total estimated time to move through onboarding flow:
Approximately 15 minutes.



Key things to prepare before you begin.

1. Your ownership structure

As part of our regulated onboarding process, we're required to verify any individual that owns or controls 25% or more of the business. For individuals that directly or indirectly hold 25% or more of the company's shares or voting rights, you'll need to provide Proof of Identity (POI) documents.

What you need to provide:

- Individual's full legal name
- Date of birth
- Residential address

2. If your business is a Trust structure

If 25% or more ownership is held through a Trust, we'll need to confirm the ultimate beneficial owners.

What you need to provide:

- A fully signed and dated Trust deed

3. Director's availability

One director must complete an identity check as part of onboarding. If you have multiple directors in the company, choose one director to complete the check.

Choose one method to complete the check:

- Online identity check (via Onfido) OR
- Certified ID document



Tip: If using the online check via Onfido, notify the selected director in advance so they are aware.



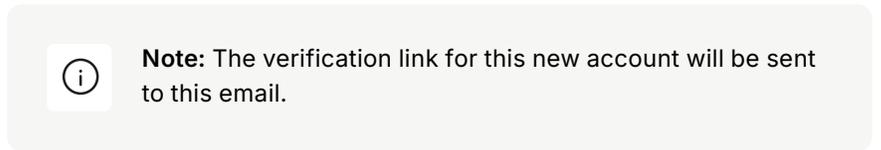
Getting started. (~2 minutes)

Step 1: Creating your OFX Global Business Account.

Visit ofx.com, click **Get started** on the top right of the OFX website.



Enter your business email address.



Open your OFX account today
Enter your email to get started

Email

The verification link will be sent to this email

[Continue →](#)

Select **Business**.

I'll be using OFX for...

Business
For small, medium and enterprise businesses

Personal
For individuals who want to move money globally

Client Accounting
For accountants or bookkeepers who want to onboard their clients

[← Back](#)

Select the country your business is registered in.

My business is registered in...
You've selected a **Business** account

Available

[← Back](#) [Continue →](#)



Getting started (~2 minutes)

Select the OFX products you are interested in using.

A grid of six product selection cards. The 'FX Solutions' card is highlighted with a blue border and a mouse cursor. At the bottom, there are 'Back' and 'Continue' buttons.

Global Business Account	FX Solutions	Corporate Cards
Spend Management	Global Payments	Accounts Payable (AP) and Bill Automation

← Back Continue →

Enter the details of the intended account owner.

A form titled 'Let's complete your profile' with the instruction 'Please add your contact details.' It includes fields for first and last name, password and confirm password, and a mobile number field with a '+61' prefix. There are two checkboxes for communication preferences and a consent checkbox for terms and conditions. 'Back' and 'Continue' buttons are at the bottom.

Let's complete your profile

Please add your contact details.

First name Last name

Password Confirm password

Enter password

Mobile number
+61

Please keep me informed of currency news, product updates and offers by email, SMS, phone & other digital communications.

I consent to the OFX group of companies using my personal information in accordance with the OFX [Privacy Policy](#) and the Important Privacy Information in the [OFX General Terms and Conditions \(Business\)](#), including for identity verification.

← Back Continue →



Verifying your business. (~10 minutes)

Step 1: Business details (<1 minute)

Provide basic business information, including:

- Business address
- Industry classification
- Industry grouping
- Website



Note: If your business doesn't have a website, our onboarding team may request supporting documents.

Business details

We're committed to making your experience as smooth as possible. To get started and ensure your account remains current, please provide the following information about your business.

What is your business address? [Enter manually](#)

The trading/operating address of the business is different to registered business address

What is your industry classification? What is your industry grouping?

I'm an Accounting Service provider and I would like to use OFX for my clients

Do you have a website where we can learn more about your business?

I don't have a business website

[Next step](#)



Verifying your business. (~10 minutes)

Step 2: Know your business (2 minutes)

Review the example product description and provide a clear summary of your client's nature of business.



Note: Avoid vague responses like "Online retailer" as this will require additional clarification, which may delay the approval process.

Know your business (KYB)

We're committed to making your experience as smooth as possible. To get started and ensure your account remains current, please provide the following information about your business.

Tell us a bit about your business

Please describe the products or services you offer. This can include products sold in your physical retail stores or online, items sold through eCommerce platforms, and any services you provide to your customers.

Example product description: We're an online and in-store retailer offering top-quality outdoor gear, selling backpacks, jackets and related items.

Are you planning on sending money overseas? Yes No

What is the total annual volume you expect to transact in foreign currencies through your OFX Business Account?

Select amount

Select any countries you plan on sending to or receiving funds other than Australia
Include all countries that you plan to make international or domestic payments to.

Select countries

Please confirm your reason(s) for using OFX [Why do we need to know this?](#)

Select reasons

Select any countries where you have business operations (other than Australia)

Select countries

Is your business involved in the following activities? Yes No

Please see the following [business activities that are not supported](#)

[Next step](#)



Verifying your business. (~10 minutes)

Step 3: Controllers and Shareholders (<1 minute)

Director details will be pre-filled where possible to reduce manual entry. Review all information carefully and update any missing or incorrect details. If a shareholder or UBO is missing, you can add them manually.

Important: All directors must be **verified**, including those without ownership stakes.



Tip: Use the **Edit** button to complete any missing fields, such as addresses. Accurate information helps avoid unnecessary delays.

What does verification involve?

We'll attempt to verify the directors automatically. If this is unsuccessful, we may request a Proof of Identity (POI) document (drivers' licence, passport or any other state-issued photo ID).



Tip: Have POI documents ready to avoid any delays.

