



# Financial Services Guide

Issue date: 14 August 2014

## The issuer of the guide

This Financial Services Guide (FSG) is dated the 6th of August 2014 and is provided to you by Forex Nation Pty Ltd (FXN, we, our, us) to inform you of the financial services provided by us and to comply with our obligations as the holder of an Corporate Authorised Representative (CAR #452633) of Australian Financial Services of AFSL 419155, WeatherPro Pty Ltd ABN 32 147 664 551.

## Purpose and contents of this FSG

This FSG is to assist you in deciding whether to use our services and to explain:

- who we are;
- what financial services we provide and the products to which those services relate;
- how you can instruct us;
- the nature of the advice we provide and our responsibilities;
- what you can expect to pay for the financial services we provide;
- what remuneration and other benefits may be paid to us, our employees or others;
- what to do if you have a complaint, and how it will be dealt with;
- any (potential) conflicts of interest we may have;
- for what purpose we use the personal information you provide to us; and
- how you can contact us.

This FSG contains only general information about the products and services we offer. If you still have any questions after reading this FSG, we encourage you to contact us directly.

## Who we are and what services are we authorised to provide

Forex Nation Pty Ltd ABN 88 163 245 109 (FXN, we, our, us). Is an Australian registered company whose registered office is Suite 65, 14 Blues Point Road, McMahon's Point, Sydney, NSW 2060. FXN's place of business is Level 5 Exchange House, 10 Bridge Street Sydney, NSW, 2000. FXN holds a current Corporate Authorised Representative status (CAR #452633) of Australian Financial Services of Weather Pro Pty Ltd AFSL 418434, this authorises us to provide you with the following range of financial services:

Provide general financial advice on and arrange dealing in the following classes of financial products:

- margin foreign exchange in respect of all major currencies and currency crosses ("Margin FX Contracts");
- contracts for difference ("CFDs") in respect of index futures, bullion, commodities; and
- such other products as are notified to you from time to time.

FXN is responsible for the advice it provides to you and the dealing services executed on your behalf. FXN acts as an Introducing Broker to other financial services providers who may provide services in relation to these products. For information about their services you should consult their respective FSG and Product Disclosure Statement.

It is noted that FXN is not the issuer of the above mentioned financial products and does not accept responsibility for the performance of the respective underlying instruments.

## What information do we offer you as our client

FXN can offer you an execution-only service or provide you with general advice in relation to the financial products. The products on which FXN provides these services include:

- foreign exchange contracts and contracts for difference (CFDs);
- client education seminars (product awareness and trading skills); and
- such other instruments as notified to you from time to time.

## How you can instruct us and your obligations

FXN accepts order instructions in any of the following ways:

- electronically, via an electronic trading platform;
- via telephone ; and

- in writing (including email or facsimile, where authorised), you must check and confirm with us that orders sent via fax or email have in fact been received by us. It is your obligation to review any confirmation or statement we send to you to ensure its accuracy and report any discrepancies that you may have to us immediately.

## **Nature of advice and our responsibilities**

Please note that FXN does not provide personal advice. We are obliged to warn you that our general advice provided to you as a retail client does not take account of your objectives, financial situation or needs. Before acting on our advice you should consider the appropriateness of the advice, having regard to your own objectives, financial situation and needs. You should consult your own financial advisor if you are unsure of the suitability of a recommendation to your own situation. Therefore, we recommend that you take all reasonable steps to fully understand the outcomes of specific products and strategies adopted in relation to utilising the services provided by FXN. While FXN believes the general financial product advice and information we provide is accurate and reliable, neither FXN nor its officers and associates assume any responsibility for the accuracy and completeness or currency of that advice and information.

## **Transaction documentation we provide**

The provision of financial products and services by FXN will be undertaken in accordance with the terms and conditions detailed in the documentation that you will either receive from us or have downloaded from our website with respect to relevant financial service provided to you.

