

# OMFMarkets Financial Services Guide

This Financial Services Guide (FSG) is an important document. You should read it carefully and make sure you understand it.

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# 1. Who are We?

This FSG is provided to you by OMF Australia Pty Ltd (ACN 608 611 687) ("OMF Markets", "we", "us", or "our") and is dated 21 August 2019. This version of the FSG replaces any FSG we have previously issued. OMF Markets holds Australian Financial Services Licence ("AFSL") number: 485351.

If you wish to contact us, you can by using the contact details below:

Suite 401

45 Lime Street

Sydney NSW 2000

T: +61 2 8317 3131

E: [info@omfmarkets.com](mailto:info@omfmarkets.com)

We may change our financial services including features of the products and advice from time to time and may issue a new FSG. The latest version of the FSG is available on our website at: [OMF Markets Financial Services Guide 2019](#).

Distribution of this FSG by our Authorised Representatives has been authorised by OMF Markets.

## Who are our Authorised Representatives?

- Aylin Amey Authorised Representative No. 1269813
- BMH Co Pty Limited Authorised Representative No.1266608
- Brent Hill Authorised Representative No.1266609

OMF Markets is responsible for any financial services provided to you by our Authorised Representatives.

# 2. About this Document

The FSG is important because it provides you with information to assist you in deciding whether to use any of the financial services and products we can provide to you.

## The FSG will tell you:

- Who we are and how you can contact us
- Disclosure documents you may receive
- Services and products we are authorised to provide
- Remuneration, commission and other benefits that may be paid to us and other persons for the services and products we offer
- How you can give us instructions
- What relationships and associations we have including any (potential) conflicts of interest we may have
- How your complaints are dealt with
- Our compensation arrangements

# 3. Other Disclosure Documents We may give You

We will also give you documentation to facilitate transactions, including client agreements, terms and conditions as well as confirmations. You must ensure you read all documentation provided to you.

## Product Disclosure Statement

Where we issue a financial product (other than securities issued on the ASX), we will provide you with a Product Disclosure Statement (“PDS”). The PDS will assist you in deciding whether or not to acquire the financial product. It sets out the features, benefits, risks and fees associated with the product. You should read the PDS carefully.

In certain circumstances we are not required to provide you with a PDS (including, for example, where you already have one) or where you are a wholesale client.

OMF Markets may also provide you with a PDS issued by another product issuer if you intend to have OMF Markets assist you to deal in financial products through other providers. You must ensure you read and understand the content of these documents prior to acquiring any financial products from the relevant product issuer.

## Statement of Advice

In addition, from time to time, we may provide you with personal financial product advice. Personal financial product advice is advice that takes into account one or more of your objectives, financial situation and needs. If we provide you with personal advice, we will provide you with a Statement of Advice (“SOA”). The SOA will contain:

- details of the advice provided
- the basis on which the advice is given
- information relating to fees, commissions and other benefits and any relationships, associations; and
- interests that may influence the advice you receive.

Where you obtain personal financial product advice about your investments from us on a regular basis, and we have previously provided you with a SOA, we may not provide you with a new SOA for any further advice. If your circumstances and the basis for advice are not significantly different to your circumstances at the time the initial SOA was provided to you we will not provide you with a new SOA. However, in such circumstances we will retain a Record of Advice (“ROA”) setting out details of the advice we provide to you. You may request a copy of the ROA at any time within 7 years of the advice being provided.

You do not have to provide us with information regarding your personal objectives, financial situation or needs, however, you should be aware of the fact that if you do not provide us with complete details of this information, there will be limits on the advice we provide.

We are required to act in your best interests and in situations of potential conflict, we must put your interests ahead of ours. If your advisor is not appropriately qualified to provide the personal advice that you require, your advisor will arrange for an appropriately qualified advisor to assist you.

We will not always provide you with personal financial product advice. For example, we may provide you with advice that does not take into account your personal circumstances (general advice) or we may simply execute transactions in accordance with your instructions. From time to time, we may also provide you with market updates, research reports, and other general advice. In such situations you will not be provided with a SOA or ROA.

