

FINANCIAL SERVICES GUIDE FOR FOREIGN EXCHANGE PRODUCTS

Issue Date: 3 December 2018

1) About this Financial Services Guide (FSG)

This Financial Services Guide is designed to provide you with important information regarding our services and is issued prior to Moneytech Limited (ACN 106 249 852) (“Moneytech”, “we” or “us”) providing you with a financial product or services. The information contained in this guide includes the following information:

- Who we are;
- What services we are authorised to provide;
- How we are remunerated for these services;
- Our internal and external dispute resolution services.

We hold Australian Financial Services Licence number 421414 and are authorised to provide the following services to both retail and wholesale clients:

a) **Provide Financial Product Advice**

We can provide you with financial product advice. This is where we make a recommendation, or express our opinion on matters relating to financial products described in section 3 below. We are authorised to provide financial product advice taking into account your personal circumstances, financial situation or needs and we are also authorised to provide advice which is not personal advice (this is general advice).

b) **Deal in a financial product**

We are also authorised to deal in the financial products described in section 3 below. Dealing means: issuing, applying for or acquiring, varying or disposing of a financial product in respect of all of the products, except basic deposit products. We are also authorised to deal by applying for or acquiring, varying or disposing of deposit and payment products on behalf of another person.

c) **Make a market**

We make a market by regularly stating the foreign exchange rate which will apply to any foreign exchange contract you choose to enter into with us.

Our Product Disclosure Statement contains general information about the terms and conditions; risks and benefits; and fees and charges applicable to our product suite.

2) Our Authorised Representatives

Moneytech is the product issuer for the provision of foreign exchange forward transactions, spot transactions and derivatives (collectively “Foreign Exchange Contracts”).

Moneytech FX Pty Ltd A.C.N 151 337 852 (“Moneytech FX”) is authorised, on behalf of Moneytech, to arrange for you to acquire or apply for a Foreign Exchange Contract. Moneytech FX will act on Moneytech’s behalf when providing these financial services to you. Moneytech FX’s authorised representative number is 405948. Provision of this FSG has been authorised by Moneytech.

Moneytech FX is not authorised to:

- Provide you with personal advice (that is, advice taking into account your personal circumstances);
- Purport to bind or contract for or on behalf of Moneytech in any way whatsoever, other than as is set out in the Product Disclosure Statement.

Moneytech FX and Moneytech are part of a corporate group whose holding Company is Moneytech Group Pty Limited ACN 611 393 554. Moneytech and Moneytech FX are wholly owned subsidiaries of Moneytech Group Pty Limited.

AES Development Holding Pty Limited ACN 622 783 055 ("AES") is authorised, on behalf of Moneytech, to arrange for you to acquire or apply for a Foreign Exchange Contract. AES will act on Moneytech's behalf when providing these financial services to you. AES's authorised representative number is **1265370**. Provision of this FSG by AES has been authorised by Moneytech.

AES is not authorised to:

- Provide you with personal advice (that is, advice taking into account your personal circumstances);
- Purport to bind or contract for or on behalf of Moneytech in any way whatsoever, other than as is set out in the Product Disclosure Statement.

Moneytech Limited has a substantial interest in AES.

3) What kind of products do the Financial Services relate to?

Our Australian Financial Services Licence authorises us to provide financial product advice in relation to the following financial products ("Products"):

- Foreign exchange contracts;
- Derivatives;
- Non cash payments products;
- Basic deposit products (applying for, acquiring, varying or disposing of financial product on behalf of another person).

4) Our advice policy

a) General Advice Only

We will provide you only with general advice that does not take into account your individual objectives, financial situation or needs ("General Advice"). Whenever we provide you with General Advice, you should also seek independent professional advice to ascertain whether our advice is appropriate for your particular financial circumstances and requirements.

b) Statement of Advice

In the event that you ask us to provide you with advice that does take into account your objectives, financial situations or needs ("Personal Advice") and we give such advice, we will provide you with a Statement of Advice ("SOA"). The SOA will contain the Personal Advice given and other relevant information about fees, commissions and associations which may have included the provision of the Personal Advice. You should still obtain independent financial advice, as any Personal Advice we give you will not take into account all your financial requirements; for example tax/audit requirements.

In all cases we recommend you take every reasonable step to fully understand the outcomes of specific Foreign Exchange trades and strategies adopted in relation to utilising the advice provided by us.

5) Other documents you may receive

a) Product Disclosure Statement

If we recommend you acquire a Product, we will also provide you with a Product Disclosure Statement which contains information about the Products we issue. This will help you make an informed decision about whether

you wish to acquire our Products. The PDS is designed to allow clients to make an informed decision about whether to acquire a financial product and to allow for comparison of financial products. It includes information such as fees payable, risks, benefits and significant characteristics of our products. Generally, a PDS should be provided to a retail client before an offer is made to issue a financial product. Clients should obtain our PDS and consider its contents before making any decision about whether to acquire our products. The PDS can be downloaded from our website or a paper/soft copy will be provided upon request.

b) General Terms and Conditions

In order to acquire our Products, we may provide you with additional documentation to facilitate your request. For example, these documents may include agreements, terms and conditions and transaction confirmation advice. All transactions are governed by Moneytech's standard Foreign Exchange Terms and Conditions which are available on line at www.moneytech.com.au

6) Instructing Moneytech or its Authorised Representative

You may give us instructions via our trading platform or by telephone, in person, fax or email. We advise that all of our telephone lines are recorded in order to provide a record of transactions and the contract entered between Moneytech and you.

