M-EXCHANGE USER GUIDE

A super handy guide to help you navigate our online FX Dealing platform

Virgin MONEY

What's covered in this guide

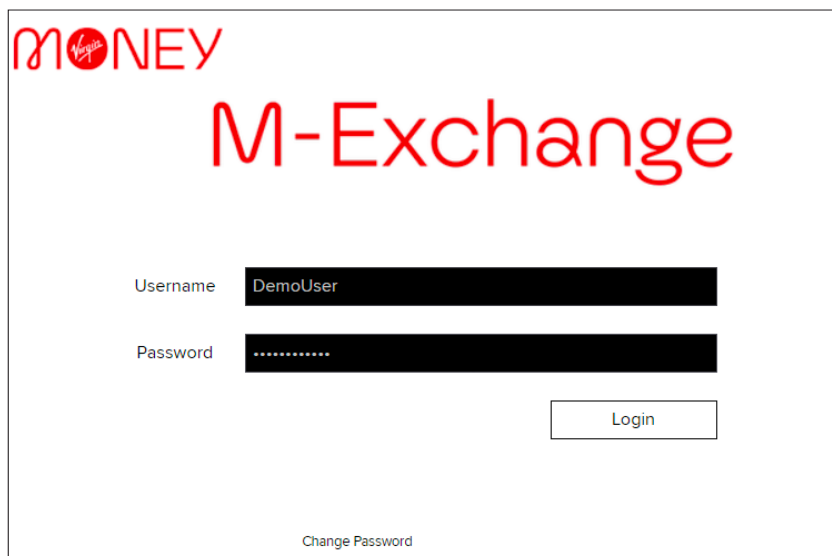# 1. Technical requirements

M-Exchange works with almost all browsers. Take a look at the list below for available ones.
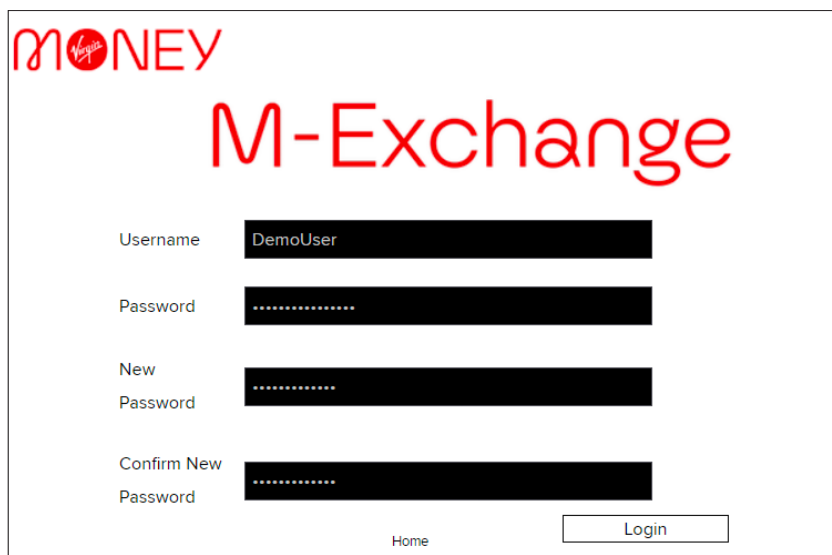
Software
Google Chrome (v.83.0.4103 or above)
Mozilla Firefox (v.78.0.1 or above)
Microsoft Edge (v.44.18362 or above)
Safari (v.13.1.1 or above)

2. Logging into the M-Exchange System

Launch the application from M-Exchange home page here or bookmark the page directly:
https://m-exchange.fx.com/client_VM/#!/login

If you need to change the password, click '**Change Password**' at the bottom of the screen.

Forgotten your password? – No problem.

Just contact **M-Exchange Support**(M-Exchange@virginmoney.com/0800 028 8352) who will generate a One Time Password (OTP) for you that will be sent to the registered mobile number we hold on our systems.

3. M-Exchange – Overview
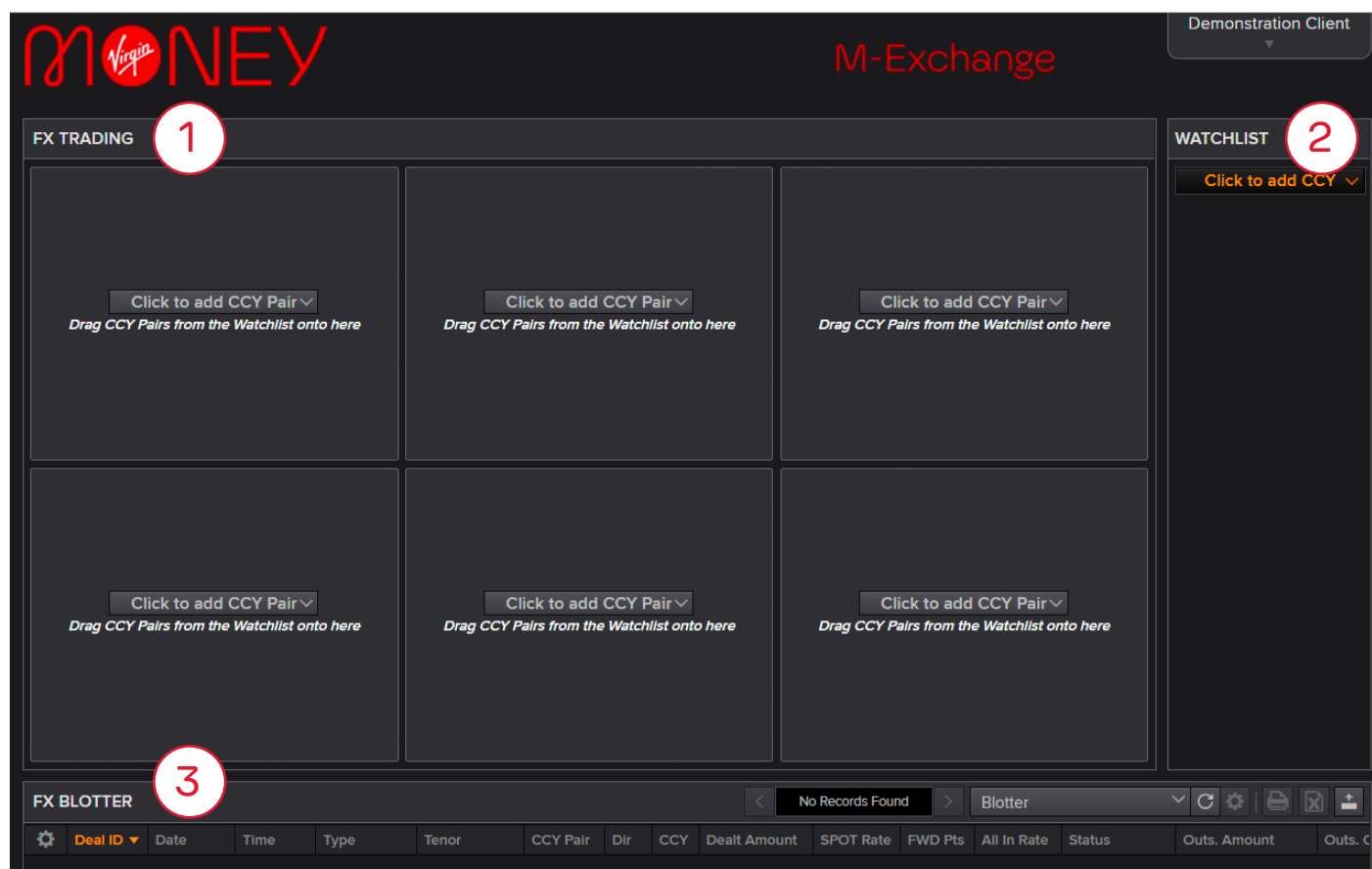
1) FX Trading Tiles

The FX Trading Tiles display up to 6 currency pairs and are the main tiles used for your FX Trading (see Section 4 Setting up your Currency Pairs on page 6)

