

The Complete Foreign  
Exchange Service



**EXACT** CHANGE



# Welcome to

# EXACT<sup>CHANGE</sup>

The Complete Foreign  
Exchange Service







Exact Change offers a professional and refreshingly different approach. We take pride in our high ratio of repeat customers, the best testimony to a totally satisfactory and friendly service.

# Exact Change Group

## Maccorp Exact Change, E.P., S.A.

is the leading Spanish Complete foreign exchange service, international payment and money transfer specialist, and has been dealing with foreign exchange since 1989.

We specialize in the trade of foreign banknotes, foreign currency, international payments, money transfers, tax refunds and wholesale banknotes, conducting thousands of tightly controlled financial transactions every day, as well as providing banking and total cash solutions.

The company originates from the group **Maccorp Holdings Ltd**, which was founded in London in 1988 by a consortium of financial entities, these included, **Royal Trust Bank, Allied Irish Bank, Natwest Bank (Natwest Ventures), CIN Ventures, the Ralston Investment Trust** and other investors.

In 1994, the Spanish management team acquired 100% of the Spanish company shareholding, it has remained independent and under the same ownership ever since.



High street locations  
International airports  
High velocity train stations  
Foreign banknotes  
ATMs  
Traveller check  
Credit card advance  
Multicurrency prepaid card  
VAT refund  
Money transfer  
Foreign currency  
International payments  
Wholesale banknotes  
Airport banking and total cash solutions needs





# Experience and Innovation

In-house IT and Systems departments have collectively developed our unique computerized system.

The management team has 28 years of experience in the foreign exchange industry. Prior to the Spanish company becoming independent from [Maccorp Holdings Ltd.](#) in 1994, this same management team had been involved at the very forefront of setting up and running of over 90 prime located foreign exchange outlets, plus Tarbes and Sofia airports, in seven countries. These included England, France, Spain, Italy, Czech Republic, Slovak Republic and Bulgaria. Since becoming independent, [Exact Change S.A.](#) has gone from strength to strength, having expanded operations into 8 International Airports, these include: Tenerife-Sur, Las Palmas de Gran Canaria, Lanzarote, Ibiza, Alicante, Malaga, Palma de Mallorca and Madrid Terminals 1, 2 and 3.

It has also increased its profitability on the High street and developed and implemented its own, highly successful Money Transfer company offering tens of thousands of international locations.

Today, [Exact Transfer](#) is available in 55 countries across the world boasting over 62,000 agents. Our agreement with Western Union stimulates the network up to 300 countries and 500.000 agents.

The foreign currency department buy and sell 140 foreign currencies Transferring via SWIFT all over the world.

Our aim is to continue with the expansion undertaken, to perfect control systems and increase market penetration and the average transaction value in order to continue to boost productivity and profitability.

Our in-house IT department and Systems division have worked together to create a dynamic and unique computerized system for our exclusive use and this is constantly improved and updated.

Overall, it consists of a solid powerful structure which provides us with control measures of every description:



## 28

years' experience in foreign exchange



## 90

exchange offices opened in seven European countries plus ten International Airports

A cost-free IP telecommunications system for voice, data, sound and image.

Realtime on-line image and sound management of all exchange offices.

Maximum speed in recording transactions.

Identification and control of fraudulent transactions within seconds.

A detection system for transactions suspected of money-laundering.

Innovative cash control systems.

On-screen instructions for proceeding to each step of the transaction.



# Global Industry Experience

We are currently bidding to run the foreign exchange services in several International Airports as part of our process of International expansion.

We are currently in the process of International expansion.

At this moment we are preparing tender documentation in our bid to run the foreign exchange services in several International Airports.

We are currently holding discussions with banking groups in the Middle East, Far East, Sub-Indian Continent and The Americas with a view to extending our money transfer business.

## Countries with **Exact** money transfer payment points

### Europe

Belgium  
Holland  
Bulgaria  
Greece  
Italy  
Latvia  
Lithuania  
Poland  
Romania  
Russia  
Ukraine

### North America

Canada  
Costa Rica  
Dominican Rep.  
El Salvador  
Guatemala  
Honduras  
Mexico  
Nicaragua  
Panama

### South America

Argentina  
Bolivia  
Brazil  
Chile  
Colombia  
Ecuador  
Paraguay  
Peru  
Venezuela

### Asia

Armenia  
Azerbaijan  
China  
Georgia  
Israel  
Kazakhstan  
Kyrgyzstan  
Lebanon  
Mongolia  
Tajikistan  
Turkey  
Uzbekistan  
Vietnam

### Africa

Benin  
Congo Rep.  
Congo Dem. Rep.  
Egypt  
Ghana  
Guinea  
Morocco  
Senegal  
Sierra Leone  
Togo



# 55

Countries and more than **62,000** payment points



- \* Bureaux de change currently open.
- ✈ Bureaux de change in airports currently open.





# Specialization

Industry specialists,  
offering highly efficient,  
customer friendly service in  
a very attractive branded  
environment, delivered  
by courteous, uniformed,  
highly trained staff.

Our business specializes in the purchase and sale of money, banknotes and foreign currency, and to transferring it person to person or to a current account at a bank.

This exclusive dedication and focus enables us to offer a personalized, cordial, rapid and efficient quality service, all conducted within an attractive, modern and customer friendly corporate image.