Controllers and Shareholders

We operate in a highly regulated environment and take compliance seriously. We need to verify your business and key stakeholders.

[Why is verification required?](#)

Ensure **ALL individuals shareholders** that directly or indirectly own 25% or more of the shares or voting rights in the business plus **all the significant controllers** (such as directors) with decision making authority for your business are added below.



Add Shareholder or UBO

Please ensure the above list is correct and all information required has been provided before clicking confirm.

By clicking confirm I attest that the information is true, accurate and complete to the best of my knowledge.

Furthermore, I understand that any intentional material omission or falsification may result in termination of my and the entity's relationship with OFX.

Confirm



Verifying your business. (~10 minutes)

Step 4: Business authorization (<1 minute)

Select the director who will be authorizing the relationship with OFX. This director will complete ID verification (Step 6).



Tip: Choose a director who can act quickly on the authorization and ID check.

Once selected, enter their email address.

Business Authorization

Are you a Controller or Beneficial Owner of this business? Yes No

Please Select a Controller or Beneficial Owner to authorise this relationship

John Doe

Are you a Controller or Beneficial Owner but not in the list above? [Return to the previous page to amend.](#)

i As you are not a controller or beneficial owner of this business, you must invite another user to your account (in a viewer role) for the purposes of delegating the authority to you.

john.doe@email.com

Next step

i Existing authority nomination
Authority has been requested from Jane Doe (francis.ilagan+testioi100@ofx.com).

Cancel this request and nominate another person

The director will receive an invitation via email to authorize the relationship.

Authorization requested for [your account name here] OFX account

Hi,
You have been requested to authorize the relationship between [your account name] and OFX.

Accept invitation



Verifying your business. (~10 minutes)

Step 5: User details (<1 minute)

Provide your user details for verification and click **Next step**.

Provide your user details for verification

As the user signing up for OFX, we need to verify your identity to meet regulatory requirements.

<input type="text" value="First name"/>	<input type="text" value="Last name"/>
<input type="text" value="Middle name (optional)"/>	<input data-bbox="1062 516 1425 575" type="text" value="Country of residence"/>

What is your residential address? [Enter manually](#)

[Next step](#)

Step 6: ID verification (<3 minutes)

We conduct an **identity verification for one company director**. Choose from one of two options:

1. A certified ID document, or
2. Online identity check (via Onfido)

Click **Skip to dashboard** and move to the next section.

Note: If opting for Onfido, instruct the director to log in to OFX and begin the verification process. Refer to the Online Identity Check guide, located in your portal.

Welcome to OFX! Let's get you verified!

To maintain a secure environment for you and all of our OFX customers, we need to verify your identity. **This ensures we are transacting with the real you.**

To verify your identity, you will need:

- A government issued photo ID**
Such as a driver's license, passport or identity card
- A smartphone**
For a quick selfie of you and your documents. Take a photo directly from your smartphone (we'll provide you with a secure link)

Would you like to complete this later?
Not a problem! Feel free to exit this screen and explore the OFX dashboard. You can come back anytime to complete verification.

By selecting 'START VERIFICATION' you consent to OFX or its third party processor, Onfido Inc, collecting, using and storing your biometric information for the purpose of completing verification checks. Please see our [Biometric Information Retention Schedule and Permanent Destruction Guidelines](#) for more information.

[Skip to dashboard](#) [Start Verification](#)



Verifying your business. (~10 minutes)

Step 7: Supporting documents (<1 minute)

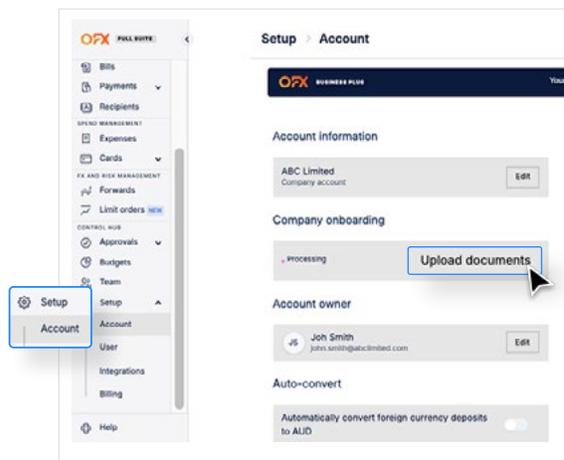
After selecting **Skip to dashboard** during the ID verification step, you'll exit the onboarding workflow to upload supporting documents. Supporting documents are submitted in a separate area of the platform.

Examples of supporting documents

- **Certified ID** (not required if the director is completing the identity verification via Onfido).
- **Trust deed** (only applicable if the business operates or holds 25% or more of the ownership non-beneficially through a Trust. See page 2.ownership stakes).

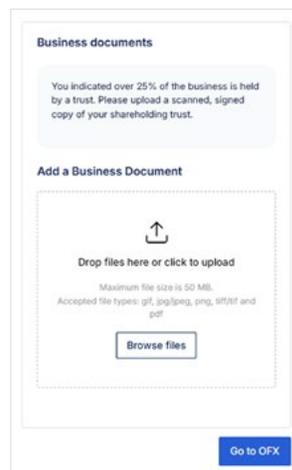
How to upload supporting documents

Navigate to **Setup** → **Account** → **Upload documents**



You will then have the option to **upload one of two documents**:

- Business document i.e. Trust deed
- User specific document i.e. Certified ID





What's next?

Once you've completed the above steps, you're all set.

Our OFX onboarding team will review your information and aim to get back to you within 24–48 hours. You'll receive an email to confirm your account is approved and ready to go. If we need anything else, you'll hear from us by email from onboarding@ofx.com

Ready to stop chasing receipts
and start controlling spend?

Get started →