2) Watchlist

The Watchlist is used to store up to 10 additional currency pairs that you may wish to monitor the FX rates for. These can be transferred to your FX Trading Tiles when you need to trade that currency pair (see Section 8 Watchlist on page 15)

3) FX Blotter

The FX Blotter is your handy record of all your FX transactions. You can use the various filters to view your trades or create custom filters to set up specific views (see Section 9 Checking your Trades on FX Blotter on page 18)
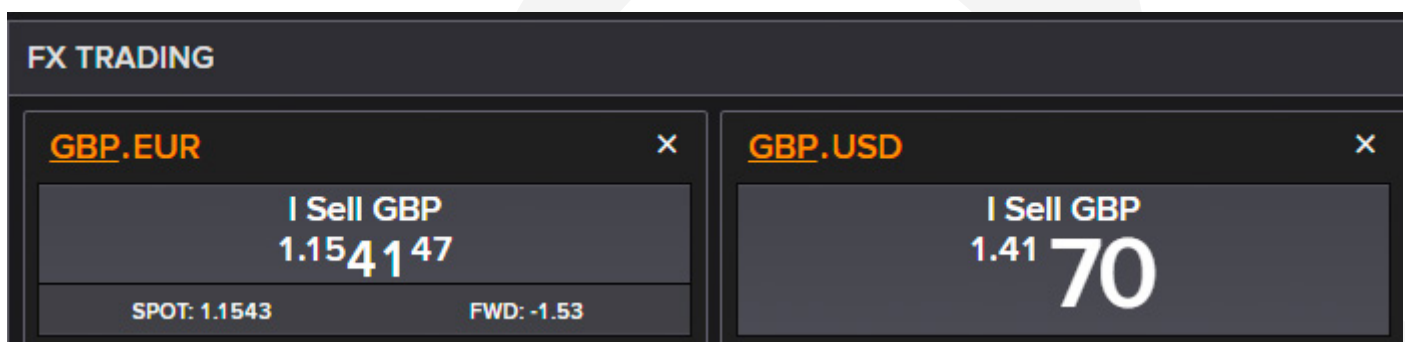
4. Setting up your Currency Pairs

In the **'FX Trading'** section, click on the `Click to add CCY Pair` drop down box and begin typing the currency pair you wish to be displayed, choose from the list or type in full pair e.g. GBP.EUR (Make sure each currency pair you want to select is separated by a dot i.e. ".")
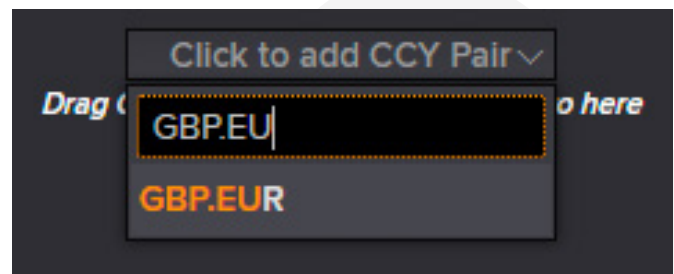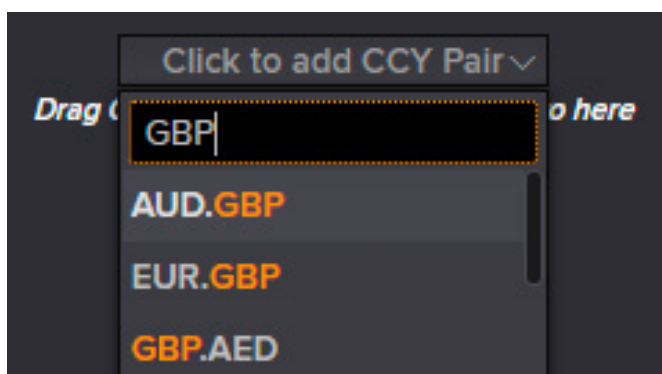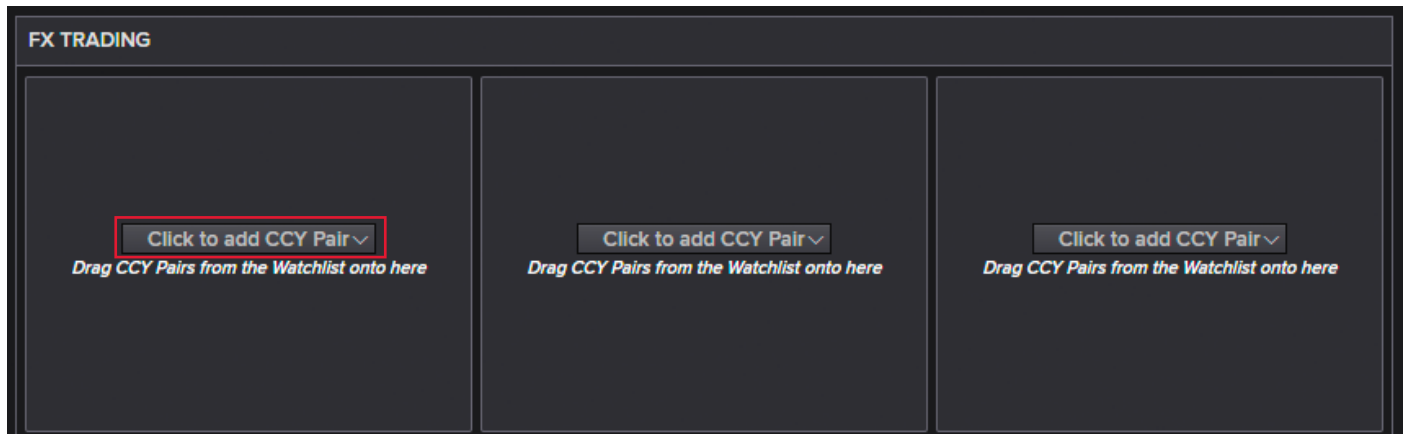
The FX rates will now be displayed for the currencies you have selected.

The exchange rate you will see is permission based & restricted to either one direction or two-way display per your dealing requirements.
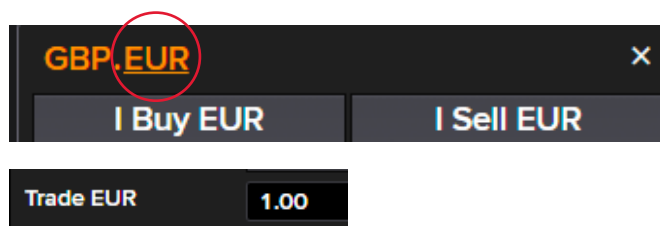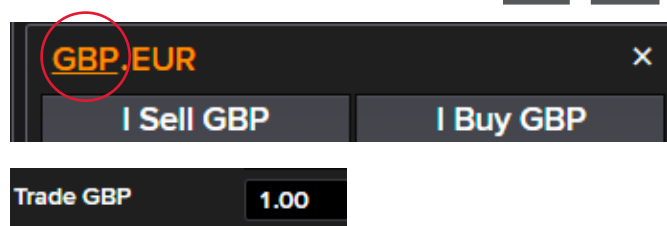
It's easy to update your permissions by speaking to your Financial Risk Solution Dealing Room contact.