Excellence in  
customer care and  
an impeccable  
corporate image



In-depth knowledge of  
High Traffic Areas



Experience in flows  
from tourism, business,  
emigration and  
immigration





# Profitability and Transparency

Our business partners have access to confidential business and financial data via the Exact Intranet. This ensures clarity, transparency and the essential building blocks to establish good, long term business relationships.

The **Exact Change Group** commissioned a Manual of Code and Good Practice from industry leaders in their field. This manual governs the ethical conduct of all it's members. It greatly assists in our ability to maintain a constant, alert, active attitude to detect, analyze and report suspicious transactions. This is further supported by powerful control systems and measures.

In order to establish and maintain the very best relationships with our working partners, **Exact Change Group** believes in honest practice and therefore transparency and the access of information. Whether it be with the Tax authorities, Central Banks, Airport Managers, Agents, Correspondents, Mediators or Partners. Information can be accessed through the **Exact Intranet**.

We faithfully comply with the current legislation at all times.

In-depth knowledge of High Traffic Areas, flows of passengers and visitors both for tourism and business, emigration or immigration. Our specialization, innovation, optimization of the business, the appropriate use of marketing-mix techniques, the high standard of quality of service and the sound corporate image enable us to ensure high profitability.

The total forex turnover (Bank notes plus foreign currency) recorded in 2016 reached more than 3.000 million €.

The expected profit before taxes for 2017 will overcome 12 million €.



All operations are checked against international lists of criminal suspects



Airport Authorities have direct access to exchange operations using our exclusive control software





Our experience provides us with the necessary expertise to best understand the needs of our customers and to meet the expectations of our business partners.

# Airports

We understand the fundamental aim of airports:  
**free-flowing traffic of passengers and aircraft in total safety.**

We also embrace the need to offer services to passengers and obtain profitability in doing so.

Our mission is to best assist every passenger who needs to change currency and to offer them the finest service in the market. For us, this means courtesy, efficiency and the importance to establish a relationship of **loyal and faithful collaboration with airport managers.**

The **Exact Change Group** has been running the Foreign Exchange service at Spanish airports for over 25 years, servicing a large number of international passengers:

International pax./year  
.....

Tenerife Sur:	6,741,000
Gran Canaria:	10,478,545
Lanzarote:	3,285,249
Ibiza:	6,453,505
Alicante:	10,563,244
Málaga:	14,366,209
Palma de Mallorca:	16,500,000
Madrid T1, 2 and 3:	46,769,157



**25**  
years running  
exchange offices at  
international airports



**94.5**  
million passengers



# Exact Change Businesses

Key, high profile high street locations. Ability and experience to open new branches quickly and to expected standards. International money transfer service with over 500.000 agents in more than 300 countries across the world.

## Offices on high streets

**Exact Change** has a wealth of experience in the opening, managing and operating of bureaux de change in the high streets of towns and cities alike. We work with real estate specialists in identifying the best retail premises for our business in key, high profile and busy town and city locations.

We have the necessary experience to accurately assess opportunities. We also have a strong, attractive branded image, long term corporate culture, excellent, comprehensive staff training schemes and special, specific internal systems. These, amongst other qualities, enable us to be able to open a new branch within ninety days.

## Foreign Currency and International Payments

**Exact Change** offers individuals and businesses in Spain better exchange rates than banks, as well as low-cost international currency transfers to destinations across the world.

Our customers save money on international transfers and currency exchange.

## Money Transfers

**Exact Transfer** has a fully computerized system for completing the payment of transfers in five minutes without the need for a current account at a bank.

The network of correspondents, which is constantly growing, currently covers more than 300 countries, with over 500,000 payment points.

We offer an active tracking service, informing customers of any incidents relating to the dispatch of funds by sms or e-mail.

## Wholesale Banknotes

**Exact Change** specializes in the wholesale purchase and sale, transport and handling of foreign banknotes.



# 90

days to set up an  
exchange office



# 5

minutes is  
the average time for  
international cash  
transfer transactions





Reasons  
for choosing  
Exact Change  
for all Foreign  
exchange services.

# Why Exact Change?

- 1** Under the same expert management ownership for over 28 years. [No outside investors.](#)
- 2** Having successfully established european expansion we are now embarking on our [plans to increase our presence](#) into the Middle East, Africa, Asia, Oceania and The Americas.
- 3** Our success and commercial strength provides us with the necessary resources to [maintain and ensure customer loyalty and satisfaction.](#)
- 4** Excellence in [customer care.](#)
- 5** Many years experience of [international airport markets.](#)
- 6** [We value our customers,](#) without them we do not have a business, they come first.
- 7** [Total transparency](#) with our business partners, conducting day to day operations in complete compliance with local legislation.
- 8** Impeccable, customer friendly [corporate image.](#)
- 9** [State-of-the-art technology](#) in permanent evolution.
- 10** Industry leader in [cash control systems and techniques.](#)
- 11** [Take care](#) of airport's banking and cash solution needs.





Maccorp Exact Change, E.P., S.A.  
Airport Exact Change, S.A.  
Airport Exact Change Mexico S.A. de C.V.  
Exact Change Panamá, S.A.

Orense, 6 8ª  
28020 Madrid  
Tel.: 91 556 20 45  
Fax: 91 597 19 57  
[info@grupoexact.com](mailto:info@grupoexact.com)  
[www.exactchange.es](http://www.exactchange.es)