



# FINANCIAL SERVICE GUIDE

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***Risk Warning:*** Trading derivatives carries significant risks. It is not suitable for all investors and if you are a professional client, you could lose substantially more than your initial investment. When acquiring our derivative products, you have no entitlement, right or obligation to the underlying financial assets. Past performance is no indication of future performance and tax laws are subject to change. The information on this website is general in nature and does not take into account your personal objectives, financial circumstances, or needs. Accordingly, before acting on the advice, you should consider whether the advice is suitable for you having regard to your objectives, financial situation and needs.

You should consider whether you are part of our target market by reviewing our Target Market Determination (TMD), read our Product Disclosure Statement (PDS), Financial Services Guide (FSG) and other legal documents to ensure you fully understand the risks before you make any trading decisions. We encourage you to seek independent advice if necessary

## A GUIDE TO OUR RELATIONSHIP WITH YOU

Vantage Global Prime Pty Ltd, ACN 157 768 566, (“**Vantage**”, “**Vantage Markets**”, **we**, **our**, or **us**) is a financial services firm which predominately provides clients with the ability to trade over-the-counter derivatives e.g., margin foreign exchange (**FX**) contracts and contracts for difference (**CFDs**).

## ABOUT THIS DOCUMENT

**The purpose of this Financial Services Guide (FSG) is to detail the financial services that Vantage offers to assist you in making an informed decision about whether to use our services.**

**This FSG explains:**

- **Who we are;**
- **how you can contact us;**
- **the services and products we are authorised to provide;**
- **How we (and any other relevant parties) are paid; and**
- **How we deal with customer complaints**

You should retain this FSG for your reference and any future dealings with us. We may also add documents at a later date which will also form part of this FSG, and these should be read together with the FSG. These documents will include the word ‘FSG’ in the heading.

This FSG contains general information. If you have further questions after reading it, please contact us.

## OTHER DISCLOSURE DOCUMENTS WE MAY GIVE YOU

Vantage will provide clients with documentation to facilitate transactions including client agreements, terms and conditions and confirmations.

Before we issue a financial product to a retail client in this jurisdiction (**Australia**), we will provide the retail client with a Product Disclosure Statement (“**PDS**”).

A PDS contains information about the financial product to assist you in making an informed decision about whether to acquire the product. The PDS contains important information about the product features, benefits,



significant risks, and fees and charges associated with that product. You should read the PDS carefully before making a decision about whether to acquire the product.

Vantage Global Prime Pty Ltd is responsible for the financial services that it, and its representatives, provide to you. We are also responsible for the content and distribution of this FSG.

Vantage holds an Australian Financial Services Licence (“AFSL”) AFSL Number 428901. Our contact details are as follows:

Company Name:	Vantage Global Prime Pty Ltd
AFSL number:	428901
Address:	Level 12, 15 Castlereagh St, Sydney, NSW 2000 Australia
Phone:	1300 945 517
Email:	<a href="mailto:support@vantagemarkets.com.au">support@vantagemarkets.com.au</a>

As we are the product issuer, we act on our own behalf when we provide financial services to you. We do not act on your behalf.

#### **FINANCIAL SERVICES AND PRODUCTS WE ARE AUTHORISED TO PROVIDE**

Vantage is authorised under its AFSL to:

1. provide general financial product advice in relation to:
  - derivatives; and
  - foreign exchange contracts;
2. deal by issuing, acquiring, applying for, varying, or disposing:
  - derivatives; and
  - foreign exchange contracts; and
3. make a market for:
  - derivatives; and
  - foreign exchange contracts; and

Our AFSL authorises us to provide these services and products to both retail and wholesale clients (within the definition contained in the Corporations Act).

This means that we can give you general advice and help you use our online trading platform. We can also help you to complete forms and undertake and complete trades.

As we are authorised to ‘make a market’, we set our own prices for the financial products that we issue. The prices we set may diverge significantly from the market price for the underlying asset.

#### **NATURE OF ADVICE AND OUR RESPONSIBILITIES**

Occasionally Vantage will provide general advice in relation to derivatives and foreign exchange contracts. General advice is where we may express an opinion or recommendation influencing you in making a decision in relation to a financial product, but where we have not considered your personal objectives, financial situation or needs. Therefore, any general advice we provide to you may not be appropriate to your needs, financial situation, or objectives.



You should carefully consider your circumstances before making a decision that our financial products are right for you.

