



# Financial Services Guide

Last updated on 1 October 2021

Trademax Australia Limited

ABN 76 162 331 311, Australian Financial Services Licence No. 436416

## 1. ABOUT THIS FINANCIAL SERVICES GUIDE (FSG)

This Financial Services Guide (FSG) has been prepared and issued by Trademax Australia Limited (ABN 76 162 331 311; AFSL 436 416) (we, us or our) to inform you, as a retail client, about the financial services provided by us and to comply with our obligations as the holder of an Australian Financial Services Licence (AFSL) issued by the Australian Securities and Investment Commission (ASIC).

This FSG has been prepared to provide you with information about the financial products and services that we offer. The FSG is an important document and a regulatory requirement under the Corporations Act 2001 (Cth) (**Corporations Act**). It contains information about who we are, remuneration, any associations or relationships we may have with financial product issuers, details of any potential conflicts of interest, our internal and external dispute resolution procedures and how you can access them, information on how we handle your personal information, and how we can be contacted.

This FSG contains general information only. If you have further questions regarding this FSG please contact us.

Important general information contained within this FSG includes:

- Who we are and how you can contact us;
- The services and products we are authorised to provide to you;
- How we are remunerated for these services and the cost to you;
- Disclosure documents that you will receive;
- Who we act for and any potential conflicts of interest;
- Our internal and external dispute resolution processes; and
- How we handle your personal information.

## 2. WHO WE ARE, THE SERVICES WE OFFER AND OUR ADVICE POLICY

Trademax Australia is authorised under its AFSL to provide the following financial services to retail and wholesale clients:

- Deal and issue foreign exchange contracts and derivatives;
- Provide financial product advice in relation to foreign exchange contracts and derivatives; and
- Make a market in foreign exchange contracts and derivatives.

We offer general advice, dealing and execution services in relation to over-the-counter (OTC) derivative products, including Margin Foreign Exchange Contracts (Margin FX Contracts) and Contract for Differences (CFDs) (together referred to as **Products** in this FSG). We offer Products over a range of underlying instruments.

We are licensed to provide financial services in Australia under our AFSL, and do not accept US or NZ citizens as clients. Our services are intended for residents of Australia and are not directed at any person in any country or jurisdictions where such distribution or use would be contrary to local law or regulations.

We provide our Products to our customers in Australia on MetaTrader 4 Trading Platform (referred to as **Trading Platform** in this FSG).

In general terms, our Products are instruments that allow you to make a profit or loss from fluctuations in the price of the underlying instrument. The price of a Product is based on the price of an underlying instrument (for example, a share on an exchange). See the relevant PDS for further details on our Products.

We are authorised under our AFSL to provide general advice only and we will only provide you with general advice and information about our Products and/or the markets related to our Products. This advice and information do not take into account your specific financial situation, needs or objectives. Under the law

regulating the provision of financial product and services, general advice and personal advice have special meanings and may differ from what you commonly understand. You should seek independent professional advice to determine whether our general advice is appropriate for your circumstances.

We do not provide personal advice in any circumstances. Any information you have requested about our Products and the underlying markets and any discussions with our employees about their view of current or future market conditions or prospects for a particular Product should not be seen as personal advice, as they will not have taken into account your particular financial circumstances, objectives or needs. Rather, it should be regarded as general information for your consideration prior to making any decision to trade in any Product with us. Further, our collection of information and assessment of whether you fall into the target market of our Products should NOT be considered as providing personal advice to you. It remains your sole responsibility to ensure that all your investment decisions are made taking into account of your specific financial institution, needs and objectives.

We recommend you seek independent advice, read the Product Disclosure Statement (PDS), Client Agreement and this FSG in their entirety, and ensure that you fully understand that risks in light of your personal circumstances before making any trading decisions. We also recommend you to read our Target Market Determination on the "[Legal Documents](#)" section of our Website to understand the population to which our Products are designed for.

### **3. CONTACT DETAILS | HOW TO INSTRUCT US**

#### **Trademax Australia Limited**

Office Address: Suite 28.01, Level 28, One International Towers, Tower 1, 100 Barangaroo Avenue, Barangaroo NSW 2000

Australia Postal Address: Suite 28.01, Level 28, One International Towers, Tower 1, 100 Barangaroo Avenue, Barangaroo NSW 2000

Australia Phone: +61 2 8036 8388

Email: [info@tmgm.com](mailto:info@tmgm.com)

You may give us dealing instructions via phone or our Trading Platform. If you give us instructions via telephone, you must confirm that such instructions have been affected by us by checking your account on the Trading Platform.

Any other form of communication that is not a dealing instruction may be made via phone, person, or in writing by post or email. Our telephone lines may be recorded in order to provide a record of communication between you and us.

### **4. WHO WE ACT FOR**

Trademax Australia is responsible for the financial services we provide to you under our AFSL. Trademax Australia is a market maker and issuer of our Products, not an agent or broker. We act as principal in all transactions with you in respect of the Products and services offered by us. This means that we will be the counterparty to all your trades with us.

### **5. OTHER DOCUMENTATION YOU MAY RECEIVE**

All of our financial products and services are issued under our Product Disclosure Statement (PDS). The PDS is provided to assist you in making an informed decision about whether to acquire or utilise those financial products and is available on our website, along with this FSG, our Client Agreement, our Target Market Determination and other documents and information available on our website. We recommend that you read and understand the contents of these documents before transacting with us.

