



# **FINANCIAL SERVICES GUIDE**

**Probis Financial Services Limited**

**July 2019**

**Risk Warning:**

**Margin FX and CFDs are leveraged products that carry a high level of risk to your capital.**

## 1. FINANCIAL SERVICES GUIDE

- 1.1. This Financial Services Guide (**FSG**) is dated 1<sup>st</sup> July 2019 and has been prepared by Probis Financial Services Limited (ACN 134 959 818) (“**PFSL**”, “**we**”, “**our**”, “**us**”) in compliance with our obligations as the holder of an Australian Financial Services License (AFS License No. 338241) (“**AFSL**”) issued by the Australian Securities and Investments Commission (“**ASIC**”).
- 1.2. This FSG has been designed to help you in deciding whether to use any of the financial products and services that we offer. The FSG is an important document and a regulatory requirement under the *Corporations Act 2001 (Cth)* (“**Corporations Act**”). This FSG contains important information about who we are, remuneration, how we can be contacted, the services and products we are authorised to provide, how we handle your personal information, and internal and external dispute resolution procedures and how you can access them.
- 1.3. This FSG contains general information only. Please do not hesitate to contact us if you have any further questions about this FSG.

## 2. BUSINESS DESCRIPTION

- 2.1. PFSL is a provider of over-the-counter (“**OTC**”) derivative products that offers online trading solutions to both wholesale and retail clients. We strive to provide our clients with a premium trading experience through superior technology and exceptional customer service.
- 2.2. PFSL also acts as trustee and Responsible Entity for wholesale funds and managed investment schemes.

## 3. HOW TO CONTACT US

Address:	Level 11, 227 Elizabeth Street, Sydney NSW 2000 Australia
Postal Address:	PO BOX 20697 World Square NSW 2002, Australia
Telephone:	+61 (0)2 9047 7800
Email:	cs@probisgroup.com.au

## 4. WHAT OTHER DOCUMENTATION YOU MIGHT RECEIVE

- 4.1. Before you acquire a financial product through us, we are required by the law to issue you a Product Disclosure Statement (“**PDS**”) prepared by us. The PDS contains important information about the financial products we are offering, including the risks, benefits and fees and charges associated with the financial products. Before deciding to acquire a financial product offered by us, you should carefully read the PDS.
- 4.2. We will also provide you with our Terms and Conditions.

## 5. WHO WE ARE AND THE PRODUCTS AND SERVICES WE OFFER

- 5.1. Our AFSL allows us to issue and make a market for OTC derivative products, including Margin FX

Contracts and CFDs, and provide general advice regarding these products

- 5.2. PFSL is also authorised under its AFSL to deal in a financial product, to both retail and wholesale clients, by:
  - a) issuing, applying for, acquiring, varying or disposing of interests in its own managed investment schemes excluding investor directed portfolio services; and
  - b) applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of deposit and payment products limited to basic deposit products and deposit products other than basic deposit products, derivatives, foreign exchange contracts, securities and interests in managed investment schemes excluding investor directed portfolio services.
- 5.3. PFSL is authorised under its AFSL to operate registered managed investment schemes and to operate custodial or depository services other than investor directed portfolio services , in respect of both retail and wholesale clients
- 5.4. When you trade in OTC derivative products with us, we act as principal and we are the issuer of the OTC derivative products (we make a market for Margin FX Contracts and CFDs).
- 5.5. Under the law regulating provision of financial services, general advice and personal advice have special meanings and may differ from what you commonly understand. General advice can include direct or implied recommendations about financial products or services, whether generally or for a class or kind of investor, without taking into account your particular circumstances. General advice includes advice based on consideration of the investment alone (including by reference to current market conditions).
- 5.6. ***We only provide general advice.*** Our general advice provided to you as a retail client does not take into account your personal objectives, financial situation or needs. You will therefore not receive a Statement of Advice from us.
- 5.7. We recommend that you seek independent advice, read the PDS and the Terms and Conditions and ensure that you fully understand the risks in light of your personal circumstances before making any trading decisions.

## 6. HOW TO INSTRUCT US

- 6.1. You may give us dealing instructions via phone or electronically through PFSL Online Trading Platform.
- 6.2. Any other form of communication that is not a dealing instruction may be made via phone or in writing by post or email. Our telephone lines are recorded in order to provide a record of communication between you and us.

## 7. FEES, COMMISSIONS AND CHARGES

- 7.1. We are entitled to any fees and commissions generated as a result of our provision of OTC derivative products to you. Our PDS and Terms and Conditions provide further detailed information about costs, fees and charges associated with the financial products that we offer.

