

# Financial Services Guide



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## 1. About this Financial Services Guide

This Financial Services Guide (**FSG**) is dated 14 November 2018 and has been prepared and issued by Forex Financial Services Pty Ltd (ABN 84 129 217 812; AFSL 323 193) (**FFS, we, us or our**) to inform you about the financial services or products offered by us. This FSG is an important document and a regulatory requirement under the Corporations Act 2001 (Cth) (**Corporations Act**).

This FSG contains general information only, and contains information about:

- Who we are;
- How you can contact us;
- What services we are authorised to provide;
- Whether you should use any of the services offered in this guide;
- How we are remunerated for these services;
- Any associations or relationships we may have with financial product issuers;
- Any (potential) conflicts of interest we may have;
- Our internal and external dispute resolution process; and
- How we handle your personal information.

If you would like further information or have any questions about our products and services, please contact us directly.

## 2. Other documents you may receive from us

In some circumstances, FFS is required to issue you with other documents when FFS provides its services and products to you.

### Product Disclosure Statement (PDS) and Terms & Conditions (T&C)

Before you open an account with FFS, we will provide you with a **PDS** and **T&C**, which contain important information regarding:

- the terms and conditions for the products and services we offer;
- the features of our products and services;
- any significant risks associated with our products;
- details of fees and charges for our products and services.

You should read the PDS and T&C carefully prior to acquiring any financial products from us.

## 3. About FFS

FFS is a licensed financial service provider in Australia, specialising in offering over-the-counter (OTC) derivative products to retail and wholesale clients.

FFS holds an Australian Financial Services Licence (AFSL Number 323193) issued by the Australian Securities and Investments Commission. It is authorised under its AFSL to provide the following services in foreign exchange contracts and derivatives to retail and wholesale clients:

- to provide financial product advice;
- to deal (issue and apply) in financial products; and
- to make a market.

We will only provide you with **general advice** about the markets related to our financial products. Our advice to you does not take into account your specific financial situation, needs or objectives. Under the law regulating the provision

of financial products and services, general advice and personal advice have special meanings and may differ from what you commonly understand. You should seek independent professional advice to determine whether our general advice is appropriate for your circumstances. We **do not provide personal advice**.

We provide dealing and execution services (via an online trading facility) in OTC derivative products, including Margin FX Contracts and CFDs, and provide general advice regarding these financial products. Please refer to our Product Schedule, which is available on our website, for more information about our products.

We recommend you seek independent advice, read the PDS, Client Agreement and this FSG in their entirety, and ensure that you fully understand the risks in light of your personal circumstances before conducting any trading with us.

#### 4. Contact details of Providing Entity

Forex Financial Services Pty Ltd

Suite 23.08, One International Tower

100 Barangaroo Avenue, Barangaroo NSW 2000

Telephone: +61 2 9048 3800

Website: [www.forexfs.com.au](http://www.forexfs.com.au)

Email: [info@forexfs.com.au](mailto:info@forexfs.com.au)

#### 5. Method of providing financial services

We only accept dealing instructions via our Trading Platform.

Any other form of communication that is not a dealing instruction may be made via phone, person, or in writing by post or email to the contact details of ours set out above.

#### 6. Who we act for

FFS is responsible for the financial services and financial products we provide to you under our AFSL. FFS acts as an issuer, market-maker and dealer in its financial products. This means that FFS is not an agent for any other financial services licensees, but the principal and counterparty to all transactions with you.

#### 7. Compensation Arrangements

FFS has professional indemnity insurance in place, which satisfies the requirements for compensation arrangements pursuant to section 912B of the Corporations Act. Our insurance policy covers claims made against FFS in relation to services provided by our representatives, employees and authorised representatives (if any) who worked with FFS at the time of the relevant conduct, even if they no longer work for FFS.

#### 8. Product Costs, Remuneration and Benefits

##### Product costs and remuneration

Our PDS (which references our Product Schedule available on our website), provides details regarding transaction fees and costs associated with holding an account with us and trading our financial products. You must agree to these fees and costs prior to the commencement of your transaction with us. Applicable transaction fees and costs may vary according to the type and level of service provided, and the size and frequency of the transaction.