You should also obtain and read our PDS and ensure that you understand the risks associated with our products before making a decision.

In providing our service, other financial issues may arise. We are not authorised to assist with any financial products and services except those described above. You should seek specific advice from the appropriate professionals on other matters relevant to you.

### **HOW TO INSTRUCT US**

Before transacting with Vantage, you must open an account with us.

You may then give instructions to us in any of the following ways:

- by telephone, facsimile (by prior arrangement), email or other means; and
- electronically via one of the Vantage trading platforms.

### **WHAT OUR FINANCIAL PRODUCTS COST YOU**

The fees and charges you may be required to pay us when we provide financial services to you are:

- Spread costs;
- Interest on client money;
- Default interest;
- Swap charges;
- Rollover charges;
- Transaction fee; and
- Commissions in respect of certain accounts.

#### **Spread costs**

The Spread is the difference between the bid price (price at which we are willing to buy from you) and the ask price (the price we are willing to sell to you) the CFD or Margin FX contract you trade.

We earn a spread whenever you trade with us. Of course, all buying, and selling is notional because we typically do not actually deliver the underlying asset to you.

Sometimes, to trade on our electronic trading platforms, we will convert your money into, for example, USD, which is an example of when physical delivery does occur.

The Spread is paid by you but is incorporated into the quoted rates and is not an additional charge or fee payable by you above those quoted rates.

#### **Interest on client money**



Vantage is entitled to retain any interest it earns on client money held in the client money accounts it maintains according to the Corporations Act. The provider of each segregated account determines the rate of interest.

#### **Default interest**

If you fail to pay any amount due to us, we may debit default interest on that amount from your Account.

Default interest will be charged interest at the rate of 3% per annum above the prime lending rate in Australia for the time being in force, calculated on a daily basis from the date of such advance up to and including the date of repayment in full. Such interest is charged in arrears at the end of each business day.

#### **Swap Credits and Charges**

Where a Margin FX position or Spot CFD (a CFD whose value is derived from an underlying asset whose price is quoted on a spot market) is held overnight, you may earn or pay interest on your unrealised profit or loss. Contracts are automatically rolled over to the next trading day at the same time that the swap charge/credit is calculated.

In circumstances where the two interest rates are near parity (almost equal to each other), a Swap charge may be imposed for both long and short open Contracts. A double negative Swap Rate implies that there is no interest advantage gained by borrowing in one currency to then invest in the other.

When you close out your Margin FX or Spot CFD Contract, the net amount of the Swap Charges and Swap Credits (which forms a part of your Unrealised Profit/Loss) will be credited or debited from your Account. No Swap Charge is payable to us, and no Swap Credit is paid by us if you open and close out a Margin FX or Spot CFD Contract on the same day.

Where an Order for a Spot CFD is held at the close of trade on a Friday, the Swap Charge or Swap Credit is adjusted to reflect the cost of holding the position until the following Monday.

Where an Order for a Margin FX contract is held at the close of trade on a Wednesday, the Swap Charge or Swap Credit is adjusted to reflect interest rate changes in the Underlying Asset until the following Monday.

We receive a transaction fee for providing the Swap Charges or Swap Credits to you. Our transaction fee can be up to 10% of the value of the Swap Charge or Swap Credit received from our Liquidity Providers.

#### **Rollover Benefits and Charges**

Some instruments run on an ongoing basis and derive their prices from underlying futures contracts. Because futures contracts expire, when one futures contract ends, we need to change the underlying contract that we derive our price from.

To avoid profit and loss discrepancies, a cash adjustment takes place to reflect the difference between the old order price and the new order price less an administration fee of 0.25%.

#### **Commission**

We may charge commissions on your trading account which will be reflected when you open a Margin FX or CFD contract.

If you hold a RAW account, the amount of commission we'll charge you will vary based on the currency of your account and will increase/decrease in proportion to the size of the contract traded.

#### **Transaction Fee**



We may charge a transaction fee when you trade in Shares CFDs. Typically:

- trading US shares CFDs attracts a fee of 6 USD per transaction converted to the currency of your account.
- trading Hong Kong shares CFDs attracts a fee of 50 HKD or 0.25% of the transaction value (whichever is greater) converted to the currency of your account;
- trading Australian shares CFDs attracts a fee of 0.08% of the transaction value. The minimum charge is 8 AUD per transaction converted to the currency of your account;
- trading United Kingdom shares CFDs attracts a fee of 0.01% of the transaction value. The minimum charge is 10 GBP per transaction converted to the currency of your account;
- trading European shares CFDs attracts a fee of 0.1% of the transaction value. The minimum charge is 10 EUR per transaction converted to the currency of your account.