5. Booking a FX Spot or FX Forward Transaction

After you have set up your currency pairs, from the rate tile choose the currency pair you wish to make a trade on.
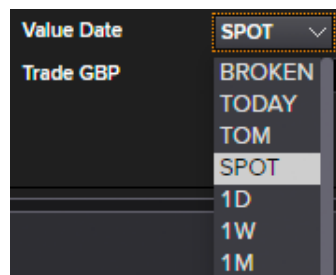
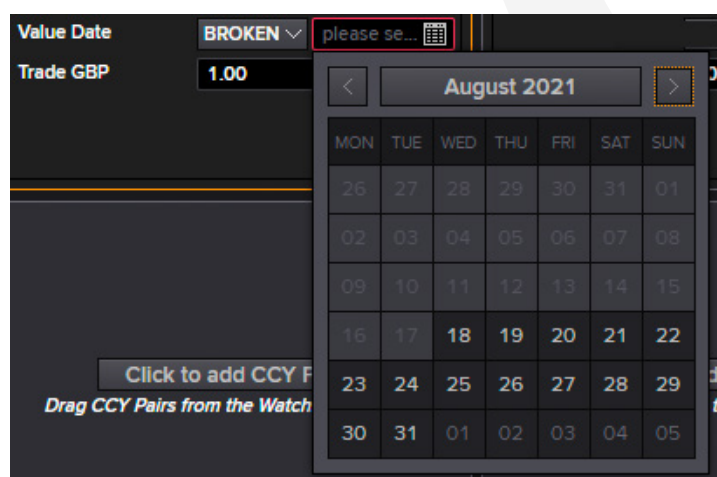The **underlined** currency will determine the I Sell / I Buy display & the trade currency.

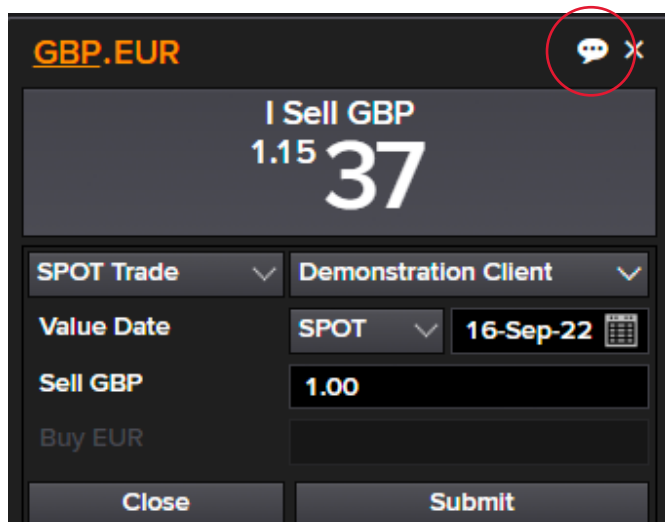From the dropdown choose the **Trade Type** you are permissioned for.

Choose the **Value Date** you require from the dropdown list.

Or select Broken to use the date picker to select a specific date.

If you want, you can enter any memo details for this trade e.g. Invoice Numbers, by clicking on the **speech bubble**.
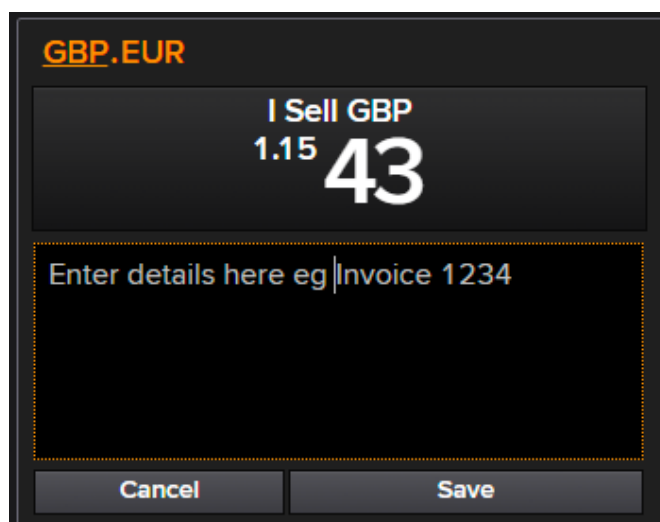

Don't forget to press Save or it wont be shown when you complete your trade.

FYI - This information will be displayed on you blotter under the 'Memo' column.

To request a price for your FX trade,

Click on the exchange rate section & you will now see the Close & Submit buttons appear.

When you are ready for a price, click **Submit** and the exchange rate will be returned in a yellow box.

Note: the timeout bar will appear, and you will have 15 seconds to **Accept** or **Reject** the price quoted.

To **Accept** the price quoted click anywhere in the yellow box.

The accepted trade details will turn **Blue**, with the option to **Close** or **Print** the trade.

Click on Close to remove the ticket from screen.

The deal will now appear on your FX Blotter, located on the bottom half of your screen.

	Deal ID ▼	Date	Time	Type	Tenor	CCY Pair	Dir	CCY	Dealt Amount	SPOT Rate	FWD Pts	All In Rate	Status	Outs. Amount	Outs. C
⚙	506211	14-Sep-22	11:15:18	SPOT	SPOT	GBP.EUR	Sell	GBP	1.00	1.1529	0.00	1.152900	Completed		1.00

FX BLOTTER — 1-5 of 6 — Blotter

To Reject the trade click **Reject** and the trade will be stopped.

GBP.EUR ID: 506213
I Sell GBP
1.15 **27**
SPOT Trade — Demonstration Client
Value Date — SPOT — 16-Sep-22
Sell GBP — 1.00
Buy EUR — 1.15
7 — **Reject**

GBP.EUR ID: 506214
I Sell GBP
Client Rejected Price
SPOT Trade — Demonstration Client
Value Date — SPOT — 16-Sep-22
Sell GBP — 1.00
Buy EUR —
Close — **Submit**

Click **Close** to remove the trade from the screen and bring you back to the live rates for your currency pair within the FX Trading section.
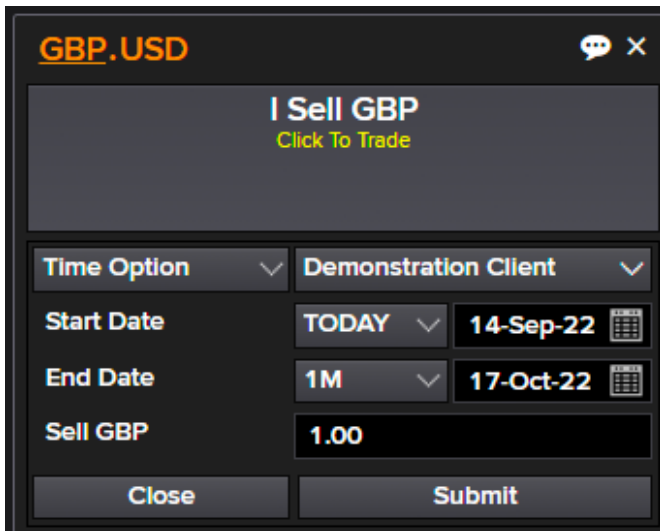
GBP.EUR ✕
I Sell GBP
1.15 **28**
SPOT Trade — Demonstration Client
Value Date — SPOT — 16-Sep-22
Trade GBP — 1.00

6. Booking a FX Time Option Forward Transaction

Select `Time Option` from the trade options dropdown box.