## **Product disclosure statements**

If we make a recommendation for you to acquire a particular financial product or offer to provide or arrange for the provision of a particular financial product, you should also receive a Product Disclosure Statement (PDS) which contains important information regarding the relevant features, benefits, risks and fees applicable, and should be read carefully to enable you to make an informed decision about whether to utilise such products.

## **Risks**

Certain products offered by FXN are margined and may result in losses greater than your initial outlay. The risks associated with dealing in the products that we offer are described in the relevant terms and conditions, contained within the product disclosure statement documentation. It is very important that you carefully read the relevant PDS to ensure that you understand all the relevant risks and characteristics of the respective financial product.

## **Record keeping obligations**

FXN seeks to ensure that comprehensive and accurate records of client profiles, together with all advice/recommendations provided, are properly maintained.

## **Our relationship with you**

FXN is responsible for the financial services we provide to you under our CAR Australian Financial Services Licence. FXN acts as agent only in all transactions with you in respect of the financial products. FXN may also arrange for you to be supplied with financial services and products issued by non-related product providers. FXN may receive a fee or commission payment from these non-related issuers or providers as a result of you investing in one of their products or services. FXN does not act as a representative of any other licensee in relation to the services or products we provide.

## **How Forex Nation is paid**

With the exception of one type of financial product: Forex Nation Pro Account – “ECN Forex” where the commissions are set out on our Website, there will be no commissions payable on foreign exchange or for trading in financial products, including Margin FX Contracts and CFDs with Forex Nation. We generally make our revenue by earning the spread in the rates quoted to you when you transact through us. The spread is the difference between the bid/offer price quoted by the respective product issuer/market maker. The product issuer/market maker will pay us a component of the spread. We may also receive a percentage of the financing charge paid to the product issuer in the case of CFD's.

The common fees and charges when dealing in such financial products may incorporate any or all of the following:

- payment of margin;
- margin adjustments;

- rollover charges calculated at our rollover rates;
- swap charges calculated at our swap rates;
- interest charges applied to debit balances;
- administration fees; and
- a commission in respect of the type of financial product specified above.

Forex Nation receives the following spread rebates for the products we offer you:

### Foreign Exchange – Cost MT4

Pricing Model	IB Fee – per side
Raw Model *	\$1.40
Spread Model **	1.5
Gold ***	6
Silver ****	6

\* AUD equivalent per side per lot

\*\* Quoted in points per side in the quote currency of the pair

\*\*\* This is per 100oz lot and is in points per side in the quote currency of the pair

\*\*\*\* This is per 5000oz lot and is in points per side in the quote currency of the pair

#### Foreign Exchange Commission Example

1 Contract on AUD/USD

Opening transaction:  $\$100,000 \times 0.9300 = \$1.50$  AUD commission

Closing transaction:  $\$100,000 \times 0.9350 = \$1.50$  AUD commission

Total commission paid to Forex Nation for 1 contract round trip trade = \$3.00 AUD

Note: The commission is calculated on the Base Currency of the pair traded.

### Foreign Exchange – SuperTrader

Pricing Model	IB Fee
USD equivalent 1 000 000 x total volume traded	USD \$25

#### SuperTrader Commission Example

1 Contract on EUR/USD

Opening transaction:  $\$100,000 \times 1.3300 = \$1.25$  USD commission

Closing transaction:  $\$100,000 \times 1.3350 = \$1.25$  USD commission

Total commission paid to Forex Nation for 1 contract traded in SuperTrader = \$2.50

### Reductions and waivers

Where FXN has the capacity it may in its absolute discretion reduce or waive the minimum deposit amount, the minimum account balance or interest rates on debit balances, electronic trading platform charges, administration charges, SMS service fees, fees (including royalties or fees for third party services) or transaction charges, for individual clients or for classes of clients, for any length of time, with or without conditions.