7.2. The fees, interest, financing, spreads and commission rates charged by us to you will vary according to the type of financial product that you trade, your account balance, the volume of your transactions, your trading frequency, and the level of service you required and may include any or all of the all of the following:

(a) **Spread**

We may charge spreads (the difference between the bid and the ask price) on your trades. Spread is not a separate fee, but the difference between Ask Price and Bid Price. You can visit PFSL Website [www.probisgroup.com](http://www.probisgroup.com) for more details.

(b) **Margin**

The margin is the amount of capital required in your account for you to open a contract. The amount of margin required will be specified in your contract. The way we calculate this margin varies depending on the financial instrument being traded and the value of the underlying asset.

(c) **Administration fee**

If you place your order via telephone, we may charge you USD \$ 20 for each order.

(d) **Finance Charge & Finance Credit**

Finance Charge or Finance Credit is an overnight or rollover interest (that is earned or paid) for holding open positions overnight in Margin FX and Spot Gold and Silver CFD trading. The rates for Finance Charges and Finance Credits are often referred to as "Swap interest" for Probis FX Contract and "Rollover interest" for Probis CFDs over Gold and Silver. Swap interest will vary according to the currency pair, the scope of the contract, the spread charge and depending on the duration of the rollover period, the relevant swap rate in interbank markets. Trades that are open on Wednesday will be settled on the following Monday, due to the settlement structure within the spot market. We will account for the interest earned or charged over this period. The rates and formula used to calculate the Finance Charge or Finance Credit can be found on PFSL website [www.probisgroup.com](http://www.probisgroup.com).

(e) **Client Money**

Client money that is held in the client trust account may accrue interest, over a period of time, that we are entitled to retain. Clients may be credited with the full amount or a portion thereof on a discretionary basis. It is important to note that the rate of interest is determined by the provider of the client trust account facility.

(f) **Commissions**

We may charge commissions based on the currency of your account and the size of your contract us. The amount of commission charged will depend on the type of contract entered into with us.

- 7.3. We may also receive remuneration for trades conducted within our platform by non-related product issuers or service providers
- 7.4. We may also receive or pay a rebate to our liquidity providers for trades conducted within our platform.
- 7.5. Where your business has been referred to us by a third party, we may be required to share a percentage of the commission or other charge with the referring party. Where the conflict remuneration provisions of the Corporations Act apply, any such payment to third parties will only be made with your consent in advance and you're entitled to receive full details regarding any such payments upon written request.
- 7.6. Our staff are remunerated by way of salary and other employee benefits such as discretionary bonus which will be calculated based on a number of factors. Our staff aren't paid on a commission basis. No related body corporate of PFSL nor any director of PFSL or its related bodies corporate receive any commission or other benefits attributable to the OTC derivative products offered by us.

## 8. COMPENSATION ARRANGEMENTS

- 8.1. In accordance with ASIC Regulatory Guide RG126 and Section 912B of the Corporations Act, we have Professional Indemnity Insurance in place which covers the work carried out by our representatives, employees and authorised representatives.

## 9. COMPLAINTS

- 9.1. We follow a clear compliant resolution procedure so that we can resolve any complaints quickly and fairly. If you are not satisfied with any of our services, please contact friendly our Customer Services Team by email at [cs@probisgroup.com.au](mailto:cs@probisgroup.com.au) or by phone on +61 (0)2 9047 7800.
- 9.2. If your complaint is not satisfactorily resolved through our Customer Services representatives, please put your complaint in writing and send it to our postal address at:

PO BOX 20697

World Square NSW 2002, Australia

Complaints received in writing will be escalated internally to the PFSL Compliance Department and/or to the PFSL management team to investigate and handle.

- 9.3. We're a member of the Australian Financial Complaints Authority ("**AFCA**"), which is an approved external dispute resolution scheme that can deal with complaints about all of the financial services provided under our AFSL. PFSL is a member of the AFCA complaints resolution scheme (No. 25794).
- 9.4. If you're dissatisfied with our internal handling of your complaint, you have the right to lodge a complaint:

Australian Financial Complaints Authority

G.P.O. Box 3

Melbourne VIC 3001

Telephone: 1300 931 678  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [www.afca.org.au](http://www.afca.org.au)

- 9.5. The Australian Securities and Investments Commission (**ASIC**) also has an info line on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

## **10. PRIVACY**

- 10.1. Your privacy is important to us and we may collect, use and disclose your personal information in order to provide you with the products, services and associated support that you've asked for. We may also use your personal information to respond to your enquiries or feedback and to promote products and services offered by us and associated third parties. We may disclose your personal information to external parties, such as our financial service providers, for the purposes of arranging / facilitating your investments or transactions and if we are required to by a court or government agency under compulsive order such as a subpoena.
- 10.2. Our Privacy Policy explains how we collect personal information about you and how we maintain, use and disclose that information. All information we collect about you will be handled in accordance with the Privacy Policy, which complies with the Privacy Act 1998 (Cth) and the Australian Privacy Principles under this Act.