Select the length of the Time Option you require by either:

- Clicking on the options in the **Start Date** dropdown box (this will be the option window start date) & **End Date** drop down box (the final maturity date). Then depending on the selections made, the dates will automatically be populated.
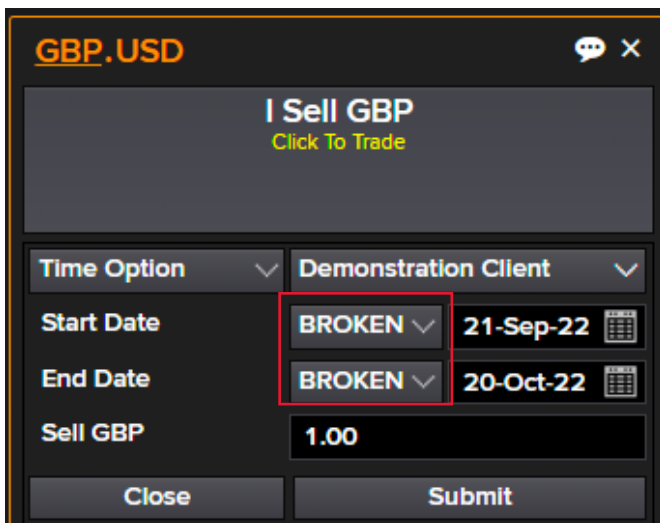
or

- Inputting your own dates using the date picker to select a specific date by selecting the `Broken` option in the dropdown box(es).

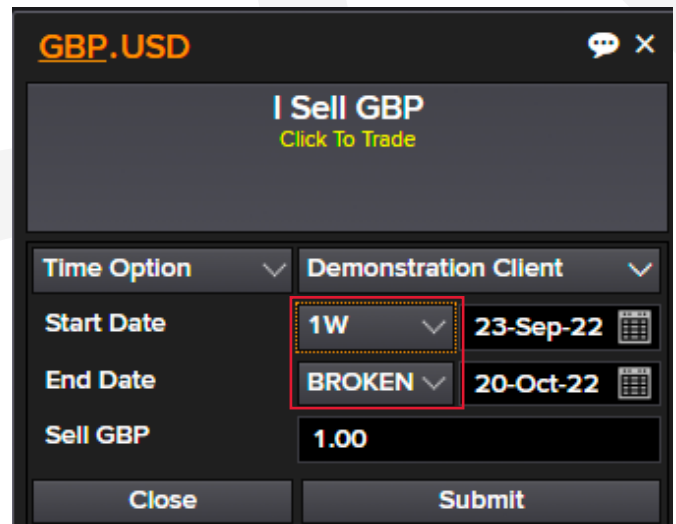With Forward Contracts you will see the breakdown of **Spot Rate** & **Forward** adjustment.

To book a trade, follow the steps in Section 5 'Booking a new FX Trade' on page 7.

The accepted trade details will turn Blue, with the option to Close or Print the trade.


Remember to click on Close to remove the ticket from screen.

7. Drawdown on FX Time Option Forward Transaction

You can search on FX blotter by Deal ID or pre-defined filter, refer to Section 11 Checking your Transaction on FX blotter.

	Deal ID ▼	Date	Time	Type	Tenor	CCY Pair	Dir	CCY	Dealt Amount	SPOT Rate	FWD Pts	All In Rate	Status	Outs. Amount	Outs
⚙	506216	14-Sep-22	11:27:20	T-OPTION	BROKEN	GBP.USD	Sell	GBP	1.00	1.1476	-3.55	1.147245	Completed	1.00	

FX BLOTTER   1-5 of 11   Blotter

Click on the 'cog' & select Drawdown.
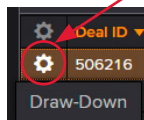
Trade details will appear.

'**Outs. Sell**' / '**Outs. Buy**' is the residual balance of the contract (funds available for drawdown).

The Drawdown leg is the date that you wish to drawdown the funds.

Note: The drawdown date cannot be sooner than original Start Date of the Time Option.

Input drawdown amount, Click **Submit** .

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Once the Drawdown is booked the accepted trade details will turn **Blue**, with the option to `Close` or `Print` the trade.
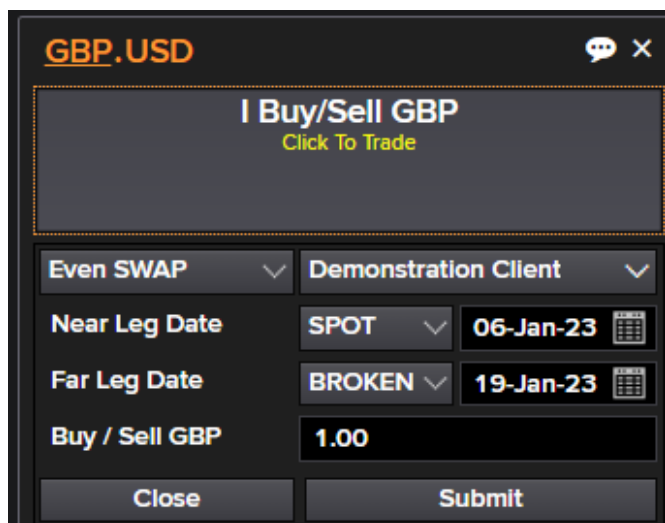

Remember to `Close` the ticket before performing another drawdown on the same contract.

8. Booking an FX Swap Transaction

Permission for this product will be given if product profile fits with your business needs.

On rate tile, from the dropdown box, choose **Even Swap**, populate the dates & amount.

Have a double check on direction you are requesting the price for.

In this example:

Demonstration Client is **Buying GBP/Selling USD on 6TH Jan -I BUY GBP**

Demonstration Client is **Selling GBP/Buying USD on 19th Jan -I SELL GBP**

Click on the exchange rate section & you will now see the **Submit** & **Close** buttons appear.

When you are ready for a price, click **Submit** and the exchange rates will be returned in a **yellow box**.

Note: the timeout bar will appear, and you will have 15 seconds to **Accept** or **Reject** the price quoted.

To **Accept** the price quoted click anywhere in the yellow box.

Near leg date rate will appear on left hand side **(1.207800)**.

Far leg date rate will appear on right hand side **(1.208168)**.

The accepted trade details will turn **Blue**, with the option to **Print** or **Close** the trade.

Click on **Close** to remove the ticket from screen.