## Third party charges

The fees and charges payable by you to FXN may differ from the fees and charges payable by FXN to its third party service providers from time to time.

## Minimum deposit amount

FXN requires a minimum deposit amount of \$1,000 in order to open your account.

**Minimum Account Balance.** FXN requires that you maintain a minimum balance in your account at all times. If your account balance fall below the minimum required balance FXN reserves the right to reduce or close out your positions. The minimum required account balance as at the date of this FSG is \$200. (This may be varied in accordance with the terms of your account.)

## Employee remuneration

FXN's employees and directors are remunerated by way of salary only. Bonuses are not paid but salaries can be reviewed at any time and adjusted according to performance, responsibilities and workload.

## Introducing advisers and referrers

FXN may pay a commission or provide other benefits to introducing advisers and referrers for the introduction or referral of clients to FXN. The commission paid by FXN to introducing advisers and referrers may include one or more of the following:

- amounts calculated as a percentage of the commission paid by you to FXN when you trade FX/CFDs with FXN, up to a maximum of 90% of the commission paid by you;
- amounts calculated as a percentage of the finance charges paid by you to the product issuer in relation to CFD positions held overnight up to a maximum of 80% of the finance charges paid by you;
- amounts calculated as a percentage of the difference in the interest earned by FXN on moneys that you have deposited with FXN and the interest that FXN has paid to you on such moneys, up to a maximum of 50% of the difference;
- a share of spread income generated from your trading in non-share CFDs, up to a maximum of 0.25 ticks per trade. (one tick equals the minimum price change between two successive transaction prices); and
- amounts equal to any additional spread income generated from your trading in non-share CFDs. This will be paid where your introducing adviser has requested that their clients be charged a premium to the standard FXN spread, due to the added service they are providing to their clients. This will be either the difference between the spread at which you deal and the FXN spread or a flat rate as notified to you by the introducing adviser and FXN.

The amount of commission paid to introducing advisers and referrers is negotiated on an individual basis and is typically based on a sliding scale, which takes into account:

- the number of CFD trades made by clients introduced or referred to FXN; and
- the number of clients the introducing adviser or referrer introduces or refers to FXN. FXN may also provide non-cash benefits to referrers and introducing advisers, such as the waiving of platform charges.

## Disclosure of any relevant conflicts of interest

FXN has in place a conflicts management system which seeks to:

- Identify conflicts of interest (actual or potential);
- Control and avoid conflicts of interest; and
- Disclose conflicts of interest to clients;

## Conflicts of interest

FXN has in place commercial arrangements with product Issuers and market makers. We will advise you to acquire or dispose of products issued by or dealt through these various organisations for which we may receive income from them, the nature and type have been disclosed elsewhere in this FSG.

## Professional indemnity insurance

FXN has in place professional indemnity insurance that complies with section 912B of the Corporations Act 2001. This professional indemnity insurance covers claims in relation to the conduct of current employees and past employees.

## Dispute resolution

FXN has an internal dispute resolution process in place to resolve any complaints or concerns you may have, quickly and fairly. Any complaints or concerns should be directed to the compliance team in writing or by sending an email to [accountsupport@forexnation.org](mailto:accountsupport@forexnation.org).

FXN will endeavour to resolve your complaint immediately. If this is not possible we will aim to resolve the problem within 21 days and provide you with our decision, and the reasons on which it is based, in writing. If you are dissatisfied with the outcome, you have the right to lodge a complaint with the Financial Ombudsman Service (FOS) an approved external dispute resolution scheme that provides assistance to life insurance policy holders and clients of financial planners, financial services providers or fund managers of which we are a member. Mail: GPO Box 3, Melbourne, VIC 3001 Toll free: 1300 780 808 Facsimile: +613 9613 6399 Website: [www.fos.org.au](http://www.fos.org.au) Email: [info@fos.org.au](mailto:info@fos.org.au) . You may also make a complaint via the ASIC freecall infoline on 1300 300 630.

