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Purpose of this Guide

The Corporations Act of 2001 requires that we provide you with this Financial Services Guide (FSG) before we provide you with a financial service. The purpose of this guide is to inform you of the financial services we offer and to help you decide whether to use those financial services.

Further detail about our services and the products we offer is also available on our website at www.afex.com (“Website Domain”). When we use the terms “AFEX”, “we”, “our” or “us” in this FSG the reference is to Associated Foreign Exchange Australia Pty Ltd. When we use the term “you” (or “Client”) we mean you, as the user of our products and our other clients if the context requires.

This FSG explains:
- Who we are;
- Products and Services we offer;
- The remuneration and other benefits that may be paid to us, our employees or others;
- Our internal and external dispute resolution procedures;
- Our compensation arrangements; and
- How to Contact Us.

Should we recommend or issue a financial product, you may also receive a Product Disclosure Statement (PDS) prepared by AFEX which contains information about the product. The PDS will also enable you to make informed decisions about whether to purchase a financial product.

This FSG may be viewed online on AFEX's Website Domain. You should ensure that you download and read the entire FSG. A paper copy of the FSG is also available, free of charge to any person in Australia, on request.

Products We Are Authorised to Provide

We are authorised by our AFS Licence to provide the following financial services to retail and wholesale Clients:
- Financial product advice with respect to derivatives and foreign exchange contracts;
- Deal in derivatives and foreign exchange contracts; and
- Make a market in derivatives and foreign exchange contracts.

Other Documents

You must carefully read this FSG as well as our Product Disclosure Statement (“PDS”), and the Client Application form. A copy of the PDS and the Client Application form, which sets out the contractual relationship between AFEX and the Client, can be downloaded from our Website Domain (www.afex.com). You must confirm via your online application that you agree to receive this FSG and the PDS, and that you have read this FSG, and the PDS, and that you accept the terms and conditions set out in the Client Application form before you can trade with us and enter into transactions. These documents contain important information about the financial services and products we offer, including information about the associated risks and costs and details of other fees and charges which may apply.

The Client Application form sets out the basis of our ongoing relationship with you including the basis upon which transactions will take place and the obligations of both AFEX and the Client.

The PDS has been prepared by us and contains information about the particular financial products we offer, including significant risks and details of fees and charges which apply. The PDS will assist you in making an informed decision about the products offered by AFEX.

The Nature of General Advice

AFEX will only provide general advice regarding our financial products and due to this nature AFEX will not issue a Statement of Advice (“SOA”). This information or advice will not take into consideration your particular objectives, financial situation or needs. These issues should be considered by you before making any investment decision on the basis of any information or general advice that we provide to you. Under the law governing financial services, general advice has a defined meaning which may be different to what you understand or expect general advice to mean.

In the context of the provision of financial services, general advice can include information or an opinion about the financial products and the markets but general advice does not include any direct or implied recommendation that the financial products referred to are appropriate to your particular objectives, financial situation or needs. We recommend that you take all reasonable steps to fully understand the possible outcomes of trades and strategies in relation to utilising AFEX Products and Services.
Who We Act For When We Provide Financial Services to You

We do not have any relationships or associations with financial product issuers which might influence us in providing you with our financial services. AFEX is the issuer of the financial products and services we offer.

How to Provide Instructions to Us

You may give us instructions in person, by telephone, by facsimile, or by email. Instructions received for some financial products or services may require your signature for the purposes of verification. Your Account Executive will inform you when your signature is required.

How We Are Remunerated for Services We Provide

AFEX does not charge commission to clients; however, a fee may be associated with some of the services we offer. Ask your Account Executive for further information.

AFEX earns its revenue from the spread between the wholesale price achieved and the client's trade price. Upon the client agreeing to a particular exchange rate and confirming the amount of currency required to sell or buy; the total amount payable by the client to AFEX will be based upon the agreed exchange rate.

How Your Account Executive is Remunerated

AFEX employees are remunerated on a salary basis with performance incentives based on the overall financial performance of AFEX, the Business Unit in which they operate and individual performance. Some AFEX employees are also paid incentives based on sales of financial products and services.

Referrals

In limited circumstances, you may have been referred to AFEX directly or incidentally. Depending on the circumstances, the referring entity may receive a commission, based either on a flat referral fee or on gross sales upon the referral.

Your Privacy

AFEX does not disclose any non-public personal or financial information about its customers to third parties, except as permitted by law and as necessary in processing and conducting the transaction you have requested and authorised.

Our Insurance Arrangements

AFEX is covered by a professional indemnity insurance policy (the policy) designed to pay claims by third parties (including customers) arising from any losses caused by negligent, fraudulent or dishonest conduct by AFEX employees and any professional negligence on its part, subject to terms and exclusions of the policy. The policy extends to cover for claims made in relation to the conduct of representatives/employees after they cease to be employed by or act for AFEX. The terms and conditions of the policy satisfy the requirements of Section 912B Corporations Act 2001 (Cth) for compensation arrangements. You do not have a direct right to claim under this policy which is taken out to ensure sufficient resources will be available to meet claims against AFEX.
Disputes

We want to know about any problems or concerns you may have with our advice or services so we can take steps to resolve the issue. We have internal and external dispute resolution procedures to resolve complaints from Clients. A copy of these procedures may be obtained by contacting us and requesting a copy.

Initially, all complaints will be handled and investigated internally. Should you still feel dissatisfied with the outcome, you have the ability to escalate your concerns to an external body for a resolution.

If you have a complaint about the financial services provided to you, please take the following steps:

1. Contact AFEX to inform us about your complaint. You may do this by telephone, in person, facsimile, email or letter. We will investigate your complaint promptly. We will try to resolve your complaint quickly and fairly.

2. If you are not satisfied with the resolution you may refer your dispute to:

Banking and Financial Services Ombudsman Ltd.
GPO Box 3
Melbourne VIC 3001
1300 78 08 08 (Telephone number)
(03) 9613 7345 (Facsimile number)

How to Contact Us

You can contact us by the following means:

Telephone
Call us on +61 2 9268 7600 (Australia)

Mail
Write to us at Level 38, Suite D, 2 Park Street, Sydney, NSW 2000

Fax
Send us a fax to +61 2 9268 7698 (Australia)

Email
Send us an email to info.au@afex.com

In person
Visit our offices at Level 38, Suite D, 2 Park Street, Sydney, NSW 2000

Visit our website at www.afex.com or any other website which may be designated by AFEX from time to time.