The trade will be displayed in the FX Blotter - same Deal ID for both dates.

|	Deal ID ▼	Date	Time	Type	Tenor	CCY Pair	Dir	CCY	Dealt Amount	SPOT Rate	FWD Pts	All In Rate	Status
⚙	570511	04-Jan-23	09:24:04	SWAP-NEAR	SPOT	GBP.USD	Buy	GBP	1.00	1.2078	0.00	1.207800	Completed
⚙	570511	04-Jan-23	09:24:04	SWAP-FAR	BROKEN	GBP.USD	Sell	GBP	1.00	1.2078	3.68	1.208168	Completed

FX BLOTTER — 1-5 of 8 — Blotter

9. Chat Facility

When you receive the onscreen message '**Waiting For Price**' the request for quote may have gone to our Dealing Room team for further assistance.
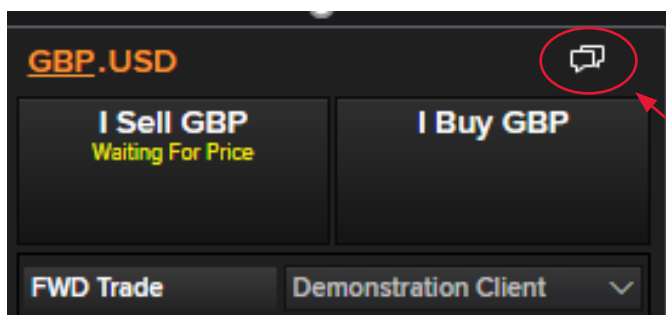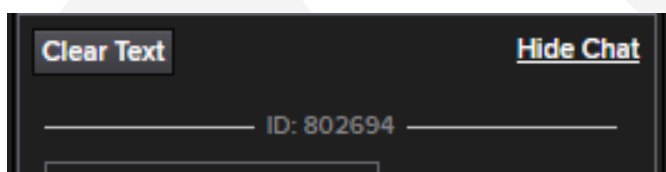

The team can chat with you & provide update on your rate request status, this chat function will begin to flash when the dealer has posted a message.

Click on the chat box, text box will open up.
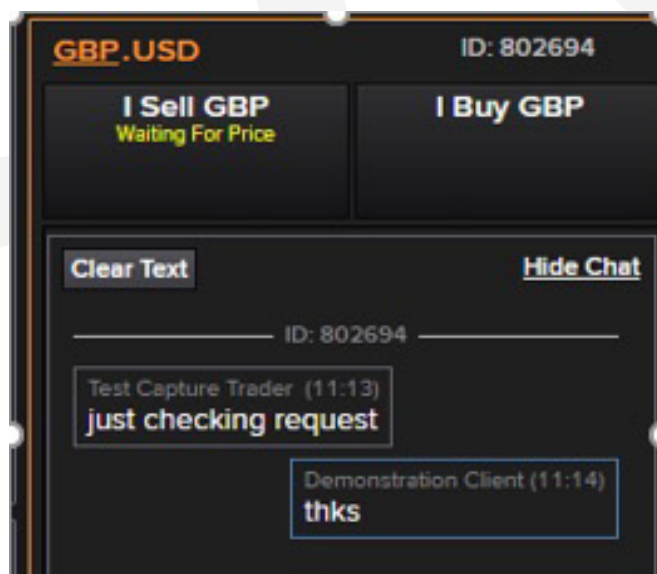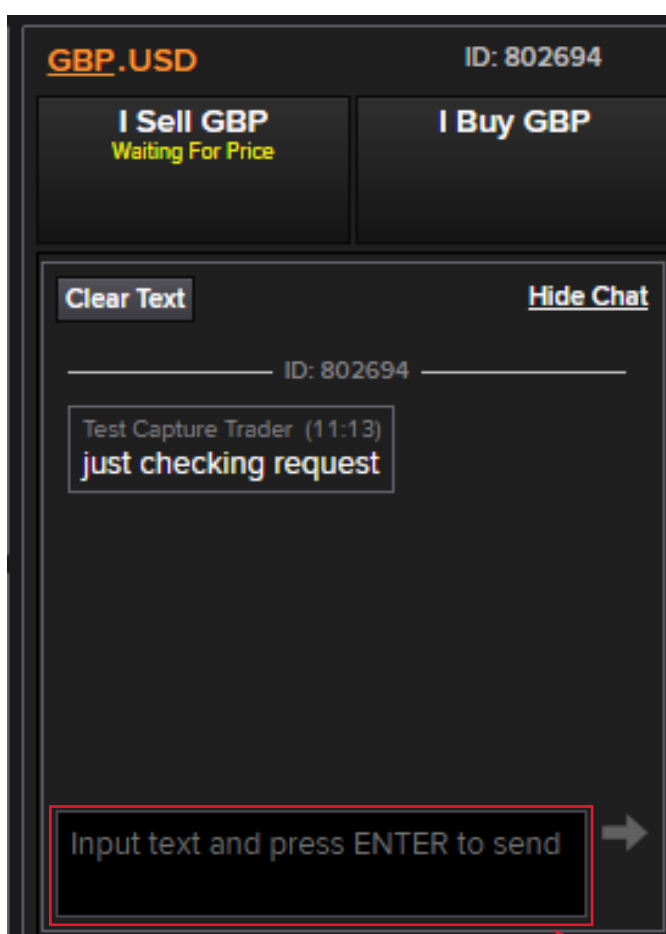
You can respond back to the dealer using the chat box & hit Enter (arrow).

To close the chat, click **Hide Chat**.

**This will take you back to the request for price ticket**.

10. Watchlist

Your **Watchlist** has been created to add currency pairs that you wish to monitor the FX rates that you may require, in addition to the 6 tiles available on the FX Trading section

You can add up to 10 additional currency pairs to your Watchlist by clicking on the `Click to add CCY` drop down box and begin typing the currency pair you wish to be displayed or chose from list or type in full pair e.g. GBP.EUR (Make sure each currency pair you want to select is separated by a dot i.e. ".")
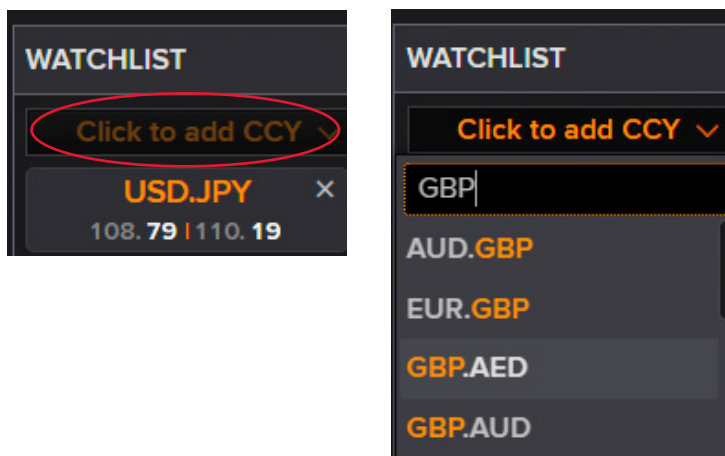
If you have already chosen the currency pair you wish to add and/or the FX rates are already displayed on one of the FX Trading tiles, you will receive this message.
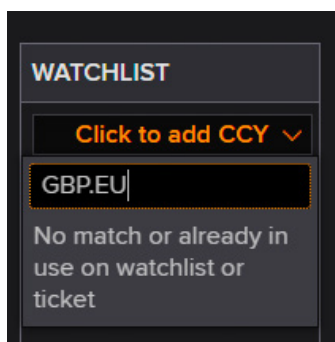
When you are ready to book a trade (if permissioned), you will need to drag the currency pair from your Watchlist across to your FX Trading tiles. You can drag this to am empty tile or replace a current tile with the selected currency pair.
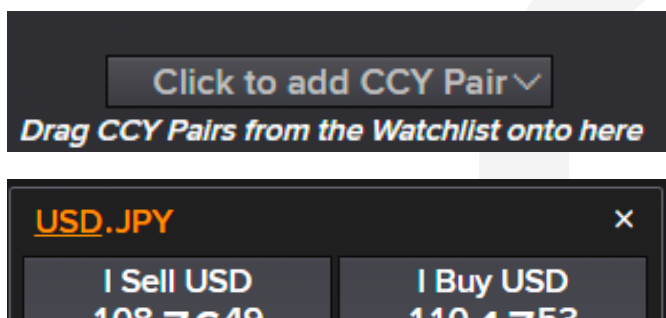
To book a trade, follow the steps in **Section 5 'Booking a FX Spot or FX Forward Transaction'**.