## Telephone conversations

FXN may record conversations between you and our employees or authorised representatives. You may request a copy of transcript of these recordings in anticipation of or in the event of a dispute. We may charge an administrative cost for providing this service. Should you wish to contact us, you can do so by phoning +61 2 9241 6796, email to [accountsupport@forexnation.org](mailto:accountsupport@forexnation.org) or writing to us at Forex Nation, Suite 65, 14 Blues Point Road, McMahon's Point, Sydney, NSW 2060.

## Privacy statement

FXN is committed to ensuring the confidentiality and security of your personal information. Our Privacy Policy, which details our handling of information, is available upon request or by accessing our website [www.forexnation.org](http://www.forexnation.org)

## Circumstances of collection

We will collect personal information about you when you submit an application to open an account, visit our website, participate in promotional activities or send us correspondence. We may also obtain credit information about you from credit providers and credit reporting bodies to help us assess your application to open an account.

## Why do we collect your personal information?

FXN collects and holds personal information for the following purposes:

- to consider and assess an individual's application to open a trading account;
- assist FXN in establishing and managing the individual's trading account;
- to notify individuals of margin calls;
- to provide an individual with information about our services, market trends or special offers;
- to protect our business and other clients from fraudulent or unlawful activity;
- to conduct our business and perform other management and administration tasks;
- to consider any concerns or complaints an individual may have;
- to manage any legal actions involving FXN;
- to comply with relevant laws, regulations and other legal obligations including the Corporations Act 2001 and the Anti-Money Laundering and Counter-Terrorist Financing Act 2006; and
- to help us improve the products and services offered to our clients, and to enhance our overall business.

## Consequences of not providing us with the information

If you do not provide some or all of the personal information requested by us, we may be unable to approve your application to open an account, or provide you with our products or services.

Use and disclosure of information We may use and disclose the personal information we collect about you for the purposes set out in the FXN Privacy Policy.

## Who will the information be disclosed to?

The types of organisations to whom we may need to disclose your personal information to include:

- a related entity of FXN;
- an agent, contractor or service provider we engage to carry out our functions and activities, such as our lawyers, accountants, debt collectors or marketing agencies;
- organisations involved in a transfer or sale of all or part of our assets or business;
- organisations involved in managing our payments, including payment merchants and other financial institutions such as banks;
- regulatory bodies, government agencies, law enforcement bodies and courts;
- liquidity providers;
- your introducing broker, co-account holder or other authorised agent; and
- anyone else to whom you authorise us to disclose it or is required by law.

## Overseas disclosure

We are likely to disclose personal information to the respective product issuer or your introducing broker, who may be located outside Australia. It is impracticable to specify the countries in which your product issuer or introducing broker may be located, as this depends on the product issuer or introducing broker you choose to use. If you are unsure of the location of your product issuer or introducing broker, please contact the respective party (or FXN) for further information. We also use cloud data storage providers, and the servers which store individuals' personal information are located in the United States of America. FXN may disclose personal information to other overseas recipients in the future, and the countries in which such recipients are likely to be located will be specified in this FSG (unless it is impracticable to do so).

## Your rights

Our Privacy Policy contains information about how:

- you may access the personal information we hold about you;
- you may seek the correction of your personal information; and
- you may complain about a breach of the Privacy Act 1988 (including the Australian Privacy Principles); and
- FXN will deal with a privacy complaint.

## Marketing

We may use personal information we collect from you to send marketing material from time to time, unless you elect not to receive the material. We may use third party marketing agencies to assist us to send you marketing material.

Should you have any questions or enquiries,  
please don't hesitate to contact Forex Nation:

Level 5, Exchange House  
10 Bridge Street  
Sydney NSW 2000

T. (02) 9241 6796  
E. [accountsupport@forexnation.org](mailto:accountsupport@forexnation.org)  
W. [forexnation.org](http://forexnation.org)

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