

Margin FX & CFDs Financial Services Guide 1 December 2017

Issuer:
Forex Capital Trading Pty Ltd
AFSL No. 306400 and ABN 69 119 086 270

Purpose of this Financial Services Guide

This Financial Services Guide ('FSG') is an important document which we are required to provide to you. The purpose of this FSG is to provide you with key information about Forex Capital Trading Pty Limited ('ForexCT', 'we', 'our' or 'us') to help you in making an informed decision about whether to use the financial services we provide. You should consider the contents of this FSG prior to deciding to use our financial services.

This FSG contains important information about:

- who we are;
- the services and types of products we offer;
- the remuneration and other benefits that may be paid to us, our employees or others;
- any associations or relationships we may have with financial product issuers and details of any potential conflicts of interest;
- our internal and external dispute resolution procedures and how you can access them if you have a complaint against us;
- our compensation arrangements; and
- how you can contact us.

The information contained in this FSG is general information only and has been prepared without taking into account the client's objectives, financial situation or needs. We provide no warranty regarding the suitability for the client of any of the services described in this FSG. Please note that terms capitalised in this FSG, unless otherwise defined, have the meaning as set out in the Product Disclosure Statement (PDS) dated 10 August 2017.

What type of financial services can ForexCT provide and in which types of products?

ForexCT holds an Australian Financial Services Licence ("AFS Licence") issued by ASIC (AFS Licence Number: 306400).

ForexCT is authorised by our AFS Licence to:

- provide financial product advice with respect to derivatives and foreign exchange contracts;
- deal in derivatives foreign exchange contracts; and
- make a market in derivatives and foreign exchange contracts.

These services are all provided via our online trading platforms. In the event the relevant online trading platform is unavailable, such services will be provided via the telephone.

Before you trade in any of the products we offer, you will also be provided with a copy of the relevant Product Disclosure Statement relating to the different products we offer. This will contain information about the particular product and include any relevant terms, significant risks and details of other fees and

charges which may apply. This document will be provided to assist you in making an informed decision about the product.

Statement of Advice

We do **not** provide personal financial product advice, namely, advice that takes into account one or more of your objectives, your financial situation or needs - nor any advice which could reasonably be regarded as having done so. Accordingly, we will not provide you with a Statement of Advice.

This FSG does not constitute a recommendation or opinion that the products referred to in this FSG are appropriate to you.

Who we act for

Our service does not provide a market amongst or between clients for investments or speculation. Each product purchased (or sold) by you is an individual agreement made between you and us as a principal and is not transferable, negotiable or assignable to or with any third party.

When we enter into a financial product with a client via our online trading platforms, we do so as a principal.

How you can give us instructions?

You can instruct us via the online trading platforms or in the event the relevant trading platform is not available, you can instruct us by phone.

How Transactions are confirmed to you

We may despatch confirmations to you via email or via the online trading platform you use.

We will post details of your account activity via the online trading platforms and you will be able to generate daily, monthly and yearly reports of account activity as well as a report of each Trade (subject to reasonable limits on retaining historical records). Updated account information will be available no more than twenty-four hours after any activity takes place on your account (subject to any technical support requirement outside our control). Providing account information on your online account will be deemed to be delivery to you of confirmation and account statements. If you require a paper copy of your account statement, then you must request this from our accounts department and this will be sent to you free of charge.

How are we remunerated for the services we provide?

The prices quoted by us to clients may differ substantially from prices available in the primary or underlying markets where contracts are traded. This is due to the spread we include in the price of our products we offer to you.

A spread is the difference between the price or rate at which we buy and sell the products with our hedging counterparties (where applicable) (or the price at which we can buy or sell the underlying asset) and the rate at which we buy and sell products with our clients. Different spreads may also be applied by us depending on factors such as the value of the transaction and the underlying prevailing market conditions. We act as a market maker and not a broker and make our earnings from the spreads embedded in the prices we quote our clients to buy and sell our products.

This spread is factored into the prices or rates quoted to you and is not an additional charge or fee payable by you.

