

M-EXCHANGE USER GUIDE

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

What's covered in this guide?

1. Technical Requirements	3
2. Logging into the M-Exchange System	4
3. M-Exchange – Overview	5
4. Setting up your Currency Pairs	6
5. Booking a FX Spot or FX Forward Transaction	7
6. Booking a FX Time Option Forward Transaction	10
7. Drawdown on FX Time Option Forward Transaction	12
8. Booking an FX Swap Transaction	14
9. Chat Facility	16
10. Watchlist	17
11. Checking your Transactions on FX Blotter	18
12. Printing the Transaction ticket	22
13. Troubleshooting and Help	23

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)

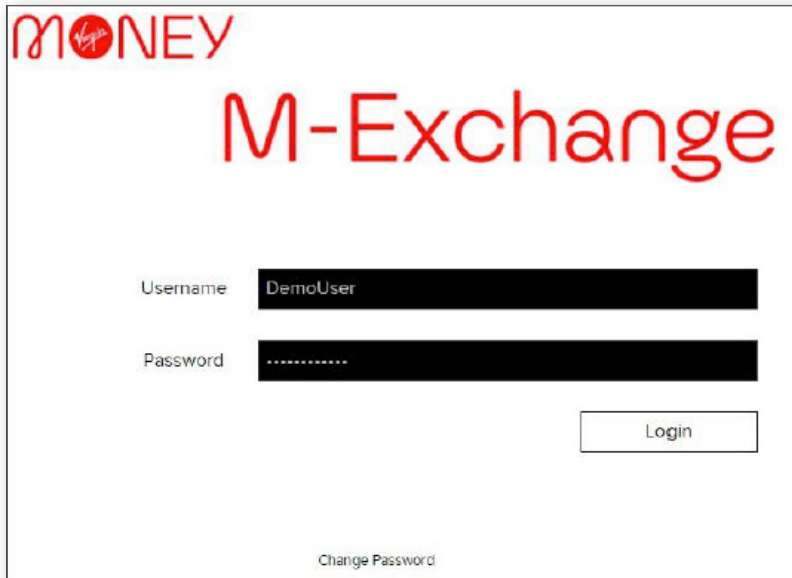
2. Logging into the M-Exchange System

Our Foreign Exchange products are to be used exclusively as a means of payment for identifiable goods, services, or direct investment.

It is your responsibility to ensure you understand how our Foreign Exchange products work. This includes the risks and costs, and you must be comfortable that they are suitable for your business requirements.

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.



MONEY

M-Exchange

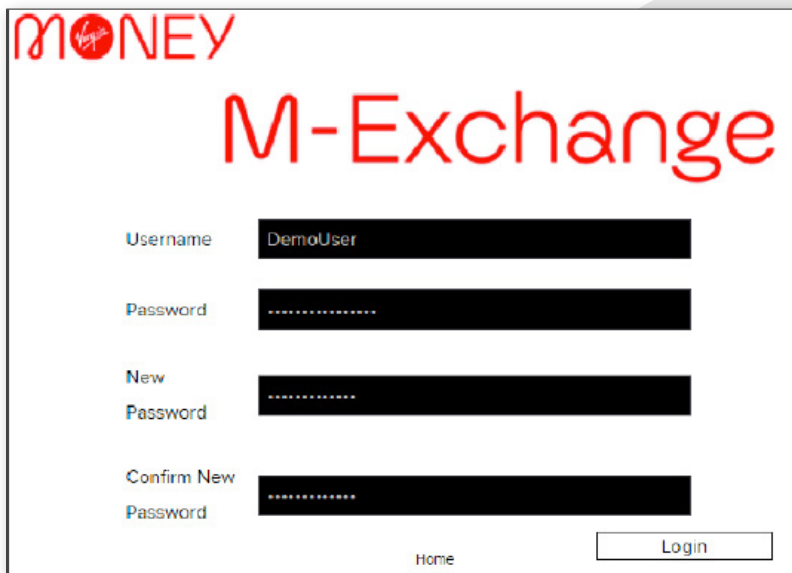
Username DemoUser

Password

Login

Change Password

Forgotten your password? – No problem.



MONEY

M-Exchange

Username DemoUser

Password

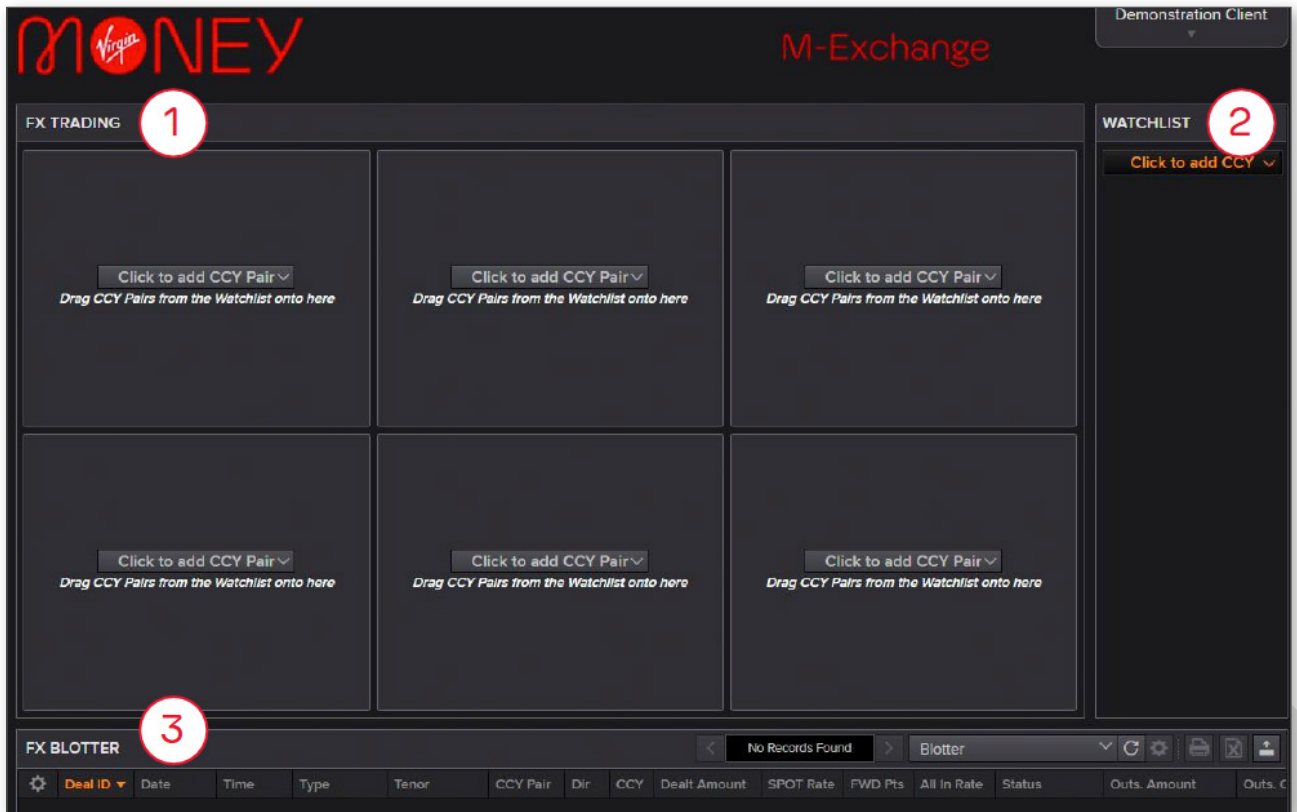
New Password

Confirm New Password

Home Login

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 in our systems.

