



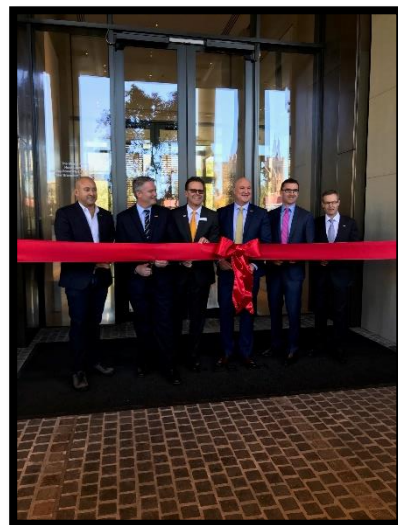
## Welcome to the latest Edition

### of Insights by Currency Select

**2018** is proving to be an exciting & busy year for the team here at Currency Select, with our hotel portfolio rapidly expanding. We would like to take this opportunity to make special mention of a number of properties that have joined the CS family in recent months, which include, *Westin Perth, Novotel South Bank Brisbane, Novotel Surfers Paradise & W Hotel Brisbane (Starwood & Marriott)*.

We would like to thank you all for your continued support & please do not hesitate to reach out to us if there is anything we can assist with.

~ Customer Relationship Team Australia



Pictured: Hotel opening, The Westin Perth.



Pictured: W Hotel, Brisbane

## New Online Payment Capabilities:

Currency Select are pleased to announce that we have expanded our payment capabilities, now having the ability to process online payments in a number of ways. This allows you to reduce your risk of chargebacks, remove these payments from your PCI scope, and gives the opportunity to earn DCC revenue on transactions that would have previously been processed as CNP (Card Not Present).

With these new capabilities, we can offer a Hosted Payments Page as a redirect from your current website, an iFrame Hosted Payments Page that sits on the website itself, or a portal that your reservations team can use to generate a payment URL for your guests to pay through.

For more information, please contact: [DCC-SALES@currencyselect.com](mailto:DCC-SALES@currencyselect.com)



## New Payment Methods:



支付宝  
ALIPAY



WeChat Pay

For more info:

[DCC-SALES@CURRENCYSELECT.COM](mailto:DCC-SALES@CURRENCYSELECT.COM)

## FX Rates & Disclosures — The Facts

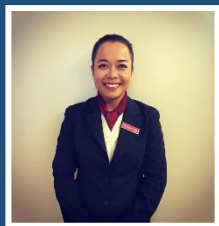
(Dynamic Currency Conversion)

Without **DCC** today, in most cases the issuing bank and card scheme charge between **3% to 4%** in currency conversion, which they do not disclose at Point of Sale.





## DCC Driver of this Edition:



### Sothea Hong-Teap

Guests Relations Manager  
Crowne Plaza Melbourne

**How long have you worked in hotels?** Six very enjoyable years! I started my career with IHG in Crowne Plaza Melbourne back in 2012 and have since worked across numerous IHG properties across Australia including Canberra, Perth and Sydney- that is the beauty of working in one of the world's largest leading hotel companies.

**Something not many people would know about you?** From the age of 18, Scuba Diving has been a reoccurring item on my bucket list. It is a dream of mine to swim in the ocean among the abundance of underwater creatures.

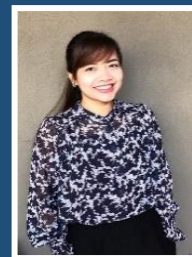
**Your dream location to work?** The Maldives. I always daydream about being on a paradise island so would love to live and work on one of the breathtaking islands.

**Tips on how you achieve great DCC results?** Alice Truong who is the Customer Relationship Manager at Currency Select is an amazing support! She is constantly encouraging us and providing regular updates to myself the team on our performance. Success breeds success!

## CS Profile of this Edition:

### Alice Truong

Customer Relationship Manager  
VIC, TAS



**Favourite Food?** I am from Hanoi, Vietnam so it is Hanoi food (of course). We do have many sophisticated dishes thanks to our rich culture. Do you know that "Pho" actually originated from Hanoi and not many places in Australia are serving it the authentic Hanoi way? (Fun fact: Hanoi people do not eat "Pho" with bean shoot or basil but with Chinese donuts!)

**Dream location to work?** I dream to work in the UK! I think the UK is just good in every way; education, work-life balance, well-being, social connections and environmental quality (oh and they have Harry Potter!).

**Greatest Achievement?** There are many big moments/achievements in my life but I guess the greatest so far is being able to live alone by myself in a different country and succeed. When I first came to Australia I did not have any contacts, I just "packed up and went". It was really hard to start from nothing, especially when you are not from an English-speaking country. I think my life experience really gives me a greater understanding and empathy of any life-struggling issues and the strong will of staying positive all the time.

## Customer Relationship Team Australia:

### Kate Vertsonis (NSW, SA)

Head of Customer Relationships Australia

Email: kate.vertsonis@currencyselect.com

Mobile: +61 (0) 421 949 793



### Giulia Concato (NSW, WA, ACT)

Customer Relationship Manager

Email: giulia.concato@currencyselect.com

Mobile: +61 (0) 407 271 608



### Gio Di Pasquale (QLD, BYRON BAY)

Customer Relationship Manager

Email: giovanni.Dipasquale@currencyselect.com

Mobile: +61 (0) 405 468 659



### Andrew Hogden (NSW, FNQ)

Deployment Consultant/CRM

Email: andrew.hogden@currencyselect.com

Mobile: +61 (0) 431 424 654

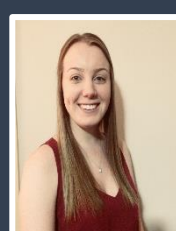


### Alice Truong (VIC, TAS)

Customer Relationship Manager

Email: alice.truong@currencyselect.com

Mobile: +61 (0) 401 658 511



### Danica Stevenson (NSW, NT)

Customer Relationship Manager

Email: danica.stevenson@currencyselect.com

Mobile: +61 (0) 422 577 090