CAXTON

Case Study

From offshore to on-time: Jon's journey to hassle-free salary repatriation

Meet Jon

With over 20 years in the oil and gas industry, Jon Heldt has built a career on precision, reliability and expertise. As the founder of Subsea Ltd, Jon has spent years managing complex offshore projects around the world - most recently for Total Energies in the Republic of Congo. But while the work was demanding, one thing never should have been: **getting paid.**

Jon's contracts are often overseas, with his salary typically paid in Euros. Like many international contractors, he faced a familiar headache - high street banks were slow, expensive and inflexible. Worse still, he never knew exactly what would land in his UK account once the currency was exchanged. And it didn't stop there. Setting up local bank accounts in foreign countries proved even more frustrating and ultimately unreliable.

Jon's Challenge

- ✗ Slow, unreliable salary repatriation
- ✗ Expensive transfers eating into income
- ✗ Lack of personal support from banks
- ✗ Unclear FX rates impacting take-home pay

Our Solution

- ✓ Dedicated personal account manager
- ✓ Fast, secure global salary transfers
- ✓ Transparent FX rates with no hidden fees
- ✓ 22+ years of currency expertise

Discovering Caxton

That's when Jon found Caxton. What began as a better way to transfer money quickly became a long-term relationship - **now over 10 years strong**. From day one, Jon had a direct line to a personal account manager - someone who didn't just process his transfers, but actually understood the FX markets, anticipated his needs and was there when he called. That personal service, he says, made all the difference.

> "I wasn't explaining my situation to a new person every time. My account manager knew my setup, knew my timings, and gave me real insights on when to trade — that kind of service is rare."

Getting paid on time, every time

Caxton allowed Jon to repatriate his Euro salary with confidence. Euros were sent directly to Caxton, exchanged on the same day, and returned to his UK account with total transparency. No delays. No surprises. No guesswork.

> "The rates are great, but for me it's about trust. I know exactly what's happening with my money – when it's being transferred, what rate I'm getting, and when it's arriving. That peace of mind is huge when you're working offshore."

For Jon, timing mattered. Caxton's in-house market expertise allowed him to use spot and forward contracts to lock in favourable rates and avoid sudden currency dips - a key advantage for someone who works project to project, often in volatile regions.

> "I was able to convert when the rate was good, not just when the payment landed. That flexibility made a huge difference to my take-home."

Managing on-the-ground expenses

Beyond salary repatriation, Jon also used Caxton's expense cards to manage costs on the ground - from hotel bills to equipment - giving him a real-time handle on spending without needing to rely on credit cards or local banks.

The Result

Trusted support that delivers lasting value

Over the years, the value has added up. Jon estimates he's **saved thousands compared to the banks** - not to mention the time and frustration spared.

But the real value lies in the exceptional, personalised service Caxton provides. For Jon, it's not just about getting payments on time - it's about the trust, care and attention to detail that Caxton brings to every interaction. It's this dedication to service that sets Caxton apart and gives Jon the confidence to focus on his business without worrying about the complexities of international payments.

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> The rates and the service are excellent, but what really sets Caxton apart is the personal relationship I have with them. It's not just about handling transactions; they understand my world and the challenges I face. They're always proactive, always available and they genuinely care about making things work for me. They're not just a provider. They are a partner, and that's why I trust them – they're as invested in my success as I am in mine.

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