3. M-Exchange – Overview



1) FX Trading Tiles

The FX Trading Tiles display up to six 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

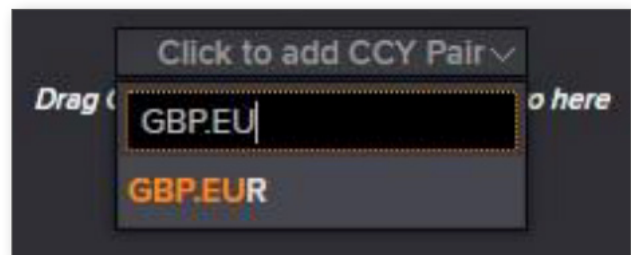
The Watchlist is used to store up to ten additional currency pairs that you may wish to monitor the FX rates for. These can be transferred to your FX Trading Tiles when you need to trade that currency pair (see Section 8 Watchlist on page 15)

3) FX Blotter

The FX Blotter is your handy record of all your FX transactions. You can use 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

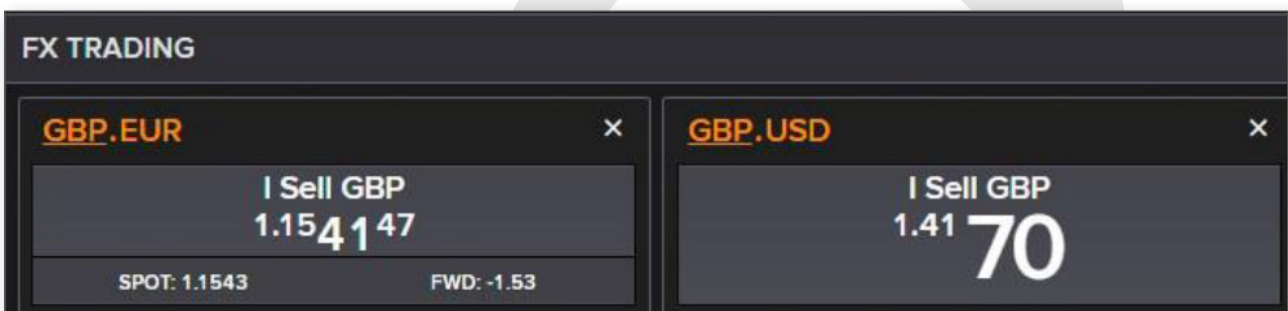
In the 'FX Trading' section, click on the **Click to add CCY Pair** drop down box and begin typing the currency pair you wish to be displayed, choose from the list or type in full pair e.g. GBP.EUR (Make sure each currency pair you want to select is separated by a dot i.e. ".")



The FX rates will now be displayed for the currencies you have selected.

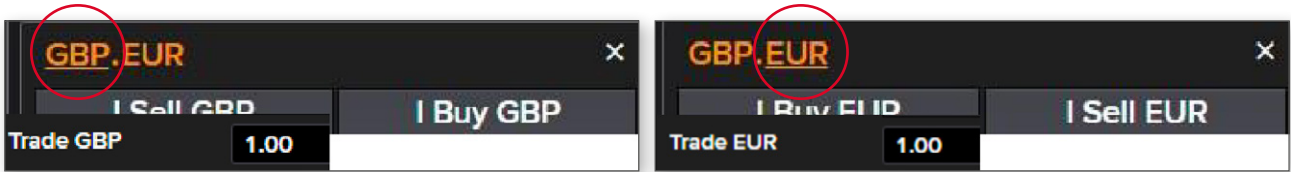
The exchange rate you will see is permission based & restricted to either one direction or two-way display per your dealing requirements.

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



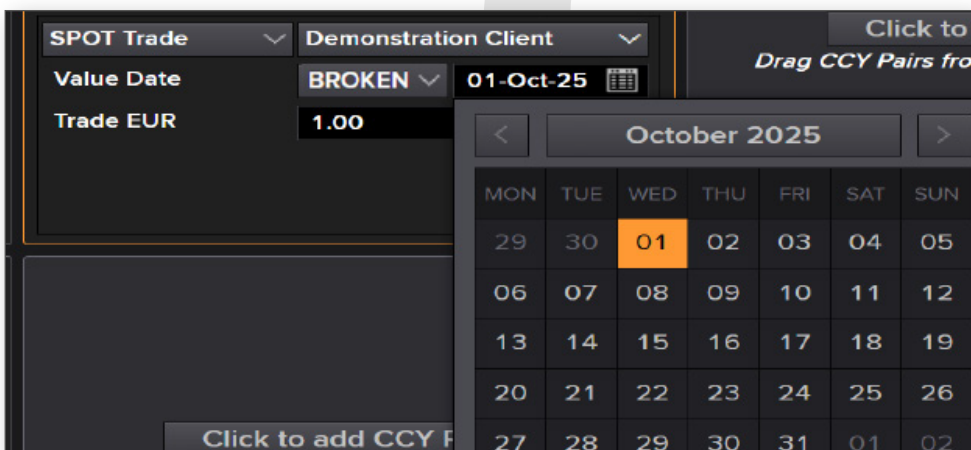
From the dropdown choose the **Trade Type** you are permitted for.