11. Checking your Transactions on FX Blotter

The FX Blotter is set to default on the '**Blotter**' view and only shows the deals you have traded in the previous 24 hours. This will include ALL deal status types in real time.

Should you wish to view any historic trades or get a list of your current outstanding trades, you will need to use the '**Blotter**' search functions to search by a **Deal ID** or create a **custom filter search**.

The default filters on FX Blotter are '**Deal ID Search**' & '**Blotter**'.

By clicking on the `Blotter` arrow, you will see a dropdown box with options.

Deal ID search

On the `Blotter` dropdown, choose '**Deal ID Search**'.
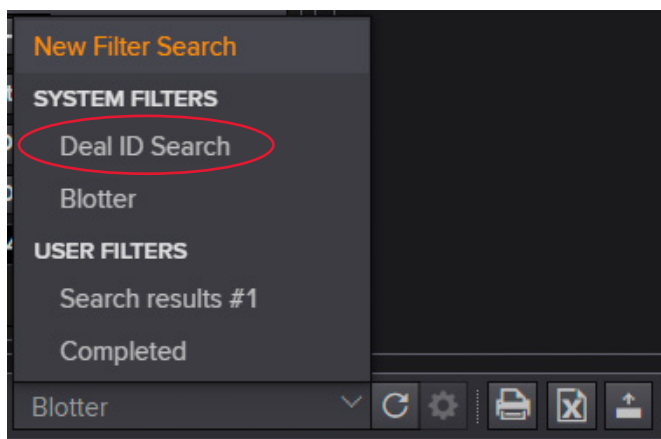
Enter the Deal Reference ID & hit **search** (magnifying glass icon).

The deal information you have searched for will be populated in the FX Blotter.

Creating a Custom Filter Search

You can create your own filter & customise the layout of the columns within the FX Blotter.

Click on the **Blotter** button and select '**New Filter Search**'.
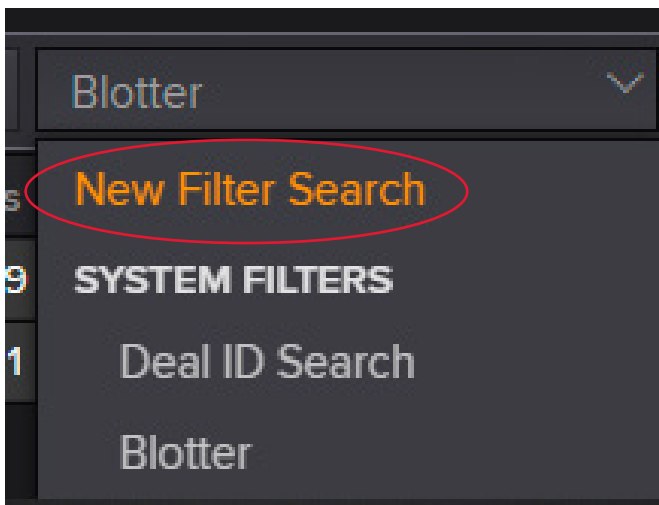
A series of dropdown boxes will appear. From the dropdown box menu, choose which criteria you wish to search on (e.g. Maturity Status) and select one of the options by removing the tick **All** box , and selecting the trade type you require e.g. Open trades or Matured trades.
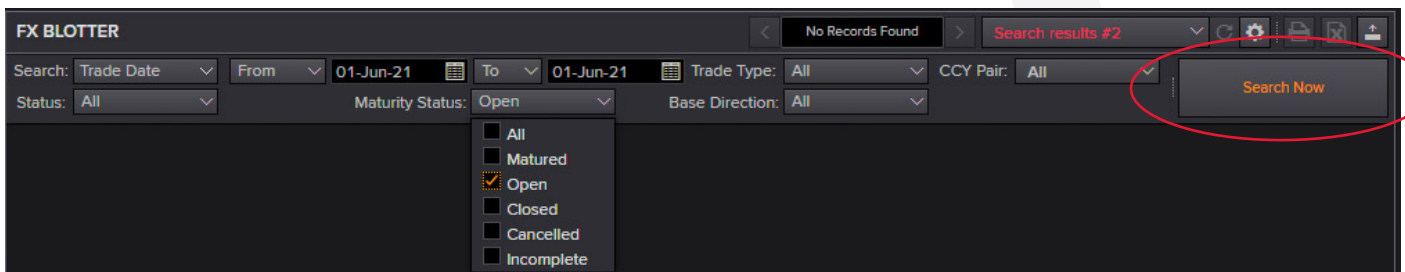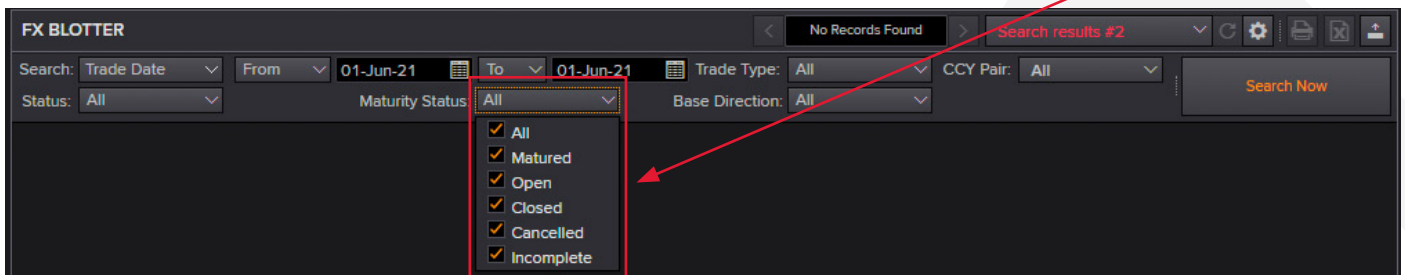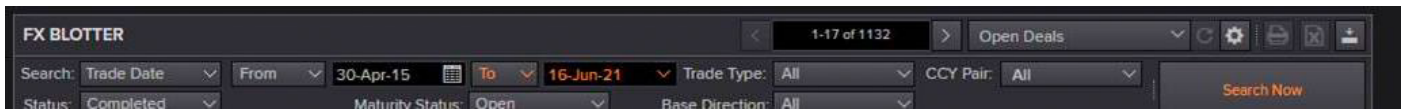

Once selected, click on **Search Now** .

