

INGOT BROKERS (AUSTRALIA) PTY LTD



FINANCIAL SERVICES GUIDE

Margin FX and CFD's

1st October 2018

Enclosed is a document you must read and understand as it is a client agreement between you and Ingot Brokers Pty Ltd. You should obtain your own independent financial advice as to whether Margin FX Contracts are appropriate for you.

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A decorative graphic at the bottom right of the page consisting of several overlapping circles in various shades of gray, ranging from light to dark.

FINANCIAL SERVICES GUIDE

1. ABOUT THIS FINANCIAL SERVICES GUIDE (FSG)

This Financial Services Guide is designed to provide you with important general information regarding our services and is typically issued prior to providing you with any of our financial products or services.

The information contained within this guide includes the following:

- Who we, **Ingot Brokers (Australia) Pty Ltd, (Ingot Brokers) (ACN 159 895 431)** are and how you can contact us;
- The services we are authorised to provide to you;
- How you can communicate with us;
- How we are remunerated for these services;
- The disclosure documents and statements you will receive;
- Our internal and external dispute resolution processes; and
- how we deal with your personal information.

This FSG was reviewed on 1st October 2018. All information contained in the FSG has been obtained from sources believed to be accurate and is subject to ongoing reviews.

Please contact us if you would like further information on this FSG or on any of our services.

2. FINANCIAL SERVICES WE CAN OFFER

We hold Australian Financial Services Licence number 428015 and are authorised to provide the following financial services to retail and wholesale clients:

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

3. FINANCIAL PRODUCTS WE OFFER

Ingot Brokers offers the following financial products to its Customers:

- margin foreign exchange and margin foreign exchange options in respect of all major currencies and currency crosses (Margin Contracts);
- such other products as are notified to you from time to time.

4. OUR ADVICE POLICY

We will only provide you with general advice about the markets related to our financial products which does not take into account your specific objectives, financial situation or needs. In this instance, you should seek independent professional advice to ascertain whether our advice is appropriate.

Ingot Brokers will not provide you with personal advice. In particular, we will not advise you when and if to open, maintain or close a position. Any discussions with Ingot Brokers employees about their view of current or future market conditions or prospects for a particular product should not be seen as personal advice as we neither collect, nor take into consideration, information regarding your financial circumstances and needs except to the extent that they are relevant to your transaction requests. In all cases, we recommend that you take every reasonable step to fully understand the outcomes of specific trades and strategies in relation to utilising the advice provided by us.

5. PRODUCT DISCLOSURE STATEMENTS

All our financial products and services, as identified in section 3, are issued under product disclosure statements (PDS). If we recommend you acquire a financial product, we will make available to you a PDS relating to that service or product before you invest in or purchase that product. We will not provide you with a PDS for an underlying asset. This will help you make an informed decision about whether to acquire or utilise such products.

Any PDS we give you will provide further, general information about the different products which we issue and will identify the risks, terms and conditions, our fees charges and commissions, and any association we have that may influence our advice in respect of the product.

6. USING OUR SERVICES

If you wish to utilise Ingot Brokers services you may issue instructions in person, in writing, by email, via the telephone or via such other method as may be mutually agreed between us, unless we tell you that instructions can only be given in a particular way. Instructions, given to us whether they confirm or revoke an instruction, commitment or notice of request do not take effect unless actually received by us.

If you wish to deal in one of our financial products you may do so directly via the appropriate Internet Trading Platform (**ITP**) or by telephone. You may give us instructions via the ITP or by telephone during business hours.

Before you log onto the ITP to deal in one of our financial products or ask us to deal in one of our financial products by telephone, it is important that you understand the risks, costs and benefits of dealing in that financial product. For information on the risks, costs and benefits related to our financial products you should turn to the PDS document.

7. OTHER DOCUMENTS YOU MAY RECEIVE

General transaction documents

We will provide you with the relevant documentation to facilitate the requested transactions. These may include, but not be limited to client agreements, account opening applications, and deal confirmations.

Factual information

We can provide you with written factual information regarding current or historical market rates when required.

8. WHO WE ACT FOR

Ingot Brokers is responsible for the financial services we provide to you under our Australian Financial Services Licence.

Ingot Brokers is a market maker, not an agent, when dealing in its financial products, which are off market over-the-counter (OTC) derivatives. Accordingly, Ingot Brokers may act as principal in all transactions with you in respect of these financial products offered by us.

9. WHAT OUR FINANCIAL PRODUCTS COST YOU

Our Product Disclosure Statements provide details about specific transaction fees and costs associated with our financial products. However, please note that there may be commissions payable on foreign exchange or for trading in financial products, including Margin Contracts and contracts for difference with Ingot Brokers. We generally make our revenue by earning the spread in the rates quoted to you (buy/sell spread) when you seek to transact with us.