## 6. USING OUR SERVICES

If you wish to use the services and products offered by Trademax Australia, please go to our website [www.tmgm.com.au](http://www.tmgm.com.au), where you can access information and documents necessary for opening an account with us and download our Trading Platform.

## 7. RISKS OF OUR PRODUCTS

All the products offered by TradeMax Australia are leveraged. Leveraged products may result in total loss of your deposit. The risks associated with the products that we offer are described in the relevant Client Agreement and PDS.

## 8. COSTS AND INCOME

Trademax Australia' PDS provides details regarding specific transaction fees, costs and benefits associated with holding an account with us and trading our products. Trademax Australia is entitled to charge commission for trading our financial products however, we predominantly earn our revenue from the spread in the price of our products and the volume traded. The spread means the difference between the bid price (price at which Trademax Australia buys/you sell) and the offer price (price at which Trademax Australia sells/you buy) for the base currency expressed against the terms currency. The size of the spread may differ depending on the specific currency pair or derivative product traded.

Fees, costs and benefits when trading in our products may include any or all of the following:

- Rollover (swap) charge or benefit calculated at our rollover (swap) rates;
- Interest charges applied to debit balances;
- Corporate Action charges or benefits;
- Conversion fees; and
- Administration charges (bank fees, Payment Service Provider fees and account maintenance fees related to your account).

Where you have been referred to Trademax Australia by a third party, we may share a percentage of our revenue derived from your account with the referring party.

An amount calculated based on commission or spread on our products acquired by you may be paid to third parties and/or our employees. If such payments are considered "conflicted remuneration" under the Corporations Act (2001) then they will only be made with your explicit consent and you are entitled to receive full details regarding such payment upon written request.

However, if an amount, which may be calculated by reference to the commission or spread on our products acquired by you, may be paid to third parties or employees without your express consent where such payment are not deemed "conflicted remuneration" under the Corporations Act 2001, any such payment will be paid by us and not by you. Further, we will ensure that no prohibited benefits (as defined in the ASIC Corporations (Product Intervention order - Contracts for Difference) Instrument 2020/986 are provided in any circumstances.

If you are unsure whether these arrangements apply to you, please contact the referring third party or us.

## 9. EMPLOYEE REMUNERATION

Trademax Australia' employees are remunerated by way of salary and other employee benefits. A discretionary cash bonus may be paid to employees as part of their remuneration, based on their individual performance, the performance of their business unit and/or Trademax Australia as a whole. In addition, Trademax Australia's

employees may also earn performance-based commissions and/or other monetary rewards, calculated by reference to predetermined business objectives that may include contribution to company profitability, client service, risk management and marketing.

## **10. CONFLICTS OF INTEREST**

Trademax Australia, our associates and/or other persons connected with Trademax Australia may have an interest, relationship or arrangement that is material in relation to any Products entered into with us. We may provide services to third parties whose interests may be in conflict (taking an opposite position) or competition (to acquire the same or similar position) with your interests. We will not act in a way that would deliberately favour the position of another party over you or vice versa. Trademax Australia is an OTC contracts issuer and not an agent.

Accordingly, you will be trading these financial products directly with us and not on any financial market or exchange. As the contract issuer, we set the prices that refer to, but may not always be the same as, those in the Underlying Market. We will always act as principal, not as an agent, for our own benefit in respect of all of our transactions with you.

## **11. COMPENSATION INSURANCE**

Trademax Australia has professional indemnity insurance in place, which satisfies the requirements for compensation arrangements pursuant to section 912b of the Corporations Act (2001). This policy covers claims made against Trademax Australia in relation to professional services provided by our representatives, employees and authorised representatives.

## 12. PRIVACY POLICY

We will require you to provide personal information in the course of opening an account for you and transacting with us. Trademax Australia collects, maintains, uses and discloses personal information in the manner described in our Privacy Policy. This is primarily for processing your application and complying with certain legal obligations, such as Anti-Money Laundering and Counter Terrorism Financing laws. Our Privacy Policy is available on our website.

## 13. COMPLAINTS AND DISPUTE RESOLUTION

We are committed to providing a high standard of services to our customers. We have clearly laid down dispute resolution procedures. Please refer to our Complaint Management Policy on the "[Legal Documents](#)" section of our Website for more details.

If you have any complaints or queries about the service provided by us, you should contact our Customer Service Team at the details below:

Writing to us at:	Suite 28.01, Level 28, One International Towers, Tower 1, 100 Barangaroo Avenue, Barangaroo NSW 2000, Australia
Calling us:	+61 2 8036 8388
Sending an email to:	<a href="mailto:info@tmgm.com">info@tmgm.com</a>
Visiting our website:	<a href="http://www.tmgm.com.au">www.tmgm.com.au</a>

The Complaints Office will, on receipt of your written notice:

- Provide a written acknowledgement of your complaint and indicate a timeframe in which Trademax Australia will formally respond to your complaint
- Consider and investigate the circumstances of your complaint, which may also involve communicating directly with you
- Notify you in writing of our decision, including the reasons for the decision and any potential remedies, within thirty (30) days from receipt of your complaint
- If your complaint is not resolved within thirty (30) days, the Complaints Officer will inform you in writing of the reasons for the delay

Where you have any redress (financial or otherwise), we will provide that redress promptly. If the complaint can't be resolved to your satisfaction by Trademax Australia through our internal dispute resolution process, you have the right to refer your complaint to:

- the Australian Financial Complaints Authority (AFCA):

In writing to: Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

Telephone: Free call 1800 931 678

Email: [info@afca.org.au](mailto:info@afca.org.au)

Website: [www.afca.org.au](http://www.afca.org.au)