#### **Credit/Debit card payments**

Please note that your bank/financial institution may charge you additional fees for payments made to us by credit or debit card. You should make inquiries of your bank/financial institution in this regard.

#### **Commissions, remuneration and other benefits paid by Vantage**

Our directors and employees (including any employees of a related body corporate) are remunerated by way of salary and other employee benefits. They may also be eligible for a discretionary bonus related to business objectives. Certain employees, directors and representatives may also receive up to 100% of all fees and commissions generated from their clients depending on their adherence to compliance procedures, team, and overall company performance. Such payments are discretionary and are generally made in the form of monetary benefits and are paid quarterly or annually.

Vantage's shareholders (including any shareholders of a related body corporate) will also receive a benefit based on Vantage's ongoing company performance.

You may have been referred to us by a service provider who may receive financial or non-financial benefits from us. The amount of benefit paid to referrers is negotiated on an individual basis and is typically based on the number of clients referred or introduced to us and the number, and the number of orders traded by clients introduced or referred to us.

Please note that such benefits will not impact transaction fees or the rates and/or prices you will be offered for financial products or services offered by Vantage.

Vantage and/or its representatives may from time to time receive a benefit from preferred product providers such as educational seminars, conferences, and training days. Details of benefits valued at AUD\$300 or above received by Vantage and its representatives will be maintained on a register.

By using or continuing to use our services, you agree that:

- All fees and charges received by Vantage as described in this FSG (other than third party fees and charges) are a benefit given to us by you, in exchange for the services provided by Vantage;



- Vantage does not charge asset-based fees where you are investing using borrowed money;
- You understand, consent to authorise and direct Vantage to charge you in this way.

### COMPENSATION ARRANGEMENTS

We have arrangements in place to maintain adequate professional indemnity insurance as required by s912B of the Corporations Act 2001. This insurance provides cover for claims made against us and our representatives including claims in relation to the conduct of representatives who no longer work for us but who did so at the time of the relevant conduct.

### DISPUTE RESOLUTION

We want to know about any problems or concerns you may have with our services so we can take steps to resolve the issue. We have internal and external dispute resolution procedures to resolve complaints from clients.

Initially, all complaints will be handled and investigated internally. Therefore, if you have a complaint about any aspect of our service, please contact us using the contact details above.

To help us investigate and resolve your complaint quickly and efficiently, we ask that you provide as much information as possible about the nature of your complaint, including the following:

- Your name, trading account number and contact details;
- Copies of relevant documents; and
- Details of what you are seeking to resolve your complaint.

Vantage will provide you with a written acknowledgement of the complaint as soon as practically possible after its receipt. We will provide a final response to your complaint within 30 days.

We will notify you of any delays in the investigation process and update you on the status of your complaint until such time as our investigation is complete. In the unlikely event that we are unable to our final response within 30 days of receiving your complaint, we will contact you in writing to:

- Explain why we are not in a position to issue a final response to your complaint and to provide an indication of when we expect to be able to provide one;
- Inform you that you may refer your complaint to the Australian Financial Complaints Authority (AFCA) and provide you with information on how to contact AFCA.

If the complaint is not resolved to your satisfaction within 30 days of notifying us of your complaint, you have the right to refer your complaint to AFCA of which we are a member (member number 30840). AFCA's contact details are:

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

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

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001



## **PRIVACY POLICY**

We are committed to implementing and promoting a privacy policy that will ensure the privacy and security of your personal information. When we collect, use, disclose or handle personal information, we are bound by the Privacy Act 1988(Cth). Our full privacy policy is available from our website [www.vantagemarkets.com/en-au](http://www.vantagemarkets.com/en-au)

## **ANTI-MONEY LAUNDERING OBLIGATIONS**

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Financing Act 2006(Cth) to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licence. We assure you that this information will be held securely. We cannot provide you with services if you are unwilling to provide this information. If you decide to establish and fund an account with us, you will be required to deposit funds into a client trust account held by the licensee Vantage Global Prime Pty Ltd at National Australia Bank, or another financial institution as advised by Vantage.