We earn our revenue from the spread in the price of our products and the volume traded. The spread means the difference between the bid price (price at which FFS buys/you sell) and the offer price (price at which FFS sells/you buy) for the base currency expressed against the terms currency. The size of the spread may differ depending on the specific currency pair or derivative product traded. Aside from spread, FFS may also charge commission on certain financial products.

Fees, costs and benefits when trading in our products may include any or all of the following:

- Rollover (swap) charge or benefit calculated at our rollover (swap) rates;
- Interest charges applied to debit balances;
- Corporate action charges or benefits;
- Conversion fees; and
- Administration charges (bank and exchange fees related to your account).

### **Benefits received by third-party referrers**

An amount calculated based on commission or spread on our products acquired by you may be paid to third parties (if you have been referred to FFS by a third party). Since such payments may be considered “conflicted remuneration” under the Corporations Act (2001), they will only be made with your explicit consent and you are entitled to receive full details regarding such payment upon written request.

However, an amount, which may be calculated by reference to the commission or spread on our products acquired by you, may be paid to third parties or employees without your express consent where such payments are unlikely to be deemed “conflicted remuneration” under the Corporations Act (2001). Any such payment will be paid by us and not by you.

If you are unsure whether these arrangements apply to you, please contact the referring third party or us.

### **Benefits received by our staff**

FFS’ employees are remunerated by way of salary and other employee benefits. A discretionary cash bonus may be paid to employees as part of their remuneration, based on their individual performance, the performance of their business unit and/or FFS as a whole. In addition, FFS’ employees may also earn performance based commissions and/or other monetary rewards, calculated by reference to predetermined business objectives that may include contribution to company profitability, client service, risk management and marketing.

## **9. Conflicts of Interest**

FFS, its associates and/or other persons connected with FFS may have an interest, relationship or arrangement that is material in relation to any products entered into with us. We may provide services to third parties whose interests may be in conflict (taking an opposite position) or competition (to acquire the same or similar position) with your interests. We will not act in a way that would deliberately favour the position of another party over you or vice versa. FFS is an OTC contracts issuer and not an agent.

Accordingly, you will be trading these financial products directly with us and not on any financial market or exchange. As the contract issuer, we set the prices that refer to, but may not always be the same as, those in the Underlying Market. We will always act as principal, not as an agent, for our own benefit in respect of all of our transactions with you.

There are no associations or relationships between FFS or any related body corporate and the issuers of any financial products, being associations or relationships that might reasonably be expected to be capable of influencing FFS in providing any of our authorised services.

## **10. Complaints and Dispute Resolution**

FFS has an internal dispute resolution process in place to resolve any complaints or concerns you may have, quickly and fairly. Any complaints or concerns should be directed to the Complaints Officer (by telephone, facsimile, or letter) at the address and telephone/fax numbers provided in this FSG. Your written notice should specify the nature of the complaint, including all relevant details, as well as your designed outcome and how this may occur.

We will provide acknowledgement of receipt of written complaints within five (5) business days and seek to resolve and respond to complaints within forty-five (45) days of receipt. We will investigate your complaint and provide you with our decision, including the reasons on which it is based, in writing.

If you are dissatisfied with the outcome, you have the right to lodge a complaint with the Australian Financial Complaints Authority or 'AFCA', which is a new external dispute resolution ('EDR') scheme to deal with complaints from consumers in the financial system. Importantly, AFCA replaces the three existing EDR schemes of the Financial Ombudsman Service ('FOS'), the Credit and Investments Ombudsman ('CIO') and Superannuation Complaints Tribunal ('SCT') so that consumers have access to a single EDR scheme.

Using AFCA is free to consumers. If you would like to access the scheme, please lodge a complaint:

Online: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

You may also make a complaint to ASIC via its free call info line on 1300 300 630 (for Australian residents).

## 11. Privacy

We will require you to provide personal information in the course of transacting with us. FFS collects, maintains, uses and discloses personal information in the manner described in our Privacy Statement. This is primarily for processing your application and complying with certain legal obligations, such as Anti-Money Laundering and Counter-Terrorism Financing laws. Our Privacy Statement is available on our website.

Please contact us if you have any concerns.