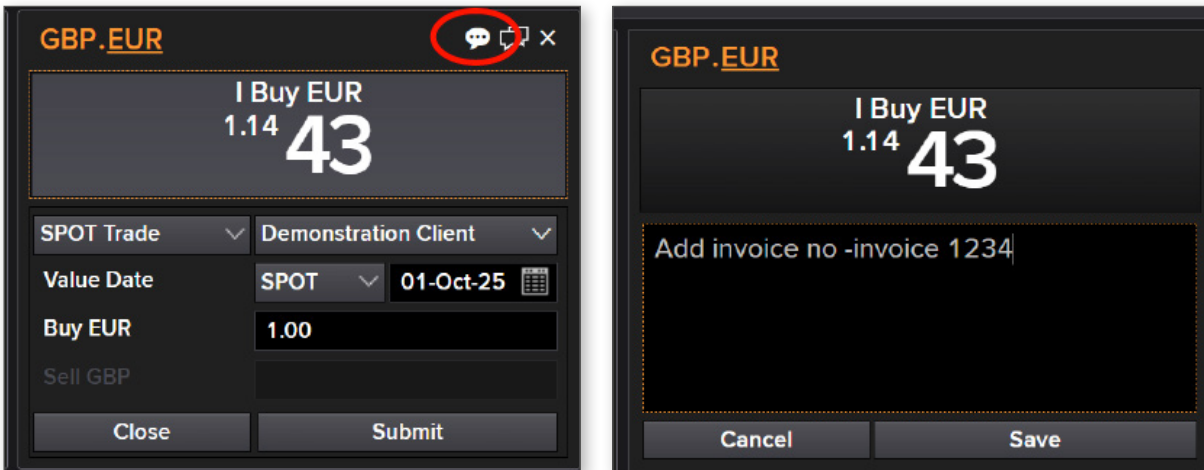
Choose the **Value Date** you require from the dropdown list.



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



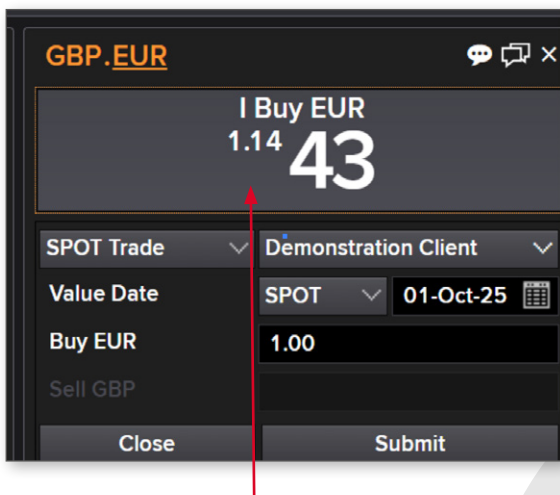
If you want, you can enter any memo details for this trade e.g., Invoice Numbers, by clicking on the **speech bubble**.



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

FYI – This information will be displayed on your 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 the larger yellow box. You will also see our **mid-market exchange rate** at the top of the top of the screen.



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

GBP.EUR 1.144500 ID: 1299110

I Bought EUR
1.14 **44**

SPOT Trade Demonstration Client

Value Date SPOT 01-Oct-25

Buy EUR 1.00

Sell GBP 0.87

Close Print

Click on **Close** to remove the ticket from the 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	Outs. Amount	Outs. Contra	Sta
1299154	30-Sep-25	08:41:24	T-OPTION	1M	GBPUSD	Sell	GBP	1.00	1.3439	0.47	1.343947	1.00	1.34	Co

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

GBP.EUR 1.145700 ID: 1299126

I Buy EUR
1.14 **54**

SPOT Trade Demonstration Client

Value Date SPOT 02-Oct-25

Buy EUR 1.00

Sell GBP 0.87

12 Reject

GBP.EUR ID: 506214

I Sell GBP
Client Rejected Price

SPOT Trade Demonstration Client

Value Date SPOT 02-Oct-25

Buy EUR 1.00

Sell GBP

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 ID: 50

I Buy EUR
1.14 **50**

SPOT Trade Demonstration Client

Value Date SPOT 02-Oct-25

Trade EUR 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.

GBP.USD

I Sell GBP
Click To Trade

Time Option ▾ Demonstration Client ▾

Start Date SPOT ▾ 02-Oct-25 📅

End Date 1M ▾ 03-Nov-25 📅

Trade GBP 1.00

or

- by inputting your own dates. Use the date picker to select a specific date by selecting the **Broken** option in the dropdown box(es).

GBP.USD

I Sell GBP
Click To Trade

Time Option ▾ Demonstration Client ▾

Start Date BROKEN ▾ please se... 📅

End Date BROKEN ▾ please se... 📅

Trade GBP 1.00

GBP.USD

I Sell GBP
Click To Trade

Time Option ▾ Demonstration Client ▾

Start Date BROKEN ▾ 05-Nov-25 📅

End Date BROKEN ▾ 27-Nov-25 📅

Trade GBP 1.00

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

GBP.USD 1.344558 ID: 1299153

I Sell GBP
1.344247

SPOT: 1.3442 FWD: 0.47

Time Option ▾ Demonstration Client ▾

Start Date 1W 09-Oct-25

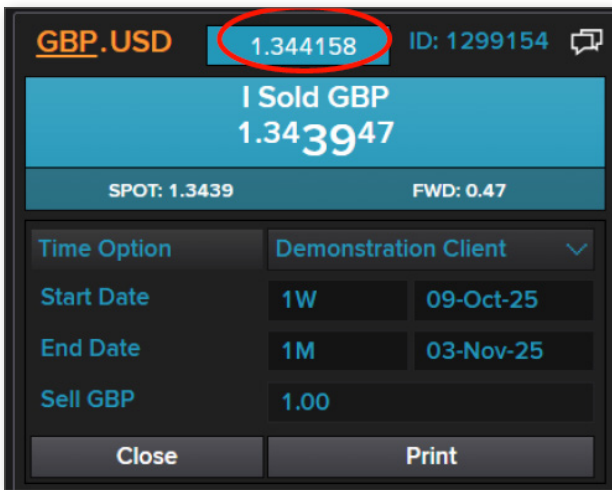
End Date 1M 03-Nov-25

Sell GBP 1.00

12 Reject

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, you will also see our **mid-market exchange rate** at the top of the top of the screen.



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

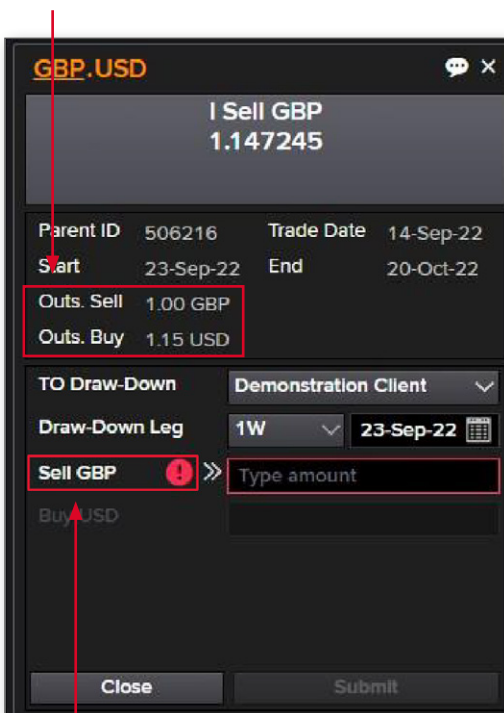
Deal ID	Date	Time	Type	Tenor	CCY Pair	Dir	CCY	Dealt Amount	SPOT Rate	FWD Pts	All In Rate	Status	Outs. Amount	Outs
506216	14-Sep-22	11:27:20	T-OPTION	BROKEN	GBPUSD	Sell	GBP	1.00	1.1476	-3.55	1.147245	Completed	1.00	

Click on the 'cog' & select Drawdown.