## 4. What Financial Services and Products do we Provide?

Our AFSL authorises us to provide the products and services set out in the Table below in relation to the following products:

- Deposit and payment products including:
  - Basic deposit products;
  - Non-basic deposit products; and
  - Non-cash payment products;

- Foreign exchange contracts;
- Derivatives;
- Debentures, stocks or bonds issued or proposed to be issued by a government;
- Securities;
- Australian carbon credit units; and
- Eligible international emission units.

Please note, this FSG does not extend to wholesale clients – it is limited to financial products and services offered by OMF Markets to retail clients only.

OMF Markets' financial products and services:

Service Type	Financial Products	OMF Markets' Role	OMF Markets' Services
Market Making Services	<ul style="list-style-type: none"> <li>• Foreign Exchange ("FX") Contracts, including: <ul style="list-style-type: none"> <li>— Spot FX Contracts</li> <li>— Forward FX Contracts</li> <li>— FX Options; and</li> </ul> </li> <li>• Australian carbon credit units; and</li> <li>• Eligible international emission units.</li> </ul>	<p>Product issuer, meaning that OMF Markets acts as principal for each trade you make in these products whether or not on the trading platform.</p>	<p>OMF Markets provides its clients with access to the following trading platform to trade in financial products:</p> <ul style="list-style-type: none"> <li>— OMFx24 Trading Platform</li> </ul> <p>When you trade in financial products whether or not via the trading platforms, OMF Markets will act as a principal to all your trades not as agent. This means that OMF Markets is providing market making services as the product issuer.</p>
Introducing Broker Services	<ul style="list-style-type: none"> <li>• FX Contracts</li> <li>• FX Options</li> <li>• Over the Counter ("OTC") Derivative Products including Contracts For Difference ("CFDs")</li> <li>• Equities</li> <li>• Listed Options</li> <li>• Commodities</li> <li>• Exchange Traded Funds</li> <li>• Futures</li> <li>• Bonds</li> </ul>	<p>OMF Markets will act as your agent to arrange for you to acquire or dispose of a financial product.</p> <p>For example, OMF Markets:</p> <ul style="list-style-type: none"> <li>• will instruct and execute trades on your account with an appropriate authorised market participants, such as Saxo Capital Markets (Australia) Pty Ltd ("Saxo"); or</li> <li>• will introduce you to an appropriate authorised market participant with whom you will enter into a trade.</li> </ul>	<p>OMF Markets will not act as principal to a trade when providing you with Introducing Broker Services.</p> <p>For example, OMF Markets will act as your agent to pass your trade to an authorised market participant (such as Saxo) who will execute the trades on your behalf. Please note, in that instance Saxo is the product issuer.</p>

<p>Advisory Services</p>	<p>All financial products listed above, as well as</p> <ul style="list-style-type: none"> <li>— Deposit and payment products</li> <li>— Derivatives</li> <li>— Debentures, stocks or bonds issued or proposed to be issued by a government;</li> <li>— Securities; and</li> <li>— Australian carbon credit units; and</li> <li>— Eligible international emission units</li> </ul>	<p>Advisor. OMF Markets will provide either personal or general financial product advice.</p>	<p><u>General financial product advice</u></p> <p>When we provide general financial product advice to you, our advice does 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.</p> <p>All financial product advice provided by OMF Markets should be deemed as general advice unless OMF Markets informs you otherwise that the advice is of a personal nature.</p> <p><u>Personal financial product advice</u></p> <p>Where OMF Markets provides personal financial product advice, the advice will be based on personal information that you have provided to us. The purpose of the personal financial product advice is to assist you in achieving one or more of your financial objectives. OMF Markets may consider, amongst other things, your objectives, risk profile and appetite, income level and stability, asset base and stage in life, including your age.</p> <p>If you are unsure if you are and/or will be receiving general financial product advice and personal financial product advice, please contact us.</p>
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## 5. How You Provide Instructions to Us

### Instructions

You can give us instructions in the following manner:

- by telephone (in which case your telephone calls to us may be recorded)
- in writing (including email or electronic communication) by prior arrangement only, however you'll need to confirm with us that your instructions have in fact been received as electronic communications may fail or not be received in a timely manner); or
- electronically via direct entry into the trading systems that we provide you with access to.

