

FREQUENTLY ASKED QUESTIONS

Corporate / Business Entities

Q1. Do you accept all travellers' cheques?

A1. No, we only accept travellers' cheques in the currency & issuing Company combinations as listed in the tables below.

THOMAS COOK TRAVELLERS' CHEQUES (MASTERCARD/NO LOGO)

| Currency | Issuing Company |
|----------------------|--|
| US DOLLAR | Thos. Cook & Son (Bankers) Ltd Thomas Cook Inc Travelex Inc Travelex Global & Financial Services Ltd |
| STERLING | Thos. Cook & Son Ltd Thomas Cook Bankers Ltd Thomas Cook Ltd Thomas Cook Travellers Cheques Ltd Travelex Inc Travelex Global & Financial Services Ltd |
| *CANADIAN DOLLAR | Thomas Cook Canada Ltd Thomas Cook Travellers Cheques Ltd Travelex Inc Travelex Global & Financial Services Ltd |
| ARABIAN DOLLAR | Thomas Cook Cheque Services Ltd |
| * EURO | Thomas Cook Travellers Cheques Ltd Travelex Inc Travelex Global & Financial Services Ltd |
| * SOUTH AFRICAN RAND | Thomas Cook Rand Travellers Cheques Ltd Travelex Rand Travellers Cheques Ltd |
| * AUSTRALIAN DOLLAR | Thomas Cook & Son Ltd Thomas Cook Australia Pty Ltd |
| * SWISS FRANC | Thomas Cook Travellers Cheques Ltd |
| * FRENCH FRANC | Thomas Cook Travellers Cheques Ltd |
| * DEUTSCHE MARK | Thomas Cook Travellers Cheques Ltd |
| * SPANISH PESETA | Thomas Cook Travellers Cheques Ltd |
| * DUTCH GUILDER | Euro Travellers Cheque Nederland BV |
| * ECU | Euro Travellers Cheques ECU Ltd |

INTERPAYMENT TRAVELLERS' CHEQUES (VISA)

| Currency | Issuing Company |
|---------------------|---|
| US DOLLAR | Interpayment Services Ltd |
| STERLING | Interpayment Services Ltd |
| CANADIAN DOLLAR | Barclays Bank Canada Ltd Interpayment Services Ltd |
| * EURO | Interpayment Services Ltd |
| * AUSTRALIAN DOLLAR | Interpayment Australia Ltd |
| * DEUTSCHE MARK | Interpayment Services Ltd |

OTHER ISSUE TRAVELLERS' CHEQUES

| Currency | Issuing Company |
|-------------------------------|--|
| US DOLLAR (VISA) | First Chicago First Security Cheque Corp Chase Manhattan Bank National Bank of Alaska |
| US DOLLAR | Barclays Bank International |
| STERLING | Barclays Bank International Midland Bank Ltd |
| CANADIAN DOLLAR (VISA) | Chase Manhattan Bank |
| HONG KONG DOLLAR | Hong Kong & Shanghai Thomas Cook Ltd |
| HONG KONG DOLLAR (M/C) | Hong Kong & Shanghai Thomas Cook Ltd |
| FRENCH FRANC (VISA) | Interpayment Cheque Bleu |
| * STERLING (VISA) | Chase Manhattan Bank |
| * INDIAN RUPEE | Thomas Cook Ltd |
| * SWISS FRANC (VISA) | Standard Chartered Bank |
| * DEUTSCHE MARK (VISA) | Standard Chartered Bank |

* These travellers' cheques can no longer be cleared via the bank clearing system and must be sent directly to Travelex. See A3, for address & contact details.

Q2. What fees and/or charges apply?

A2. We charge you 5% of the claim value, which we deduct from your final payment. Please note there is a minimum charge of £7 sterling equivalent to cover administration costs.

Q3. Can I be paid in any currency?

A3. Payments are only available in the following currencies GBP, USD, EURO, AUD\$, CAD\$, CHF, HK\$ and ZAR. Payments are made to your permanent country of residence, if the cheques received are not in the local currency used, a foreign exchange rate will be used to convert the travellers cheques. All exchange rates are competed against GBP (pounds sterling). Please note no payment will be made to a third party.

For example, if the travellers cheque received are US dollars and the currency of your country of entities residence is South African Rand, then Travelex would convert the US Dollars into pounds sterling and then into South African Rand.

Q4. What exchange rate will be used?

A4 The relevant foreign exchange rate used in the conversion process is the rate available at Travelex's store at Westfield Stratford, London at 7.30 am on the day the traveller cheques are received. You can find out the foreign exchange rate used by contacting Travelex using the following contact details:

Travellers Cheques Encashment Services Ltd
Worldwide House
Thorpe Wood
Peterborough
PE3 6SB
United Kingdom

Q5. Will I be notified when payment is due to be received?

A5. Please check your bank account for payment from Travelex.