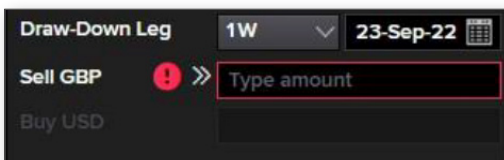
Trade details will appear.

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

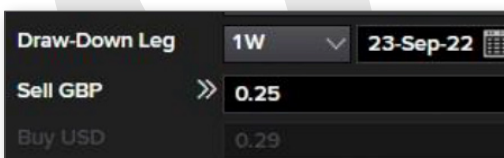


The Drawdown leg is the date that you wish to drawdown the funds.

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



Input drawdown amount, Click **Submit**.



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

The screenshot shows a trade ticket for GBP.USD with ID 506220. The trade is a sell order for 1.147245 GBP. The ticket includes fields for Parent ID (506216), Trade Date (14-Sep-22), Start (23-Sep-22), End (20-Oct-22), Outs. Sell (0.75 GBP), and Outs. Buy (0.86 USD). The drawdown is for 'Demonstration Client' with a 1W leg starting on 23-Sep-22. The sell price is 0.25 GBP and the buy price is 0.29 USD. At the bottom, there are 'Close' and 'Print' buttons.

GBP.USD		ID: 506220	
I Sold GBP 1.147245			
Parent ID	506216	Trade Date	14-Sep-22
Start	23-Sep-22	End	20-Oct-22
Outs. Sell	0.75 GBP		
Outs. Buy	0.86 USD		
TO Draw-Down	Demonstration Client		
Draw-Down Leg	1W	23-Sep-22	
Sell GBP	>>	0.25	
Buy USD		0.29	
Close		Print	

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 the product profile fits with your business needs. On rate tile, from the dropdown box, choose **Even Swap**, populate the dates & amount.

The screenshot shows a trade interface for GBP.USD. At the top, it says "I Buy/Sell GBP" with a "Click To Trade" link. Below this are several fields: "Even SWAP" (dropdown), "Demonstration Client" (dropdown), "Near Leg Date" (dropdown with "SPOT" and a date "02-Oct-25"), "Far Leg Date" (dropdown with "BROKEN" and a date "24-Nov-25"), and "Buy / Sell GBP" (input field with "1.00"). At the bottom are "Close" and "Submit" buttons.

Have a double check on the direction you are requesting the price for. In this example:

Demonstration Client is **Buying GBP/Selling USD on 2nd Oct – I BUY GBP**

Demonstration Client is **Selling GBP/Buying USD on 24th Nov – 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**.

This screenshot shows the same trade interface as above, but with a yellow box at the top containing the text "I Buy/Sell GBP 2.12". Below this, two more values are circled in red: "1.344900" and "1.345112". The "Submit" button has been replaced by a "Reject" button. A red arrow points to a "13" in a small box at the bottom left, indicating a 15-second timeout bar.

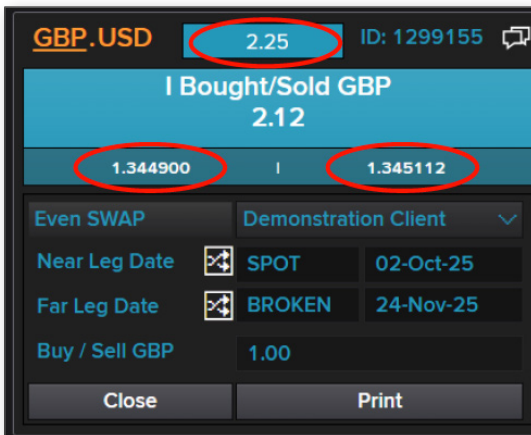
Note: the timeout bar will appear, and you will have 15 seconds to **Accept** or **Reject** the price quoted.

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

Near leg rate will appear on the left-hand side (1.3449), and the Far leg rate will appear on the right-hand side (1.345112).

The rate quoted at the top of the trade ticket is our mid-market forward rate points.

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



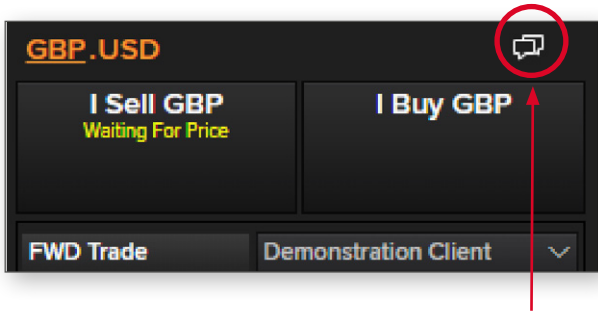
Click on **Close** to remove the ticket from the screen.

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

Time	Type	Tenor	CCY Pair	Dir	CCY	Dealt Amount	SPOT Rate	FWD Pts	All In Rate	Outs. Amount
08:54:44	SWAP-NEAR	SPOT	GBP.USD	Buy	GBP	1.00	1.3449	0.00	1.344900	
08:54:44	SWAP-FAR	BROKEN	GBP.USD	Sell	GBP	1.00	1.3449	2.12	1.345112	