You should ensure you read the relevant client agreement and PDS (if applicable) about how to give us dealing instructions. If you are unsure how to give us dealing instructions, please contact us.

### Non-dealing instructions

You may give us non-dealing instructions e.g. for the provision of personal advisory services, using our contact details in Section 1 above. All electronic or written instructions to us may only be deemed **"received"** after we give you confirmation that we have in fact received your instructions.

### How OMF Markets may provide information to you

OMF Markets may use the contact details you provide to us to provide you with documentation about the financial products and services we provide to you. It is your responsibility to regularly check if you have received any communication from us and keep us informed if your contact details change.

## 6. How We get Paid

We may charge you fees for the provision of financial services. We may also receive commissions, brokerage fees and other benefits from product issuers with your explicit consent. We may share the fees, commissions, brokerage and other benefits we receive with your advisor (if we provide you with financial product advice) with your consent.

### Advice fees

If we provide you with personal financial product advice, we may charge you a fee for the provision of such advice. This fee will be agreed with you prior to the provision of advice. This fee may be payable upfront or on an ongoing basis.

If your advice fee is payable on an ongoing basis, the fee may be based on a percentage of the value of your investments or may be a flat monthly fee.

If there is any change to the amount of the advice fee, we will provide you with at least 20 days' notice of the change to your nominated email address.

You can opt out of your election to receive ongoing advice at any time by contacting us in writing. We are required to obtain your consent in writing in relation to any ongoing advice fee arrangement at least once every two years. The ongoing advice fee arrangement terminates if you do not confirm your intention to continue with the arrangement.

### Introducing Broker Services Fees

We may receive compensation from any revenue Saxo Capital Markets (Australia) Pty Limited ("Saxo") earns from the transactions conducted on your account with Saxo. The revenue associated with these transactions will be sent to us directly by Saxo and the rates are set out in the OMF Markets Payment Schedule which is provided as part of the application process. As the exact amount of any payment to us from Saxo cannot yet be calculated, you should contact us for further details of payments made to us that relate to your account with Saxo.

## Other costs you may incur

Our current indicative fees are set out below and are exclusive of GST (if any). Actual fees will be as agreed between you and us and are subject to change from time-to-time.

We will give you notice of any changes to the fees and charges before providing the service to you or if this is not possible as soon as practicable after that service is provided to you by email to your nominated email address.

<b>Interest (applies to FX Contracts and Sold Foreign Exchange Options only)</b>	
Debit interest charged on negative balances, above OMF Markets' <b>base rate</b>	Up to 2.0%
<b>FX Contracts</b>	<b>Commission Rate</b>
% Quoted Amount (converted to base CCY) We will generate revenue based on the margin between the rate quoted to you and the wholesale rate we are able to negotiate with our own providers. The size of the margin will depend on various factors including the current interest rate, currencies involved, availability of the currency and market volatility.	Up to 3.0%
<b>Foreign currency telegraphic transfer</b>	
— When paid by the OMF Markets account holder	Up to AUD \$45.00
— When paid by the beneficiary account holder	Up to AUD \$20.00
Same day NZD TT and foreign currency deposits	AUD \$10.00

Holding charges may apply depending on the product you are trading. Please refer to the relevant Product Disclosure Statement for further details.

## Foreign Exchange Options

Buyers of FX Options are charged an Option Premium (expressed as base CCY). The rate we provide includes a spread or margin that may differ from the rate we obtain from our counterparty and OMF Markets may generate revenue from this. The spread is not a fee or commission separately payable by the client and is included in the Option Premium or FX Option rate quoted. Please refer to the relevant PDS for further details.

## Interest on Client Segregated Accounts

For FX Contracts (spot and forward FX), we may receive interest on credit balances in our client money accounts and we will retain any such interest received.

