



ForexCFDs Financial Services Guide (FSG)

Issued by Trade Nation Australia Pty Limited (ACN 158 065 635) trading as
ForexCFDs, Australian financial services licence no. 422661.



1. INTRODUCTION

This Financial Services Guide (FSG) is prepared by Trade Nation Australia Pty Limited (ACN: 158 065 635) trading under the registered business name of FOREXCFDS (FOREXCFDS, we, us or our) in compliance with our obligations as an Australian financial services (AFS) licensee.

This FSG is designed to assist you in deciding whether to use any of our services and to provide you with the following important information:

- the services we are authorised to provide to you;
- who we are and how to contact us;
- how we and others such as referring third parties are remunerated; and
- how you make a complaint and the procedures for dealing with that complaint.

Please read this FSG to assist you in deciding whether you will use any of our products and services. This FSG contains only general information. Therefore, if you decide you would like to use any of our products and services, we can provide you with more detailed information. You should carefully read all information we provide to you before you invest. If you have any questions after you have read the FSG and any additional information we provide to you, please contact us.

2. WHO WE ARE

FOREXCFDS is a registered business name of Trade Nation Australia Pty Ltd which is incorporated in Australia and holds an Australian Financial Services Licence (AFSL) number 422661, issued by the Australian Securities & Investments Commission (ASIC). Trade Nation Australia Pty Ltd is an Australian company established to provide serviced solutions to global financial firms.

3. OUR SERVICES AND PRODUCTS

Under our AFS licence we are authorised:

- to deal in, make a market in and provide general financial product advice on derivatives; and
- to deal in, make a market in and provide general financial product advice on foreign exchange contracts.

We are authorised to provide these services to both retail and wholesale clients.

Any financial product advice we provide to you is general advice only. This means that the advice has been prepared without taking account of your



objectives, financial situation or needs. You should therefore consider the advice, in relation to your own financial needs and financial situation, before using our products or services.

The kinds of financial products to which our services relate are foreign exchange contracts and derivatives. The derivatives we offer are Contracts for Difference (**CFDs**) over a wide range of financial instruments including stock indices, commodities, equities and foreign exchange contracts. A CFD is an agreement between two parties to exchange the difference, in cash, between the opening value and the closing value of the contract. The CFDs we offer are over-the-counter (**OTC**) derivatives, which means that they are not traded on a licensed financial market (e.g. a stock exchange). We provide all of our products and services to our clients as principal - that is, on our own behalf.

Our PDS, available on the FOREXCFDS website, contains further important information regarding the products and services that we offer. In addition to this FSG, you should carefully read the PDS before dealing with us because the PDS contains information about risks, benefits, fees and costs in relation to our products and services. The PDS is designed to allow you to make an informed decision about whether to use our financial products or services.

If, after reading the FSG and PDS, you need further information then please contact us. You should also seek independent financial and taxation advice before investing in any of our products.

4. HOW DO YOU GET IN TOUCH WITH US?

You may communicate with us in writing (by email or post), or orally (by telephone or in person).

To give us dealing instructions, you may do so via our web-based trading platform or by telephone. All telephone lines are recorded in order to provide a record of transactions.

Before you log on to our web-based trading platform to deal in one of our financial products or ask to deal in one of our financial products by telephone, it is important that you understand the risks, fees, costs and benefits of dealing in that particular financial product. For information on the risks, fees, costs and benefits related to our financial products, you should carefully read and make sure you understand the PDS.

For non-dealing related instructions, you may contact us by telephone, by e-mail, by post or in person.