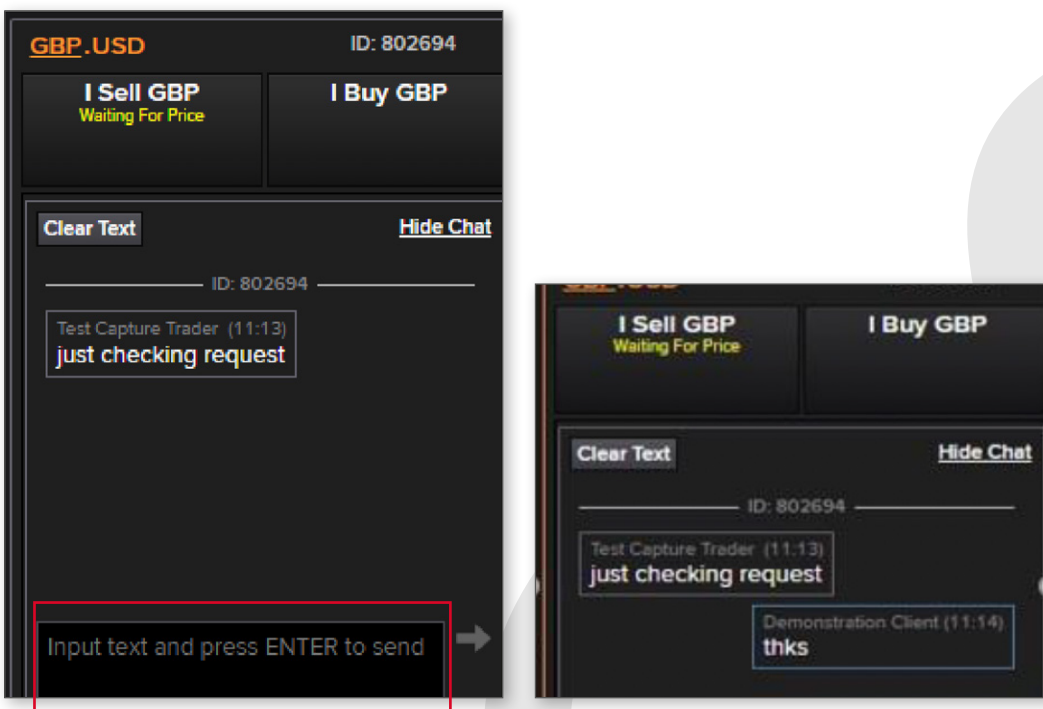
9. Chat Facility

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



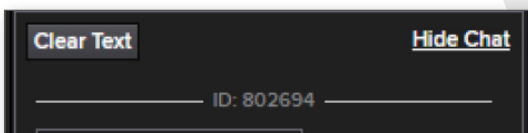
The team can chat with you & provide update on your rate request status; this chat function will begin to flash when the dealer has posted a message.

Click on the chat box, the 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**.

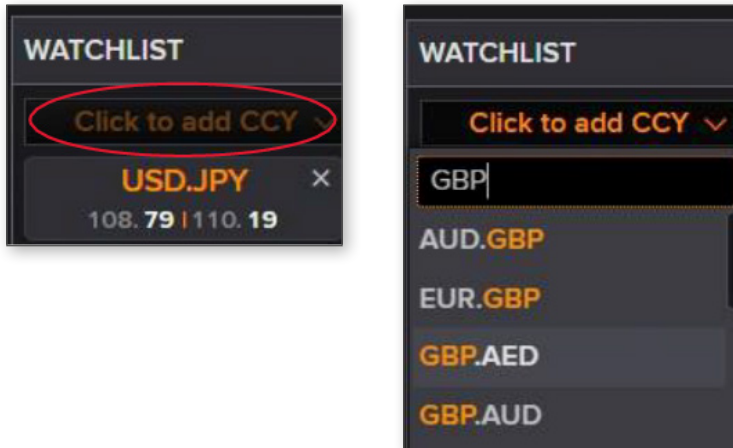


This will take you back to the request for price ticket.

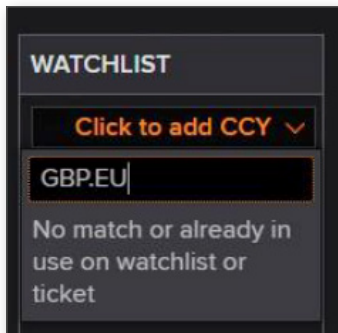
10. Watchlist

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 six tiles available on the FX Trading section.

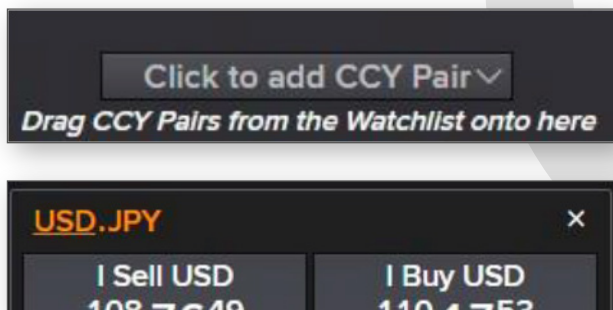
You can add up to 10 additional currency pairs to your Watchlist by clicking on the **Click to add CCY** dropdown box and begin typing the currency pair you wish to be displayed or chose from list or type in full pair e.g. GBP.EUR (Make sure each currency pair you want to select is separated by a dot 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 an 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'**.

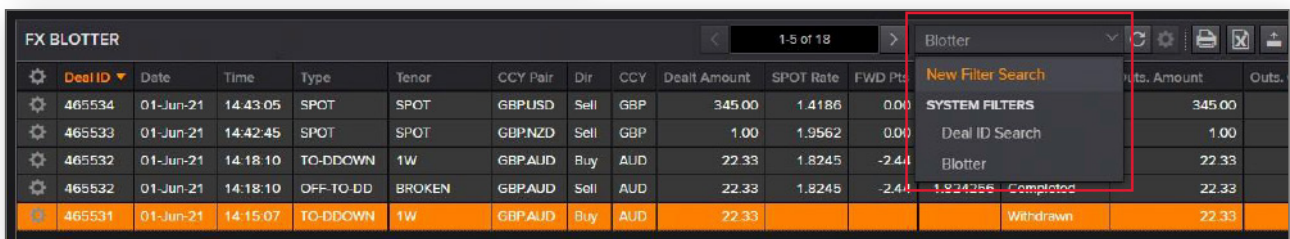
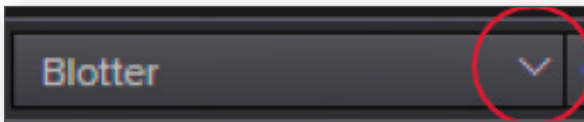
11. Checking your Transactions on FX Blotter

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.'

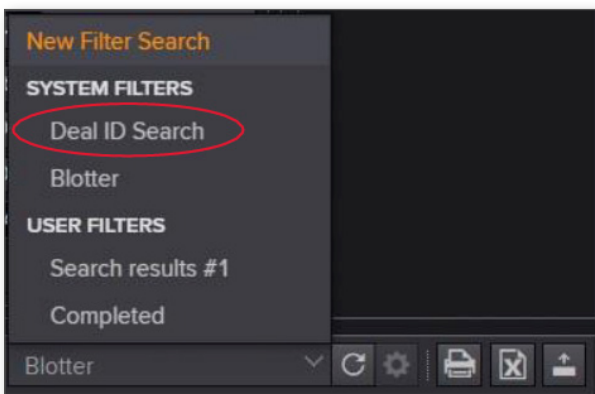
By clicking on the Blotter arrow, you will see a dropdown box with options.