To save the search criteria, click on the 'cog' and select '**Save As**'.
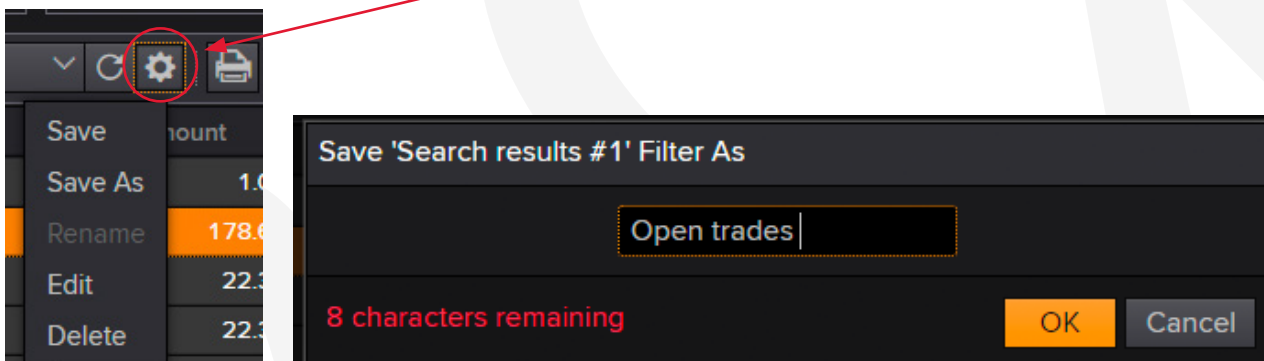
Custom Filter Search Example Walkthrough

Create an Open trades (deals) filter.

In the example below, we looking to create a filter for viewing '**Open trades**'

1)   Go to '**New Filter Search**' on the **blotter dropdown** menu.

2)   Change date '**From**' to any historical date

3)   Click the '**To**' button (make sure to click 'To' itself, not the date) then tick '**Relative**'.

4)   On the '**To**' date field, select '**Today**' from the dropdown menu. It should then populate today's date in orange.

5)   Change '**Status**' to only '**Completed**'.

6)   Change '**Maturity Status**' to only '**Open**'.

7)   Then click the '**Options**' cog wheel (next to 'Search results') and '**Save as**'. Call the filter 'Open Deals' or whatever name is preferred.

8)   When clicking '**Edit**' (on the 'Options' cog wheel dropdown) it should look like the below. As the 'To' date is set to relative, it should keep updating to 'Today' and ensures new deals are included:

Your filter will now be saved under the **User Filters**, within the Blotter dropdown.
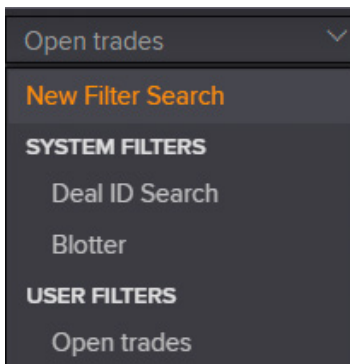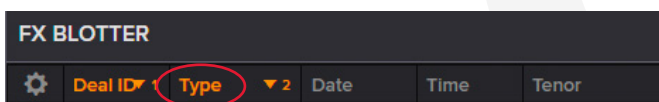

Editing the FX Blotter Layout

To move the layout of the columns, click on the column you want to move. The heading will turn white.
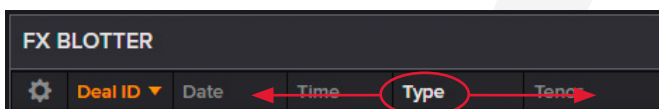
Drag across to your desired display column.

Curious about the blotter buttons?

1) **Refresh**

2) **Filter Options**

3) **Send to Printer (print trade ticket)**

4) **Export to Excel**

5) **Snap up This new function allows you to expand on the view of the FX blotter allowing you greater visibility of trades (see below)**

	Deal ID ▼	Date	Time	Type	Tenor	CCY Pair	Dir	CCY	Dealt Amount	SPOT Rate	FWD Pts	All In Rate	Status	Outs. Amount	Outs. C
⚙	506449	16-Sep-22	12:28:46	SPOT	SPOT	GBP.AUD	Sell	GBP	1.00	1.7026	0.00	1.702600	Completed	1.00	
⚙	506448	16-Sep-22	12:28:23	FORWARD	TODAY	GBP.EUR	Sell	GBP	1.00	1.1418	1.42	1.141942	Completed	1.00	
⚙	506447	16-Sep-22	12:28:12	T-OPTION	BROKEN	GBP.USD	Sell	GBP	1.00	1.1396	-6.09	1.138991	Completed	1.00	
⚙	506446	16-Sep-22	12:27:52	SPOT	SPOT	GBP.EUR	Sell	GBP	1.00	1.1417	0.00	1.141700	Completed	1.00	

To return to the '**FX Trading**' Rate tiles simply click again '**Snap Down**'.

12.Printing the Trade ticket

You can print the ticket after trade has been booked on '**FX trading**' tile or print the trade from '**FX blotter**'.

Option 1

Click on **Print** and the Deal Ticket information will be displayed on a pop-up window.

Option 2

Call the deal up by using **Deal ID Search** filter, highlight the trade then select '**Send to Printer**' button.

13.Troubleshooting and Help

If you are receiving an error message upon first login or when changing a password, the browser settings may need to be updated if 'Offer to save password' is highlighted/ticked.
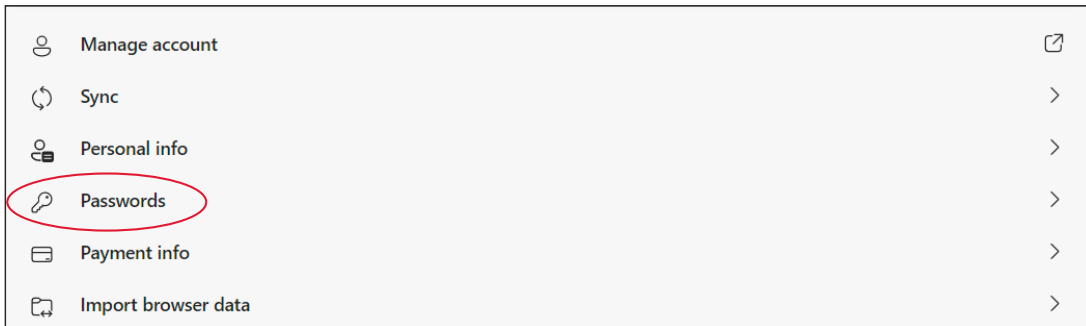
If you are using Microsoft Edge

On browser, top right corner, click on 3 dots **···** and choose '**Settings**' then select '**Profiles**'.
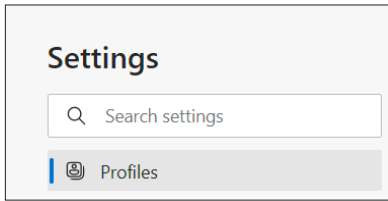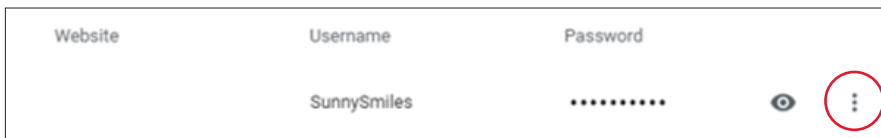

Step 1

Under Profiles option, click '**Passwords**'.

