

# FINANCIAL SERVICES GUIDE

## 1. Issue Date

This Financial Services Guide (FSG) is issued on 2 November 2023.

## 2. Purpose and Contents of this 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 financial services we are authorised to provide;
- the nature of the advice we provide;
- how we are remunerated for these services;
- any (potential) conflicts of interest we may have;
- what purpose we use your personal information; and
- our dispute resolution process.

If you would like any further information about this FSG, or have any queries about this FSG, we encourage you to contact us directly.

## 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 (No: 343628) and is authorised to provide general 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, bonds and shares.

## 5. Contact details

Xtrade.Au Pty Ltd  
Address: Suite 1.02 Lv 1, 35 Grafton Street Bondi Junction NSW 2022, Australia  
Tel: +61 (2) 8123 6650  
Email: [au-documents@xtrade.com](mailto:au-documents@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 online trading platform. However, an email or 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 general advice and all transactions.

## 8. Documentation

We will also provide you with a Product Disclosure Statement (“PDS”) prior to investing in any financial products, which contains important information regarding the features, benefits, risks and fees applicable. The PDS should be read carefully to enable you in making an informed decision prior to investing.

## 9. Professional Indemnity Insurance

In compliance with s912B of the *Corporations Act 2001* (Cth) and ASIC Regulatory Guide 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 AFSL and does not act on behalf of any other AFSL holder.

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 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.

### **Spreads**

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”/“rollover” interest**

“Premium” Interest may also be 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 (GST inclusive) per calendar month; and
- the dormant account fee is USD \$60 (GST inclusive) per calendar month.

### **Banking transaction fees**

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.

### **Employee remuneration**

Representatives of Xtrade who provide you with general advice or transaction execution services 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.

### **Third party remuneration**

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.

### **Additional fees**

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.

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

Subject to disclosures in any PDS 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 as possible in all the circumstances. Any complaints or concerns should be advised to us (by phone: 02 8123 6650, email [complaintsAU@xtrade.com](mailto:complaintsAU@xtrade.com) or letter to: Suite 1.02, Lv. 1, 35 Grafton Street Bondi Junction NSW 2022. These should be directed to the Complaint Officer of Xtrade who will seek to resolve your complaint within 30 days or such further time 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 ("AFCA"). AFCA is an external dispute resolution ("EDR") scheme to deal with complaints from consumers in the financial industry.

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 refer to our Privacy Statement, which details how we collect, maintain, use, and disclose your personal information. Our Privacy Statement is available on our website at [xtrade.com](http://xtrade.com).

Please contact us via [info@xtrade.com.au](mailto:info@xtrade.com.au) if you have any concerns.