Our contact details are as follows:

Client Support: 02 9186 6077
Email: clientservices@forexcfds.com.au
Website : <http://www.forexcfds.com.au/>
Address: ForexCFDs
Level 17, 123 Pitt Street
Sydney
NSW 2000

5. WHAT ARE THE FEES FOR OUR PRODUCTS AND SERVICES?

a) Margin Requirement

The margin requirement is the initial amount of funds that are required to be in your account to open a trading position. The amount required to be in your account may be expressed as a ratio or percentage of the contract value or may be expressed as a multiple of the size of your trade. The margin requirements vary from market to market and are listed under the market information tab on the FOREXCFDS website and are also available upon request from one of our dealers.

b) Dealing Spread

On each product we incorporate our fees in the dealing spread. The dealing spread is the difference between the prices at which FOREXCFDS, as a market maker, is willing to buy and sell the CFD. Dealing spreads vary from market to market and are listed under the market information tab on the FOREXCFDS website and are also available upon request from one of our dealers.

c) Administrative Fees

Generally, FOREXCFDS does not charge its clients administrative fees. However, in the case of a client making an international bank transfer and/or requesting the payment of funds to be processed on the same day, then FOREXCFDS reserves the right to charge clients for these additional services. The fee for an international bank transfer will not normally be more than AUD \$20 and the fee for the payment of funds to be processed on the same day will not normally be more than AUD \$15.

d) FOREXCFDS employee benefits

Our employees are remunerated by way of salary and discretionary bonus. The bonus is based on individual performance, performance of the business unit



and the overall performance of the holding company. We do not pay commissions to our employees, directors, associates or any related body corporate for offering our products or for referring you to us.

e) Associations

FOREXCFDS has no associations or relationships which may influence the advice provided to clients.

f) Referring Party Payments

We may enter into arrangements with third parties, such as introducing brokers, who may introduce you to us, or with white label partners, who may provide our services to you through their own brand. A referring party, who refers a client to us, may be compensated by us from our income received on trading. Compensation paid to a referring party may be based on the volume of the referring party's client trading volume. Any such compensation is paid out of FOREXCFDS funds and are not a cost to you.

g) Funds on Deposit

We do not pay interest to clients on money held by us in a separate account or on money paid to us as margin. This may be regarded as a cost, as you will have lost the opportunity to obtain interest (or some other return) on that money elsewhere.

h) Outstanding Balances

FOREXCFDS may charge you interest on any money due, from close of business on the date when monies first fell due until the date of actual payment at a rate of 2% per calendar month on the total cumulative sum owing.

Details of our fees (including margin requirement and dealing spread) are published on our market information sheets, which can be found under the market information tab on the FOREXCFDS website. These fees may change from time to time at our discretion.

6. DISPUTE RESOLUTION

We have clear internal and external complaint resolution procedures, and we are a member of an independent dispute resolution scheme, the Australian Financial Complaints Authority (AFCA). If you wish to make a complaint or a query, you should contact one of our employees. If the complaint cannot be resolved at this first point of contact, you should put your complaint in writing and send it to:



The Complaints Officer
ForexCFDs
Level 17, 123 Pitt Street
Sydney
NSW 2000

The Complaints Officer will acknowledge the complaint as soon as practicable and to inform you who will be responsible for resolving the complaint. The Complaints Officer has 30 days from the date of the original complaint to resolve the issue. The Complaints Officer will report the findings to you either by phone or in writing. If you are still dissatisfied and wish to pursue your complaint you can direct the complaint to AFCA:

Australian Financial Complaints Authority
GPO Box 3
Melbourne
Victoria 3001

Phone: 1800 931 678 (free call)
Email: info@afca.org.au
Online: www.afca.org.au

Time limits may apply to complaints to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

We will provide you with a guide to the External Dispute Resolution Scheme once notified of any complaint to AFCA. We will assist AFCA in its investigation and we are bound by any decision that it makes in regard to the dispute.

7. PROFESSIONAL INDEMNITY INSURANCE

We have professional indemnity insurance in accordance with section 912B of the Corporations Act 2001. The professional indemnity insurance covers claims pertaining to conduct of current and recent past employees ("recent past employees" are those who have been an ex-employee for a period not exceeding sixty days).

8. PRIVACY

Please refer to the PDS and Client Agreement for more information about our privacy policy and how we deal with your personal information.