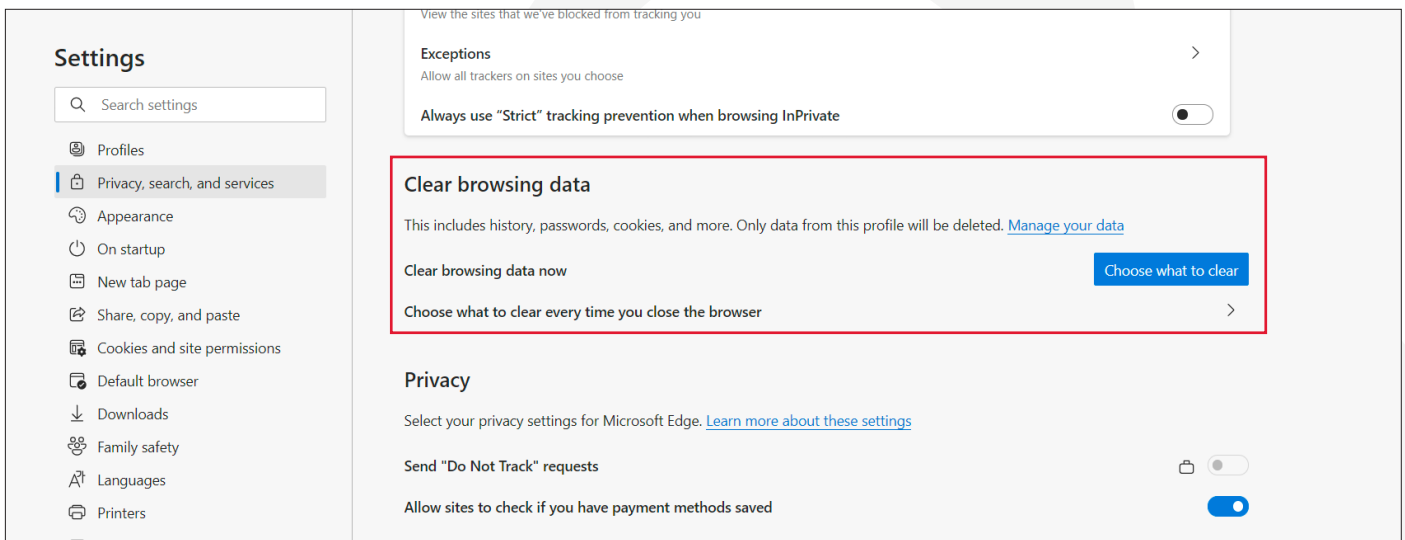Here you will see website '**M-Exchange.fx.com**' & your User Name & password.

Click on the 3 dots ⋮ to delete / remove the Username and Password.

Step 2

In '**Settings**', select '**Privacy, search and services**'.

Click '**Clear browsing data**'.

Close your browser & re-open the M-Exchange System, where you'll now be presented with M-Exchange login screen and you'll be prompted to manually enter your Username and Password or select the 'Change Password' screen.

If you are using Chrome

On browser, top right corner, click on 3 dots ⋮ and choose 'Settings'

Step 1

Select the the '**Autofill**' option and click '**Passwords**'.

Scroll down to '**Saved Passwords**'.

Click on the 3 dots ⋮ to delete / remove the Username and Password.

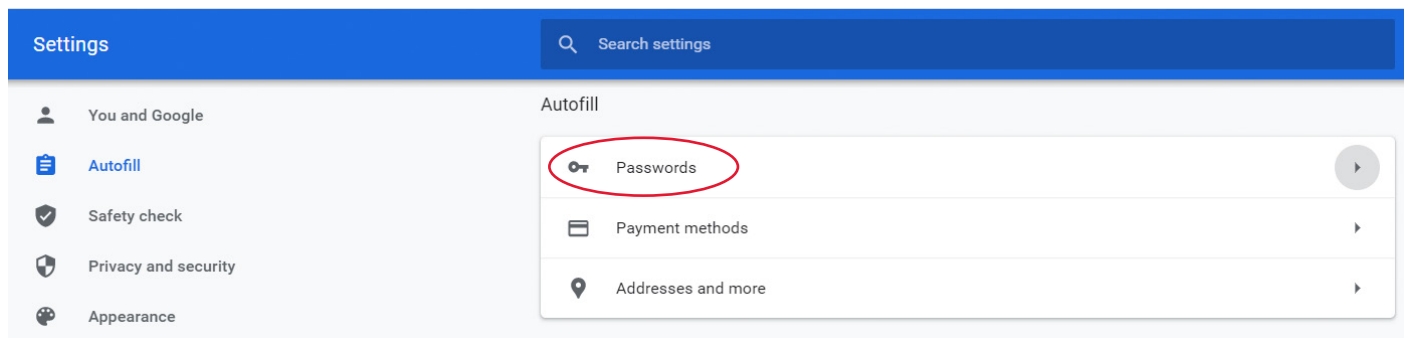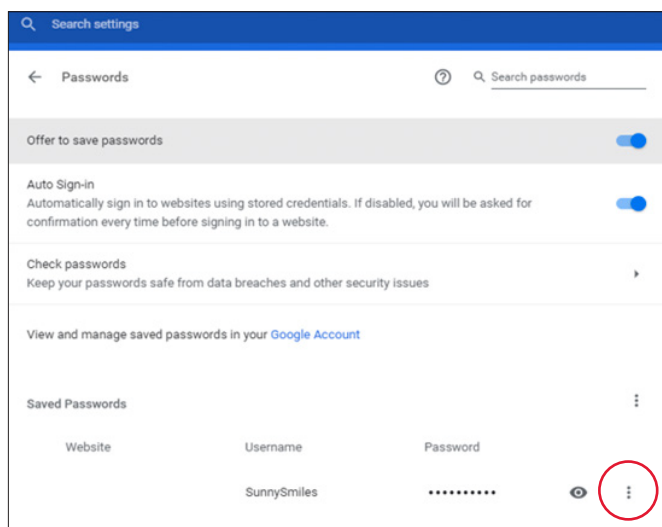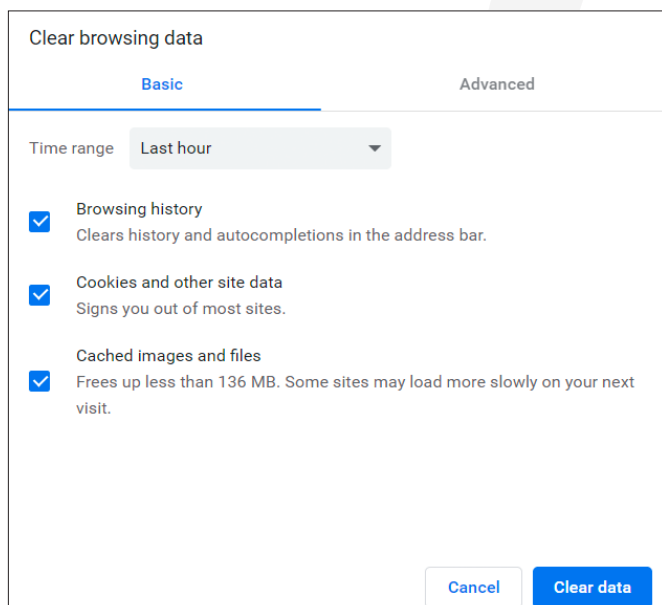### Step 2

Clear cache/browsing history.

Close your browser & re-open the M-Exchange System, where you will now be presented with M-Exchange login screen and you will be prompted to manually enter your Username and Password or select the '**Change Password**' screen**.**

Needing help?

Should you require any assistance, you can contact our M-Exchange Support team:

By email: M-Exchange@virginmoney.com

Or by telephone on: 0800 028 8352.