

# FINANCIAL SERVICES GUIDE

## 1. Issue Date

23rd March 2021

## 2. Purpose and Contents of this Financial Services Guide ("FSG")

This FSG is designed to provide you with important information regarding our services prior to providing you with a financial service, including the following:

- Who we are & how you can contact us
- What services we are authorised to provide
- How we are remunerated for these services
- Any (potential) conflicts of interest we may have; and
- Our dispute resolution process.

If you would like further information, please ask us.

## 3. Name of Service Provider

The Service Provider is Xtrade.au Pty Ltd ACN 140 899 476 ("Xtrade").

## 4. Australian Financial Services Licence ("AFSL") authorisations & services provided

Xtrade holds an AFSL [Number 343628] and is authorised to provide financial product advice, dealing and market making services in relation to derivatives and margin foreign exchange contracts to retail and wholesale clients.

Xtrade predominantly offers clients services in relation to margin foreign exchange and contracts for difference (both of which are over-the-counter derivatives) of forex, commodities, indices, and shares.

## 5. Contact details

Xtrade.au Pty Ltd  
Address: 424 St Kilda Road, Melbourne, VIC 3004, Australia  
Tel: +61 (3) 90881303  
Email: [support@xtrade.com](mailto:support@xtrade.com)  
Website: [www.xtrade.com.au](http://www.xtrade.com.au)

## 6. Nature of Advice Warning

We are obliged to warn you that throughout your trading experience with us, we will only provide you with general advice, which does not take account of your objectives, financial situation or needs. Therefore, you are strongly encouraged to obtain prior advice regarding the suitability of our products and services for your personal financial needs, objectives and circumstances, from a licensed professional.

Xtrade may provide you with general advice on our platform, on our website, in our disclosure documents, over the telephone or through email or any other correspondence we may have with you. At no time will Xtrade provide you with personal advice. While Xtrade believes the general advice and information we provide is accurate and reliable, neither Xtrade nor its directors, officers, employees, contractors or associates assume any responsibility for the accuracy and completeness or currency of that advice and information.

Xtrade shall not be responsible for any loss arising from any investment based on a perceived recommendation. Notwithstanding anything to the contrary (not even if specifically stated), no publication (including any possible recommendations) shall be construed as a representation or warranty (neither express nor implied) that the recipient will profit from trading in accordance with a trading strategy or that the recipient will not sustain losses from trading in accordance with a trading strategy set forth in a publication.

## 7. Method of providing financial services

Our services are provided via an on-line trading platform. However, telephone service may be offered at the sole discretion of Xtrade.

Xtrade will provide clients with the Account Application, Terms & Conditions, and transaction confirmations (via the trading platform) to facilitate the provision of any

## 8. Documentation

general advice and all transactions. We will also provide you with a Product Disclosure Statement prior to investing in any derivatives products, which contains important information regarding the features, benefits, risks and fees applicable, and should be read carefully to enable you to make an informed decision prior to investing.

## **9. Professional Indemnity Insurance**

In compliance with s912B of the Corporations Act 2001 (Cth) and ASIC RG 126, we maintain professional indemnity insurance in connection with the financial products and services we provide, including any claims in relation to the conduct of our former representatives/employees.

## **10. Our record-keeping obligations**

Xtrade will seek to ensure that comprehensive and accurate records of all client transactions and advice provided are properly maintained.

## **11. Who do we act for?**

Xtrade is responsible for the financial services it provides to you under its Australian Financial Services Licence and does not act on behalf of any other financial services licensee.

Xtrade is considered a market maker, not an agent, when dealing in over-the-counter derivatives such as Contracts for Difference. Accordingly, Xtrade acts as principal in all transactions with you in respect of these specific financial products.

## **12. Remuneration, commission & benefits expected to be received by Xtrade for provision of our financial services**

Xtrade does not charge fees or commissions on transactions.

Xtrade earns its income from the business spread (or margin) that we apply to our products. This is the difference between the rate at which we buy and sell the financial instruments (i.e. between the wholesale price achieved by Xtrade and your trade price). This spread is incorporated into the rates quoted to

you and is not an additional charge or fee payable by you. These spreads will differ depending on the contracts traded.

“Premium” Interest may also be earned or paid (“rollover interest”) on positions held overnight, which is then credited/debited by the next business day. Clients may also incur failure fees on failed transactions or interest charges on outstanding payments.

Accounts which have not had a deposit, withdrawal, open position or trade for a period of 3 months may be subject to an inactivity fee. Failure to deposit, withdrawal or trade on the account for a period of 12 months may subject the account to a dormant account fee.

As of the date of issue of this FSG, the monthly inactivity fee is USD \$10 per calendar month. The dormant account fee is USD \$60 per calendar month.

We may charge you a fee for accepting a credit card payment from you. This will be a percentage of the face value of the payment, as displayed on our website from time to time, and will be deducted immediately when the transaction occurs.

Please refer to our Product Disclosure Statement for further details regarding all fees and charges.

Additionally, please refer to our website for the latest information on fees and charges. It is your responsibility to frequently visit the website to review any changes to the fees and charges.

Representatives of Xtrade who provide you with general advice or transaction execution may receive commissions or other remuneration for the provision of these services. Our employees may also receive salaries, performance bonuses and other benefits from us.

We may also pay commissions and referral fees to third parties who refer clients to us. Such payments do not impact the costs of our products or services to you.

## **13. Disclosure of any relevant conflicts of interest**

Subject to disclosures in any Product Disclosure Statement or other transaction documents, we do not have any relationships or associations which might influence us in providing you with our services.

#### **14. Dispute Resolution**

Xtrade has an internal dispute resolution process in place to resolve any complaints or concerns you may have, as quickly and fairly as possible in all the circumstances. Any complaints or concerns should be advised to us (by phone: +61 (3) 90881303, email support@xtrade.com.au or letter to: 424 St Kilda Road, Melbourne, VIC 3004). These should be directed to the Complaint Officer of Xtrade who will seek to resolve your complaint within 45 days or such further time period that may reasonably be required given the nature of the complaint.

If you are dissatisfied with the outcome, you have the right to lodge a complaint with the Australian Financial Complaints Authority. The Australian Financial Complaints Authority ('AFCA') is an external dispute resolution ('EDR') scheme to deal with complaints from consumers in the financial system.

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

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

#### **15. Privacy**

Your privacy is important to us and we are committed to compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. We may disclose your personal information to external parties who act on our behalf in the operation of our business or in connection with the transactions to be undertaken. Such external parties are required and committed to protecting your privacy and where they are offshore we take reasonable steps to ensure that to the maximum extent reasonably possible any information sent has the same level of privacy protection as we provide here in Australia. Xtrade will not otherwise disclose your personal information without your consent, except as authorised or required by privacy laws. Please contact us via the email provided if you have any concerns.