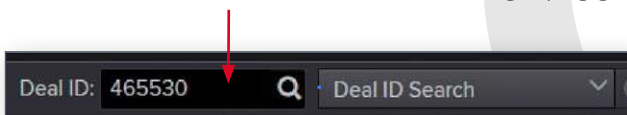
Deal ID	Date	Time	Type	Tenor	CCY Pair	Dir	CCY	Deal Amount	SPOT Rate	FWD Pts	Outs. Amount	Outs.
465534	01-Jun-21	14:43:05	SPOT	SPOT	GBPUSD	Sell	GBP	345.00	1.4186	0.00	345.00	
465533	01-Jun-21	14:42:45	SPOT	SPOT	GBPNZD	Sell	GBP	1.00	1.9562	0.00	1.00	
465532	01-Jun-21	14:18:10	TO-DDOWN	1W	GBP/AUD	Buy	AUD	22.33	1.8245	-2.44	22.33	
465532	01-Jun-21	14:18:10	OFF-TO-DD	BROKEN	GBP/AUD	Sell	AUD	22.33	1.8245	-2.44	22.33	
465531	01-Jun-21	14:15:07	TO-DDOWN	1W	GBP/AUD	Buy	AUD	22.33			22.33	

Deal ID search

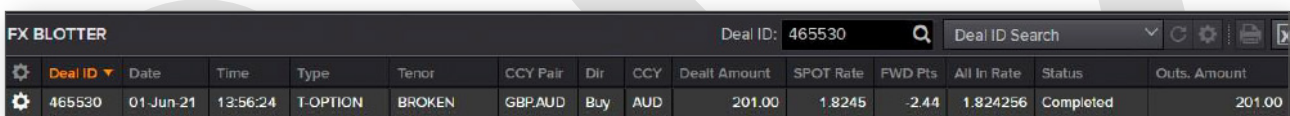
On the Blotter dropdown, choose 'Deal ID Search.'



Enter the Deal Reference ID & hit search (magnifying glass icon).



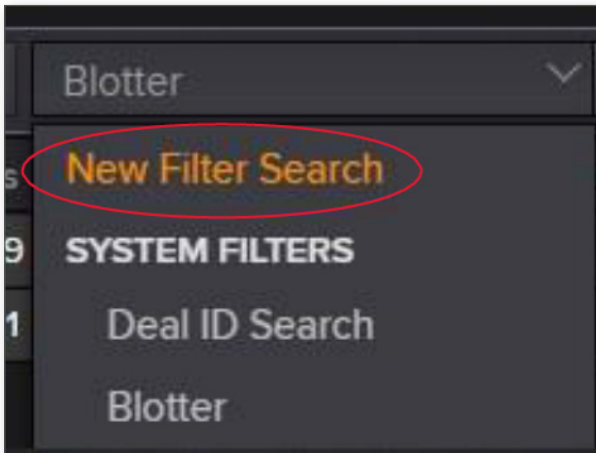
The deal information you have searched for will be populated in the FX Blotter.



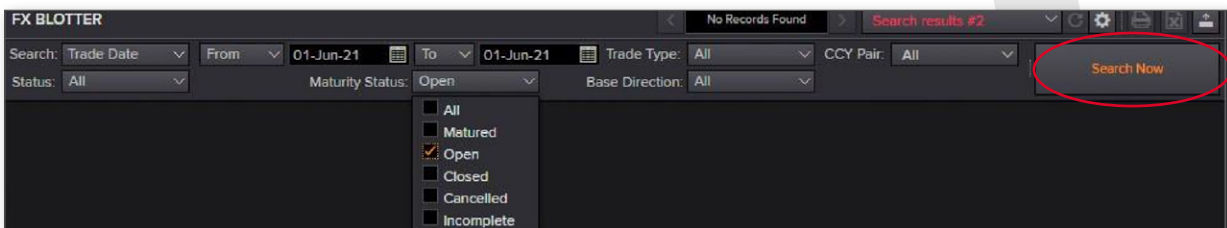
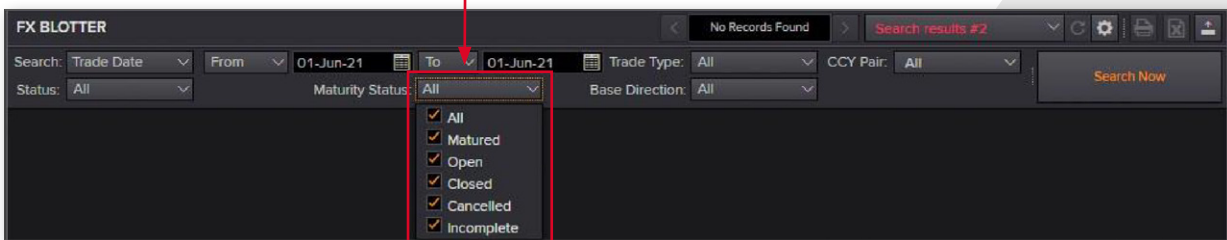
Deal ID	Date	Time	Type	Tenor	CCY Pair	Dir	CCY	Deal Amount	SPOT Rate	FWD Pts	All In Rate	Status	Outs. Amount
465530	01-Jun-21	13:56:24	T-OPTION	BROKEN	GBP/AUD	Buy	AUD	201.00	1.8245	-2.44	1.824256	Completed	201.00

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.'

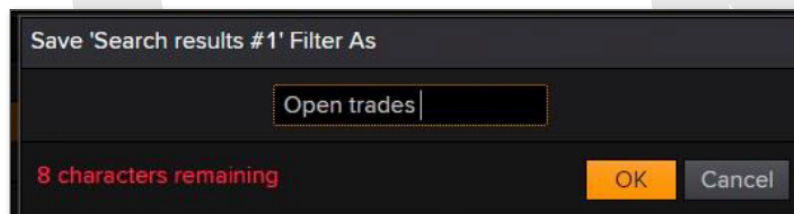
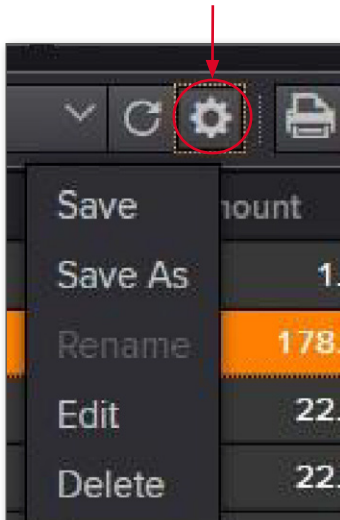


A series of dropdown boxes will appear. From the dropdown box menu, choose which criteria you wish to search on (e.g. Maturity Status) and select one of the options by removing the tick **All** box, and selecting the trade type you require e.g. Open trades or Matured trades.



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

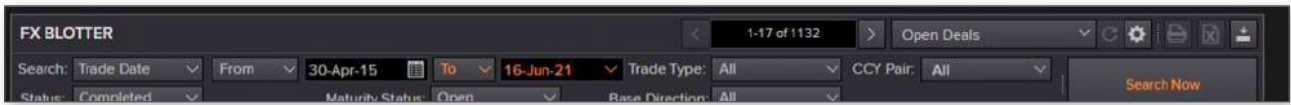
To save the search criteria, click on the 'cog' and select 'Save As.'