In addition to the spread, ForexCT is remunerated by charging an overnight financing fee. An overnight financing fee be charged on those trades which are not closed out prior to at 12:00 AM Greenwich Mean Time and are held overnight (“Overnight Financing Fee”). The Overnight Financing Fee will be made regardless of whether you have a long or short Transaction open. The amount of the Overnight Financing Fee paid will depend on a number of factors, including; the US dollar exposure of the Transaction held overnight and the Overnight Financing Fee rate. You can read more about the Overnight Financing Fee rate and how we calculate this in our Product Disclosure Statement which is available on our website. You can view your Exposure at any given time via the Trading Platform. The Overnight Financing Fee rate is 0.015% for all Products; however, we may change this from time to time. We will provide you with reasonable notice regarding any change through the issuance of a new PDS or a Supplementary PDS.

Other charges may include:

- deposit and withdrawal fees; and
- balance conversion fees.

For more information on the fees and charges described above please consult the PDS.

How our employees are remunerated

Our employees receive salaries and commissions. The commissions are based on a combination of the individual employee’s total clients’ net deposits, trading volume generated and revenue earned from the trades transacted.

If specified in a PDS for a product, you may authorise us to collect an Advisor Payment on behalf of Advisor in relation to financial product advice given by that Advisor to you. The relevant amount of the fee or payment you authorise us to collect will be specified in the relevant PDS. We may pay bonuses to employees from time to time. These bonuses are in compliance with applicable rules, laws and regulations.

You may request the particulars of any remuneration and commission that is to be paid to our employees in respect of any financial services we may provide to you, but that request must be made within a reasonable time after this FSG has been given to you, and before any financial service is provided by ForexCT to you.

Our associations and relationships with others

We do not have any relationships or associations with financial product issuers which might influence us in providing you with our financial services.

We may, from time to time, have relationships with other financial services providers, such as introducing brokers and referrers. These companies or individuals are not employed by ForexCT, nor are they agents of ForexCT. They may be entitled to remuneration as a result of performing certain services (such as referring clients to ForexCT). This remuneration may be a one off referral fee or may be a trailing commission based on volume of trades entered into by the referred client.

Privacy

ForexCT collects personal information from our clients to operate the online trading platforms and to facilitate the dissemination of our products and services. This information is held in accordance with our privacy policy which can be viewed here:

<http://www.forexct.com.au/Documents/Privacy-Policy>

All personal information is kept confidential and secure. If you have any queries regarding your personal information please contact us.

Our insurance arrangements

ForexCT has professional indemnity ("PI") insurance arrangements in place as required under section 912B of the Corporations Act to help provide cover for claims that relate to the financial services we provide. Our PI insurance takes into account the volume and nature of our business, the number and nature of our clients, our representatives and the potential extent of our liability.

Our PI insurance also covers potential claims in relation to the conduct of representatives who no longer work for us (but who did so at the time of the relevant conduct).

What should you do if you have an enquiry or complaint?

You have the right to enquire into or complain about the operation of our products and services. We have established procedures to ensure that all enquiries and complaints are properly considered and dealt with 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 below or by email to complaints@forexct.com

ForexCT will firstly acknowledge receipt of written complaints within 5 business days, and aim to resolve and respond to complaints within 30 business days of receipt. We will investigate your complaint, and provide you with our decision, and the reasons on which it is based, in writing.

Should you be dissatisfied with the outcome, you have the right to lodge a complaint with the Financial Ombudsman Service Ltd, an approved external dispute resolution scheme, of which ForexCT is a member. The contact details of the Financial Ombudsman Service Ltd are as follows:

GPO Box 3

Melbourne VIC 3001

Toll free: 1300 78 08 08

Facsimile: +613 9613 6399

Website: www.fos.org.au

Email: info@fos.org.au

We will endeavour to adequately address all complaints. However, if you feel that our response was not adequate, or if you have not received a reply after 45 days, you can have your complaint reviewed by the Financial Ombudsman Service Ltd.

You may also make a complaint via the ASIC freecall infoline on 1300 300 630.

ForexCT Contact Details

Address: Level 18, 636 St. Kilda Road, Melbourne, Victoria 3004

Email: info@forexct.com.au

Phone: 1800 367 392

Fax: 1800 068 022

Website: www.forexct.com.au