For other products (FX Options), if your account goes into default (i.e. has a negative balance) you will be required to pay interest to us. Please refer to the relevant PDS for further details.

## 7. How do our people and related third parties get paid?

Our directors and employees who provide the financial services described in this FSG are remunerated by way of salary and other employee benefits. They may also be eligible for a discretionary bonus based on their performance both financial and nonfinancial and whether the clients are wholesale or retail. Employees may also be rewarded by monetary and non-monetary benefits. It is not possible to determine in advance what (if any) additional benefits any employee will receive as these benefits are not generally attributed to any particular product or service they provide.



Representatives of OMF Markets who provide you with general advice or transaction execution may receive commissions or other remuneration for the provision of these services. They receive a percentage of up to 45% net revenue earned from transactions conducted on your account where you have agreed to us paying this to them.

#### Soft dollar benefits

We and our representatives may also receive other benefits such as training assistance, marketing, entertainment, sponsorship, gifts and similar "soft" dollar commissions and benefits from product and service providers.

#### Referral fees paid by us

If you have been referred to us by another party, that other party may receive an introducer fee and/or an ongoing commission on every transaction. This fee will vary depending on circumstances but will be fully disclosed to you upon request. It will typically be a percentage of the revenue earned by OMF Markets on a particular trade or contract that you enter into with us. That percentage will vary according to our agreement with the introducing party (or referrer).

You may request further details of the fees and benefits (including any commissions) that may be payable at any time by contacting us. If you wish to request further details about the remuneration and benefits set out in this document, you should do so within a reasonable time after receiving this document and before we provide any services to you.

## 8. Conflicts of Interest

Our employees, representatives and directors, and those of our related entities, may have an interest in any financial products recommended by us to you.

Our related entities may also receive benefits and commissions as a result of services we provide to you.

We recognise these relationships may cause a conflict of interest to arise. We have controls to manage these conflicts.

Our representatives may buy or sell the financial products as principal or agent and as such may effect transactions which are not consistent with recommendations provided to you by us.

## 9. Our Compensation Arrangements

OMF Australia Pty Ltd has Professional Indemnity Insurance in place to cover itself and its representatives for the financial services we provide. We believe that the cover is adequate to meet OMF Australia Pty Ltd's requirements as an Australian financial services licensee.

## 10. Personal Information

The privacy of your personal information is important to us. Any personal information collected will be handled in accordance with our Privacy Policy.

To provide you with our services, we maintain a record of the information you provide to us, including your personal profile, and details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

Our Privacy Policy details how we comply with the requirements of the Privacy Act in the handling of your personal information. A copy of that policy can be obtained by visiting our website at [www.omfmarkets.com](http://www.omfmarkets.com). If you would like a copy of the information we hold about you, please contact your advisor. We may charge you a nominal cost for accessing and/or photocopying personal information that you request.

## 11. What if You have a Complaint?

If you have a concern about the service received from us, please contact us in writing to the following address:

Compliance Officer  
OMF Australia Pty Ltd  
Suite 401, 45 Lime Street  
Sydney NSW 2000

You can also contact us by emailing [info@omfmarkets.com](mailto:info@omfmarkets.com) or telephoning our Compliance Officer on +61 2 8317 3131.

Following receipt of your concern, the Compliance Officer will acknowledge receipt of your concern in writing and provide an estimate of the time it will take to investigate the circumstances and provide you with a response. The Compliance Officer will then investigate your concerns and contact you if further information is required. Following such investigation, the Compliance Officer will provide you with a written response.

If we are unable to resolve your concerns to your satisfaction, you may choose to lodge a complaint with the Australian Financial Complaints Authority ("AFCA"). The contact details for AFCA are:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
Ph: 1800 931 678  
Fax: (03) 9613 6399  
Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)

AFCA will investigate the complaint and make a determination. This is a free service for you.

You may also contact ASIC's free call Infoline on 1300 300 630 to make a complaint and obtain information about your rights.



# Trust, Expertise & Passion

OMF Markets is a registered business name of  
OMF Australia Pty Limited ACN 608 611 687 AFSL 485351