The common fees and charges when dealing in such financial products may incorporate any or all of the following:

- payment of margin;
- margin adjustments;
- rollover charges calculated at our rollover rates;
- interest charges applied to debit balances;
- commission in the case of Share CFDs; and
- administration fees.

10. REMUNERATION OF OTHER BENEFITS RECEIVED BY OUR EMPLOYEES

Employees and Directors of Ingot Brokers who provide you with advice and execution services may receive remunerations for the provision of these services by way of salary and other employee benefits.

A discretionary cash bonus may be paid to employees and directors as part of their remuneration, based on their performance or the performance of their business unit. Some Ingot Brokers employees earn a performance-based commission and/or other monetary rewards calculated by reference to the financial products they sell and whether they achieve or exceed their sales targets. For example, employees may earn commission for new accounts opened. Such commissions are based on the volume of accounts opened per month and the amount of such commission earned will vary between employees. Amounts of volume-based commission may vary between \$0 and \$250 for a new account and there is a cap on the amount an employee can earn from such commissions.

11. REFERRAL BENEFITS FOR OTHER SERVICES PROVIDERS

You may have been referred to us by a service provider who may receive financial or non-financial benefits from us. These should have been disclosed to you by the service provider in question. Ingot Brokers may pay all or a portion of the fees, costs and charges charged by Ingot Brokers or provide other benefits to introducing advisers and referrers for the introduction or referral of customers to us. We may receive commission from third parties where an Ingot Brokers customer utilises the third party's product in connection with their trading with us. We may also pay commission to third parties where a product or service of the third party is used in connection with an account held by a customer with us. Any amount paid to introducing advisers and referrers is negotiated on an individual basis and is typically based on a sliding scale which takes into account:

- the number of customers the introducing adviser or referrer introduces or refers to Ingot Brokers; and
- the number of trades made by customers introduced or referred to Ingot Brokers

In addition to the above, Ingot Brokers may pay a fixed fee to introducing advisers and referrers for each customer they refer.

Please note that such benefits **will not** impact transaction fees or margins payable for transactions undertaken with Ingot Brokers. We will provide details of any referral benefits that relate to your transactions on your reasonable request prior to us providing you with any of our financial services.

12. DISCLOSURE OF ANY RELEVANT CONFLICTS OF INTEREST

We do not have any relationships or associations which might influence us when providing you with our services.

13 MAKING A COMPLAINT

Ingot Brokers 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, using the contact details below. We will investigate your complaint and

provide you with our decision and the reasons on which it is based, in writing. We will seek to resolve your complaint within 14 days.

In writing to: INGOT BROKERS (AUSTRALIA) PTY LTD
Level 25, 88 Phillip Street
Sydney NSW 2000
Telephone: +61 2 8046 6500
Email: customerservice@ingotbrokers.com

If you are dissatisfied with the outcome, you have the right to lodge a complaint:

- (a) with the Financial Ombudsman Service (FOS) **if lodged before 1st November 2018**. Our membership number with FOS is 31298:

In writing to: FOS
GPO Box 3
Melbourne VIC 3001
Telephone: 1800 367 287
Email: info@fos.org.au
Website: www.fos.org.au

- (b) with the Australian Financial Complaints Authority (AFCA) **if lodged on or after 1st November 2018**.

In writing to: AFCA
GPO Box 3
Melbourne VIC 3001
Telephone: 1800 931 678
Email: info@afca.org.au
Website: www.fos.org.au

- (c) Alternatively, you may contact ASIC via local call info line 1300 300 630 to obtain information about your rights.

14. COMPENSATION ARRANGEMENTS

We have professional indemnity insurance in place that complies with section 912B of the Corporations Act and ASIC Regulatory Guide 126. The policy will cover work done for us by our representatives and employees after they cease to work for us.

15. OUR RECORD KEEPING OBLIGATIONS

We will maintain comprehensive and accurate records of your client transactions and advice provided.

16. OUR PRIVACY POLICY

We are committed to protecting your privacy. The information you provide to us and any other information provided by you in connection with your transactions will primarily be used for the processing of your application and for complying with certain laws and regulations. We have systems and processes in place which safeguard against the unauthorised use or disclosure of your personal information.

Please contact us if you have any concerns or if you would like to see a copy of our privacy statement or visit the Ingot Brokers website.

17. OUR CONTACT DETAILS

You can contact us by

Telephone: +61 2 80466500

Internet: www.ingotbrokers.com.au

Email: customerservice@ingotbrokers.com