

Financial Services Guide



Vantage Global Prime Pty Ltd
ACN 157 768 566
AFSL No. 428901
Level 29, 31 Market Street
Sydney NSW 2000

FINANCIAL SERVICES GUIDE

Version 1.3

1 November 2018

A guide to our relationship with you

Vantage Global Prime Pty Ltd ("Vantage Global Prime", we, our, 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 Vantage Global Prime offer and to assist you in making an informed decision whether to use our services.

This FSG explains:

- Other disclosure documents we may give you
- Who we are and how you can contact us
- Financial services and products we are authorised to provide
- Nature of advice and responsibilities
- Products we provide
- How you can instruct us
- How we (and any other relevant parties) are paid
- How we deal with customer complaints and where you can go for further help
- Records we keep and privacy policy

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

Other disclosure documents we may give you

Vantage Global Prime 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, we will provide a Product Disclosure Statement ("PDS").

The PDS contains information about the financial product to assist you in deciding 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. The PDS should be read carefully to enable you to make an informed decision about whether to acquire the product.

Who we are and how you can contact us

Vantage Global Prime Pty Ltd is the provider of Financial Services described in this guide. Vantage Global Prime authorises, and is also responsible for the content and distribution of this FSG.

Vantage Global Prime holds Australian Financial Services Licence ("AFSL") AFSL Number 428901.

As we are the product issuer, we are acting on our own behalf when we provide the services and not on your behalf

Our contact details

Vantage Global Prime Pty Ltd
Address: Level 29, 31 Market St,
Sydney, NSW. 2000. Australia
Phone: +61 1300 858 952
Fax: +61 2 9211 1391
Email: support@vantageprime.com

Financial services and products we are authorised to provide

Vantage Global Prime is authorised under its AFSL to provide you with the following range of financial services:

1. Provide general advice on the following classes of financial products:
 - derivatives;
 - foreign exchange contracts;
2. deal in a financial product by: issuing, acquiring, applying for, varying or disposing of in respect of the following classes of financial products:
 - derivatives;
 - foreign exchange contracts; and
3. make a market in:
 - foreign exchange contracts; and
 - derivatives.

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

Nature of Advice and our Responsibilities

Vantage Global Prime provides **only** general advice in relation to derivatives and foreign exchange contracts. Any general advice we provide to you as a retail client does not take account of your Personal Circumstances. Before acting on any general advice, you must consider the appropriateness of the advice in light of your Personal Circumstances. Newsletters, trade alerts and research papers are examples of general advice we may give you.

Before taking any action to acquire any of the financial products or services mentioned in this FSG you should consider whether the product or service is appropriate having regard to your Personal Circumstances. You should also consult the relevant PDS and ensure that you understand the risks associated with the financial products and services you enter into with Vantage Global Prime.

In providing our service, other financial issues may arise, such as how to invest money, or taxation issues. However, we are not authorised to provide advice relating to those financial issues, or any other issues except those explained above. You should seek specific advice from the appropriate professionals if these issues are relevant to you.

How to instruct us

Before transacting with Vantage Global Prime 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. But in all cases we must receive written confirmation of these instructions; and
- electronically via one of the Vantage Global Prime 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;
- Administration fees; 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 (price we are willing to sell to you) the CFD or margin FX contract you trade.

Interest on client money

Vantage Global Prime is entitled to retain any interest it earns on client money held in the segregated accounts it maintains pursuant to the Corporations Act. The rate of interest is determined by the provider of each segregated account.

Default interest

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

Default interest will be charged from and including the due date to the date of actual payment. All such interest will be calculated using an interest rate which is the central bank target cash rate for that currency plus 3% per annum. Default interest is charged in arrears at the end of each business day.

Swap Credits and Charges (not payable for Swap Free Accounts)

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 in the same day. 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

Where a Futures CFD (a CFD whose value is derived from an underlying asset whose price is quoted on a futures market) is held at the end of the trading month, you may earn or pay interest on your unrealised profit or loss. Contracts are automatically rolled over to the next trading month at the same time that the Rollover Credit or Charge is calculated.

A cash adjustment takes place to reflect the difference between the old contract price at the end of the trading month and the new contract price at the commencement of the next trading month (less an administration fee of 25 basis points).

Administration fee (Swap free or Islamic accounts only)

Swap Free Accounts do not pay or receive swap credit or charges or rollover credits or charges. Swap Free Accounts will instead be charged an administration fee. The administration fee is made up of the fees imposed by our Liquidity Providers plus an internal processing fee (approx. 10%).

Currency conversion calculation fee

Funds can be deposited to us and held in the following currencies: Australian dollars, Euros, British Pound Sterling, Japanese Yen, New Zealand Dollars, Singapore Dollars, Canadian Dollars or US Dollars. Your Account can be denominated in any of the eight stated currencies.

When you deal in a Margin FX Contract or CFD in a currency other than the base currency of your account, we automatically convert the realised profit or loss into the base currency of your account at the current spot rate quoted by us on which may be different to the spot foreign exchange rate elsewhere.

Commission

Account holders that trade with us typically pay no commission other than RAW ECN and PRO ECN account holders who pay \$3.00 and \$2.00 USD respectively (or equivalent in the trading account base currency) commission per standard lot, per side.

Commissions, remuneration and other benefits paid by Vantage Global Prime

Our employees and directors 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.

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 contracts traded by clients introduced or referred to us.

Please note that such benefits will not impact transaction fees or the rates you will be offered for financial products or services undertaken with Vantage Global Prime.

Soft dollar benefits

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

Right to request further information

You have a right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration received by Vantage Global Prime and/or its representatives

Compensation arrangements

We have compensation arrangements in place to maintain adequate professional indemnity insurance that satisfy 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 the financial services we provided to you, 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 would like us to do to put things right

Vantage Global Prime will provide you with a written acknowledgement of the complaint as soon as practically possible after its receipt. We will

endeavor to provide a resolution of the matter within 45 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 resolve your complaint within 45 days of receiving it, 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, you may lodge a complaint with AFCA:

Online: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678
Mail: Australian Financial Complaints Authority
GPO Box 3,
Melbourne VIC 3001

Vantage Global Prime is a member of AFCA. Our membership number is 30840.

You can contact the Australian Securities and Investments Commission on 1300 300 630. This is a free call info line. This is another alternative that you may use to make a complaint and obtain information about your rights.

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. A copy of our privacy policy will be provided upon your request. Our full privacy policy is available from our website <http://www.vantageprime.com>.

Anti-Money Laundering Obligations

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Financing Act 2006 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.