

Security and Safeguarding

Know Your Customer checks

When you register as our customer, we are obliged by law to make sure that we properly identify you and understand your transaction requirements. We will verify the ID, address and other information you provide to us. Normally we will be able to do these checks in the background, but sometimes, in order to meet regulatory obligations, we may need to ask you directly for further information about a transaction. In all cases, we aim to keep these data requests to a minimum.

Your security

Keeping your personal and financial information secure is our priority and when you access your AngraFX account, it's important that we know that it's you. Here are some of the measures we have in place:

- **Providing Information** –We'll never call or email you asking for your AngraFX account details, your one-time passcodes or passwords. If you do receive a call asking for this information, simply end the call and get in touch with us directly.
- **Log in details** –when you open a AngraFX account, you'll set up online login details unique to you. These will be your email address and password, to protect yourself we recommend you do not share them.
- **Strong Customer Authentication (SCA)** – The introduction of SCA legislation by the EU in 2019 require AngraFX to apply Strong Customer Authentication when you access your account. This means that you will have to enter your password (known only to you) and a code that we will send to either your registered mobile phone or your registered e-mail address.

Keeping your money safe

- AngraFX is regulated by the FCA as an authorised payment institution (FRN: 820091).
- Neither Foreign Exchange nor Payment Services are regulated investment products so do not fall under the Financial Services Compensation Scheme.
- AngraFX holds all client money used for a payment service (e.g. a money remittance where funds are sent on to a third party) in accordance with the Financial Conduct Authority's (FCA) payment services rules for safeguarding.
- **Safeguarding** is the obligation to identify and keep client monies segregated and protected from all other funds that the business may hold, moving the funds to a safeguarding account if they are still held by the firm on the day following receipt. The obligation commences as soon as funds are identified as client monies (and stops when funds are remitted to the client's recipient).The law requires that the funds must be held in a designated safeguarding account in a UK or EU regulated credit institution. AngraFX meets these obligations.
- The funds are no longer deemed relevant once the firm has remitted them to a third party recipient and can reasonably assume that the funds have reached the recipient's bank account.

- This arrangement is designed to ensure that client money is not a risk in the unlikely event of AngraFX getting into financial difficulties.

Protecting yourself from fraud

Scammers and cybercriminals are more sophisticated than ever. Here's our top tips on keeping yourself safe from fraudsters.

When accessing your FX account online:

- Use secure networks
- Use a strong password
- Never share or give out your personal details
- Use an antivirus software and firewall
- We'll never call or email asking for your account details, passcode or password
- Be aware of police advice on fraud threats – [here is an overview](#)

When online:

- Look out for bogus websites. You should always see this in the browser address window with a padlock icon being displayed. This confirms the page you are visiting is secure.
- When sending money to a new supplier for the first time, do some research to make sure that they are genuine.
- Be aware of phishing emails and do not click on any suspicious links.
- Protect your children online with parental controls and being vigilant.
- Be vigilant on social media and oversharing personal information.
- Be aware of authorised push payment fraud – these scams happen when a person or business is tricked into sending money to a fraudster posing as a genuine payee.
- Use store apps when shopping on mobile devices.

Reporting fraud

If you notice something suspicious when using our platform and believe it could be fraudulent, we recommend getting in touch with us as soon as possible:

- **Email:** info@angrafx.com

Generally, if you think you've uncovered a scam, been targeted by a scam or fallen victim to fraudsters, contact Action Fraud on [0300 123 2040](tel:03001232040) or at [Action Fraud](#).