7) Remuneration and Referrals

a) Foreign Exchange Rates – Margins

We obtain revenue through a 'margin'. The margin is the difference between the wholesale exchange rate we are able to obtain and the exchange rate we then offer to each customer. The exchange rate we offer to you is dependent on a number of factors including: the value of the transaction and the currency involved the frequency that you trade with us, the likelihood of increases or decrease in the relevant rates of exchange and the differing interest rates applicable to the currency pair involved in the forward exchange transaction.

The 'margin' may vary depending on the supply and demand for the two currencies and amount involved, market volatility and required maturity date.

If you request us to cancel a transaction before settlement, it is likely that the relevant exchange rate for that transaction will have changed. If that occurs, you may be required to make an additional payment which will reflect the change in exchange rates. We will notify you of any amounts you will be required to pay at the time you request to cancel the transaction.

b) Financial product advice and making a market

We do not charge you additional fees for providing financial product advice; we do not charge you additional fees for making a market. We are remunerated for providing those services only by you acquiring our Products.

c) Remuneration to our Authorised Representative

Our Authorised Representative, Moneytech FX, is paid in relation to the financial services provided in accordance with a commercial arrangement between us. The terms of this commercial arrangement provide that Moneytech FX earns revenue on each trade conducted except where the client is referred by Moneytech, in which case Moneytech retains a percentage of the revenue earned on each trade.

Our Authorised Representative, AES Development Holding Pty Limited (**AES**), is paid in relation to the financial services provided in accordance with a commercial agreement with us. The terms of this commercial arrangement provide that AES earns a revenue split shared with Moneytech. The proportion of revenue that AES will receive will depend on the product and whether AES or Moneytech has originated the client.

d) Staff Remuneration

Staff members of Moneytech and Moneytech FX are salaried employees. This means all staff receive a salary, plus superannuation.

Whether staff members receive any additional rewards or benefits depends on a number of balanced performance and behavioural factors. Staff members may be entitled to receive an annual bonus, the level of which may depend on the overall performance of the company throughout the course of the year, and the individual (or team's) ability to meet:

- Performance targets in relation to sales; and/or
- Performance targets based on other factors such as compliance and regulatory commitments, customer service experience and corporate responsibility requirements.

No conflicted remuneration is paid by Moneytech to Moneytech FX, nor the respective employees of each of Moneytech, Moneytech FX and AES.

8) Third Party referrals

You may have been referred to us or our Authorised Representative by a service provider who may receive financial or non-financial benefits from us. These should have been disclosed to you by the service provider in question. Please note that such benefits will not impact transaction fees or margins payable for foreign exchange transactions with us. Any benefits those third party suppliers receive are paid out of our own funds and are not a cost to you.

9) Transaction Fees

Our PDS provides further details regarding specific transaction fees and costs. However, please note that our fee is built into the exchange rates quoted when you seek to transact. We reserve the right to charge a transaction fee up to A\$50 per transaction, and may also charge up to A\$10 dishonoured cheque fee, a telegraphic transfer fee up to A\$15 and an express delivery fee up to A\$25. Details of all fees and costs will be disclosed to you prior to receiving any advice or entering into a transaction.

10) Client Money

We are required to hold all money paid by retail Clients to us in connection with over the counter derivatives in a separate client money account and only withdraw such monies in limited circumstances in accordance with the governing legislation. Where client funds are held by Moneytech in a client money account, Moneytech will retain and be entitled to any interest earned on the client money account.

11) Conflicts of Interest

We do not have any relationships or associations which influence us when providing you with our services.

12) Making a Complaint

Moneytech has an internal dispute resolution process in place to resolve any complaints or concerns you may have, quickly and fairly. These should be directed to our Complaints Manager who can be contacted by telephone on 1300 858 904 or alternatively you can post your complaint to:

**Moneytech Limited
PO Box 2015
North Sydney NSW 2059
Att: Complaints Manager**

Our Complaints Manager will acknowledge your complaint within seven (7) days and may, if relevant, request further details from you. Within twenty one (21) days of receiving your complaint, Moneytech will:

- advise you the results of its investigation; or
- advise you, if you are dissatisfied with the outcome of your complaint, that you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA), which provides fair and independent financial services complaints resolution that is free to consumers, or take whatever other action you believe is appropriate, using the contact details below:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
www.afca.org.au
Ph: 1800 931 678

13) Professional Indemnity Insurance

Pursuant to s912B of the Corporations Act and ASIC RG 126, Moneytech maintains professional indemnity insurance to cover the financial products and services we provide, including any claims in relation to the conduct of our former representatives or employees.

14) Privacy Policy

Moneytech and its Authorised Representatives are committed to protecting your privacy. We have systems and processes in place which safeguard against the unauthorised use or disclosure of your personal information. Please contact us if you have any concerns. A copy of our privacy policy is available on line at www.moneytech.com.au.