



Case Study
Regulated
international money
remittance sector

Paycross' client is a global money remittance firm. The business began trading in 2019 and has grown, with our assistance, from \$0 to \$40m total volume processed per month since their inception. Set for a bumper financial year, they're now multi regulated in 4 territories, employ over 300 personnel and have presences across the UK, Europe, The US and Asia. Their biggest current challenges are tackling cross-border payments, FX fee normalization, territory management and interchange fees.

Background

This business was founded by people who recognize the challenge of sending money abroad. Having seen excessive costs, at times over 10%, for a money transfer, they perfected the best-in-class technologies to support their vision of 'fee free money transfers'. Having experienced exponential growth from \$0 revenues to over \$40m this year and total movements of over \$1bn, the founders of Paycross have always been the Company's trusted payments advisor. Now, with multiple geographical locations, 300+ personnel, regulatory frameworks and operations spanning the world, and with Paycross' help, the business is looking to scale to new levels of handling online fraud, exploring deeper reporting, reducing FX and Interchange costs and improving conversions so that they can create a seamless, market leading and globally trusted remittance giant.

Background

#1

ELIMINATED 'DEAD' TIME IN TRANSFER

We took an average money movement from T+3 to T+1 on all currencies to reduce merchant cashflow exposure. This was done through targeting the right local acquirers capable of supporting specific currency types for faster settlements.

#2

REDUCED FRAUD AND CHARGEBACK INCIDENCES

Paycross' Dynamic Fraud Rules have shown a reduction in fraud and chargebacks to near zero levels representing a 62% drop for the merchant.

#3

REDUCED COST OF INTERCHANGE

Paycross recognized the impact that Brexit might have on fees, Advising this client to localize all of its operations resulting in a 0.95% drop in costs, constituting a \$4.56m annualized saving. This represents an 82% cost reduction on interchange.

At a glance

82%

Interchange savings

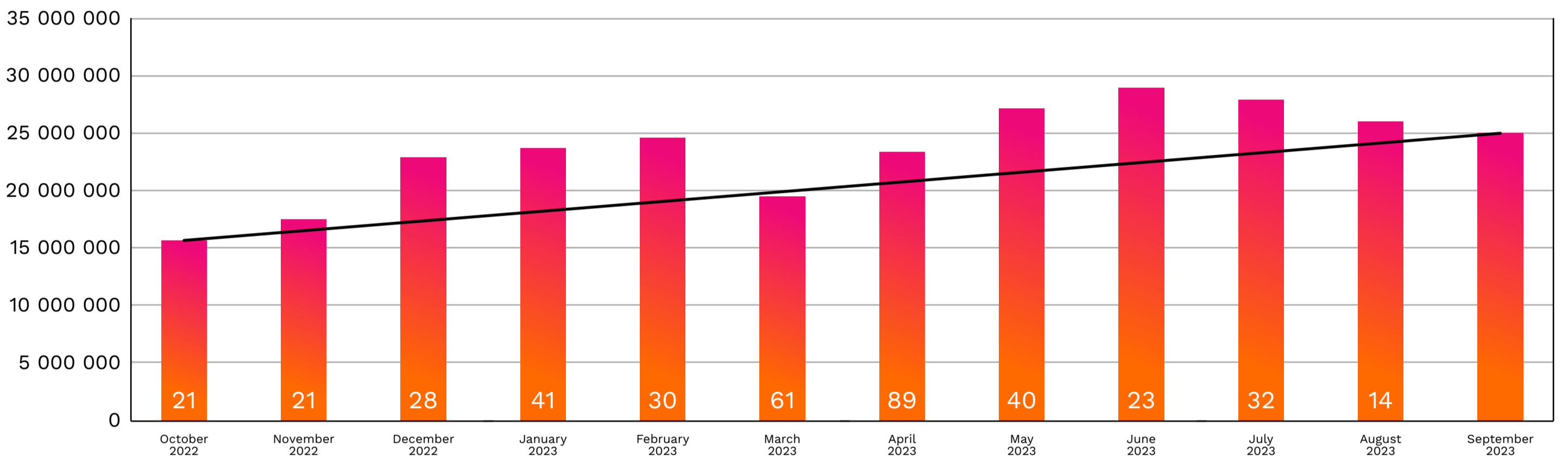
62%

Reduction of fraud

3.3%

Average monthly growth

Monthly growth 2022-2023 - increasing average 833k a month



0.0009%

Chargeback ratio as per August 2023

1.3M

Transactions processed with Paycross

96%

Overall approval rate

“Paycross has revolutionized our business with the way in which payments are made, settled and reconciled. Their back-office and fraud functions are excellent. Paycross’ deep technology, tools and customer support are some if not the best in the industry”