Custom Filter Search Example Walkthrough

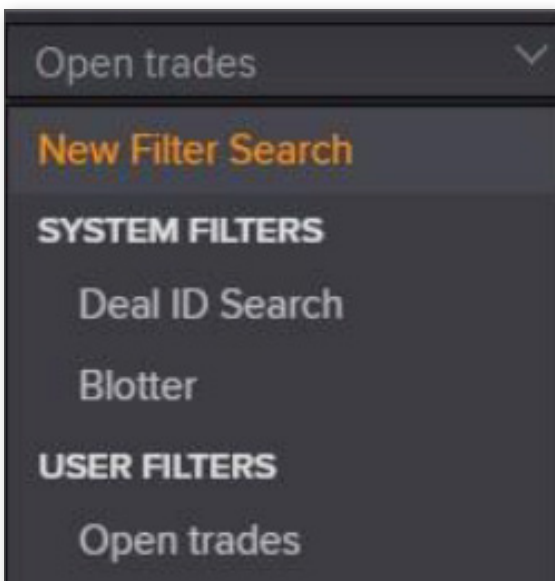
Create an Open trades (deals) filter.

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



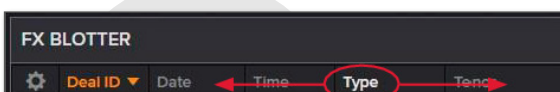
- 1) Go to 'New Filter Search' on the blotter dropdown menu.
- 2) Change date 'From' to any historical date.
- 3) Click the 'To' button (make sure to click 'To' itself, not the date) then tick 'Relative.'
- 4) On the 'To' date field, select 'Today' from the dropdown menu. It should then populate today's 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.

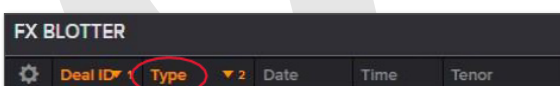


Editing the FX Blotter Layout

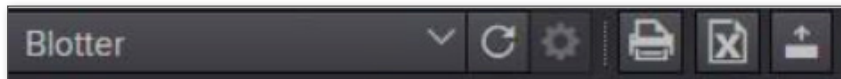
To move the layout of the columns, click on the column you want to move. The heading will turn white.



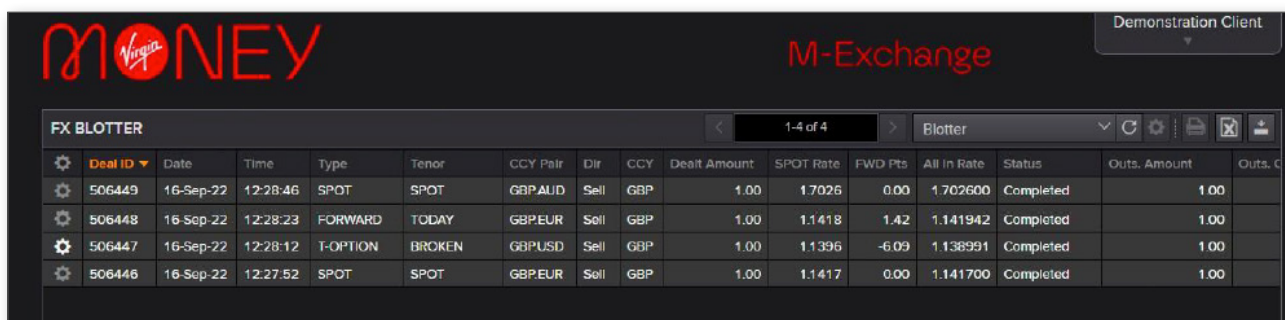
Drag across to your desired display column.



Curious about the blotter buttons?

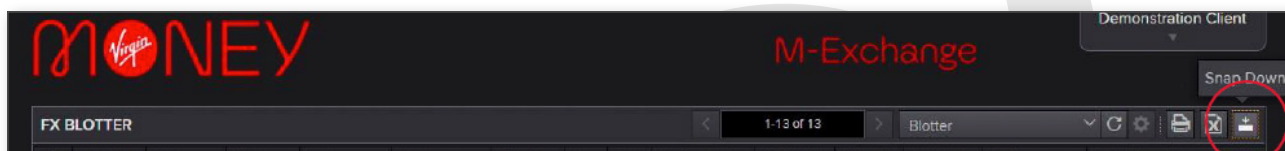


- 1) Refresh
- 2) Filter Options
- 3) Send to Printer (print trade ticket)
- 4) Export to Excel
- 5) Snap up This new function allows you to expand on the view of the FX blotter allowing you greater visibility of trades (see below)



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/USD	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.

TICKET INFORMATION						
Trade Type	SPOT			Client	DemoUser	
Status	Completed			Captured Memo Info		
CCY Pair	GBPEUR			Printed By	Demonstration Client	
Deal ID	506225			Print Date & Time	14-Sep-22 11:52:30	
Date & Time	14-Sep-22 11:51:53					
LEG: Value Date 16-Sep-22 Sell GBP 1.00 All in Rate 1.153200 (SPOT 1.1532 , FWD Pts 0.00)						
Requirements						
Dir.	CCY	Dealt Amount	Contra Amount	Account	Settlement Instructions	Other Info
Sell	GBP	1.00	1.15	Demonstration Client	0. Type: Receive, ID: NO STP, Currency: EUR 1. Type: Pay, ID: NO STP, Currency: GBP	

Option 2


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

FX BLOTTER														Deal ID: 506225		Deal ID Search	
Deal ID	Date	Time	Type	Tenor	CCY Pair	Dir	CCY	Dealt Amount	SPOT Rate	FWD Pts	All In Rate	Status	Outs. Amount	Outs.			
506225	14-Sep-22	11:51:53	SPOT	SPOT	GBPEUR	Sell	GBP	1.00	1.1532	0.00	1.153200	Completed	1.00				

TICKET INFORMATION						
Trade Type	SPOT			Client	DemoUser	
Status	Completed			Captured Memo Info		
CCY Pair	GBPEUR			Printed By	Demonstration Client	
Deal ID	506225			Print Date & Time	14-Sep-22 11:58:05	
Date & Time	14-Sep-22 11:51:53					
LEG: Value Date 16-Sep-22 Sell GBP 1.00 All in Rate 1.153200 (SPOT 1.1532 , FWD Pts 0.00)						
Requirements						
Dir.	CCY	Dealt Amount	Contra Amount	Account	Settlement Instructions	Other Info
Sell	GBP	1.00	1.15	Demonstration Client	0. Type: Receive, ID: NO STP, Currency: EUR 1. Type: Pay, ID: NO STP, Currency: GBP	

13. Troubleshooting and Help

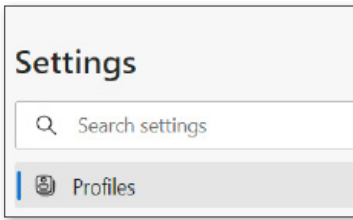
If you are receiving an error message upon first login or when changing a password, the browser settings may need to be updated if 'Offer to save password' is highlighted/ticked.



The screenshot displays the M-Exchange login interface. At the top left is the MONEY logo. The main heading is "M-Exchange". Below this, a red error message reads "Login failed: Invalid credentials or Account locked.". There are two input fields: "Username" containing "DemoUser" and "Password" containing "Password". A "Login" button is positioned to the right of the password field. At the bottom center, there is a "Change Password" link.

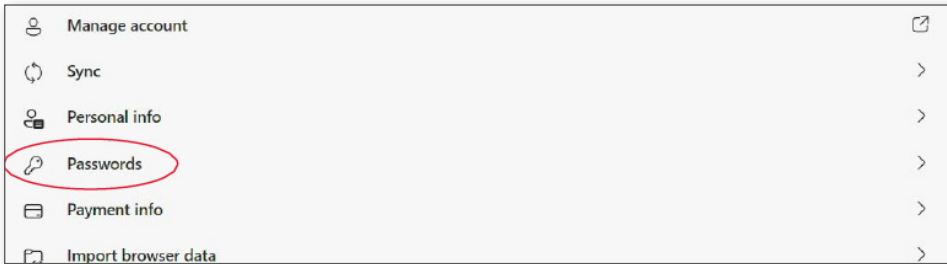
If you are using Microsoft Edge

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

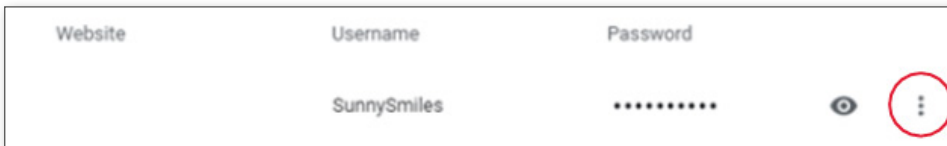


Step 1

Under Profiles option, click 'Passwords.'



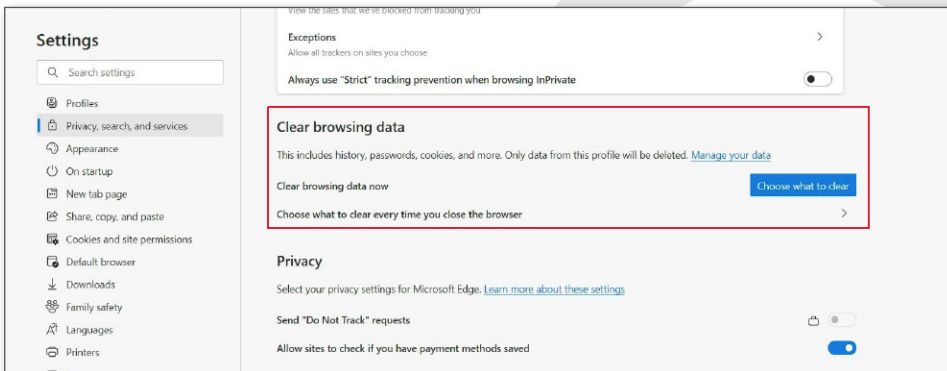
Here you will see website 'M-Exchange.fx.com' & your User Name & password.



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

Step 2

In 'Settings,' select 'Privacy, search, and services.' Click 'Clear browsing data.'



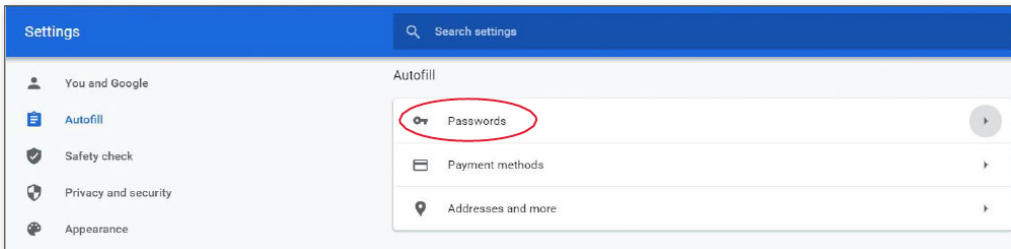
Close your browser & re-open the M-Exchange System, where you'll now be presented with the M-Exchange login screen and you'll be prompted to manually enter your Username and Password or select the 'Change Password' screen.

If you are using Chrome

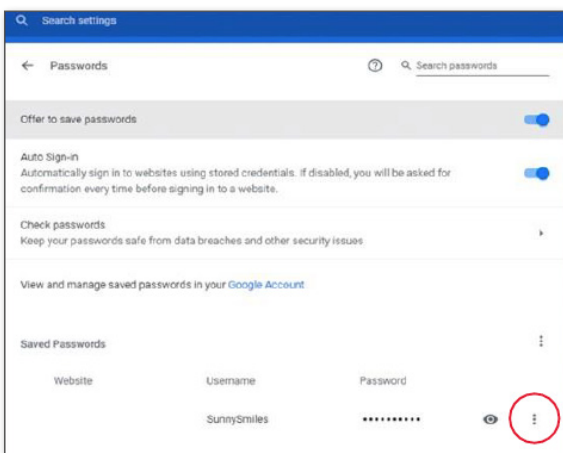
On browser, top right corner, click on three dots and choose 'Settings.'

Step 1

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



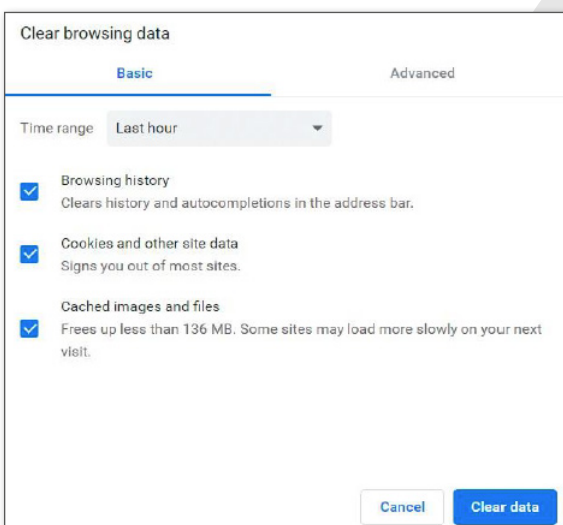
Scroll down to 'Saved Passwords.'



Click on the three 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 the 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.

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