



Financial Services Guide

International Capital Markets Pty Ltd.

ABN 12 - 123 - 289 - 109

Australian Financial Services – License No. 335 692

March 2021

A: Level 4, 50 Carrington Street, Sydney, NSW 2000

T: 1300 600 644

E: support@icmarkets.com.au

W: www.icmarkets.com/au

Section 1 – Details

This Financial Services Guide (**FSG**) is dated 28th March 2021 and was prepared by International Capital Markets Pty Limited ABN 12 123 289 109 (**IC Markets**); Australian Financial Services Licence No. 335 692.

This FSG is to inform you of the financial services provided by us and to comply with our obligations as the holder of an Australian Financial Services Licence.

The contents of this FSG have been formulated to ensure that you receive the information required to make an informed decision about whether to use the financial services that are offered by us.

Section 2 – What is the purpose of this FSG?

This FSG contains important information to assist you in deciding whether to use our services and to explain to you:

- 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;
- how we use the personal information you provide to us; and how you are able to 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.

Section 3 – What services do we provide?

IC Markets provides online trading facilities enabling clients to trade in derivatives, securities and foreign exchange contracts over the internet.

IC Markets is an Australian registered company whose head office is located in Sydney. We are a global offerer of over-the-counter (“OTC”) derivative products. The company holds a current Australian Financial Services Licence (No. 335 692) authorising us to provide you with the following range of financial services:

- provide general and/or personal financial product advice in relation to, and to deal in the following classes of financial products:
 - (i) derivatives;
 - (ii) foreign exchange contracts; and
 - (iii) securities
- make a market in the following classes of financial products:
 - (i) derivatives; and
 - (ii) foreign exchange contracts.

to retail and wholesale clients.

IC Markets is the issuer of the OTC derivative products that we provide, and we act as principal when you trade these products with us.

IC Markets is responsible for all financial services provided, including the distribution of this FSG and acts on its own behalf and under its own AFSL when providing financial services to you.

IC Markets registered office is: Level 4, 50 Carrington Street, Sydney, NSW, 2000.

Section 4 – What services can we offer you?

We are able to offer you an execution-only service via our Online trading platforms and provide you with general advice in relation to the following products:

- Contracts for difference (CFDs) on individual shares, share indices, stock options, foreign exchange, global futures, commodities and bonds and such other instruments as notified to you from time to time;
- Share trading on global markets; and
- Client education seminars (product awareness and trading skills).

Section 5 – How can you give us instructions?

If you wish to utilize our services, generally you can only do so via the internet using our online trading platforms.

Under certain circumstances (and only where agreed between us) we may agree to accept your instructions by either telephone, or if we have verified your address and signatures, by facsimile or email. If you instruct us by phone, you should confirm that we have acted on your instructions by checking your account within the online trading platform.

Prior to accepting your instructions, we will require you to acknowledge our Terms and Conditions which set out the contractual relationship between us and you and the obligations of each party when accessing the trading platform.

We will maintain accurate records (on a best effort basis) of all client orders and trades executed. We will provide you with documentation to confirm the trades executed your open positions and account balance. The documentation is provided online or via email and it is your obligation to review and ensure its accuracy and report any discrepancies that you may have to us immediately.

If you need to contact us for any other reason, you can do so by phone, in person, or in writing by post or email using the details in section 18.

Section 6 – What kind of advice do we provide?

IC Markets provides general advice. Any information that we provide to you in connection with our products and services does not take into account your personal objectives, financial situation or needs and you should not take it as personal advice. We recommend that you take all reasonable steps to fully understand the outcomes of the specific products and strategies adopted in relation to utilising the products and services we provide.

Under Australian financial services laws and regulations, general financial advice and personal financial advice have particular meanings in the context of financial products and services. General advice can include direct or implied recommendations about financial products or services, whether provided to the general public or for a category or kind of investor and does not take into account your particular circumstances.

IC Markets believes that the general financial product advice and information we provide is accurate and reliable, however, neither IC Markets nor its officers and associates assume any responsibility for the accuracy and completeness or currency of that advice and information.

Section 7 – What documents do we provide you?

When we provide financial products and services to you they 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.

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 will also receive a Product Disclosure Statement (PDS) containing important information regarding the relevant features, benefits, risks and fees applicable. The PDS should be read carefully to help you to make an informed decision about whether to utilise the product.

Section 8 – What are the risks of our products?

Some of the products offered by IC Markets are leveraged. Leveraged products can be risky. The risks associated with the products that we offer are described in the Account Terms and Conditions, and Product Disclosure Statement (PDS).

Section 9 – What are our record keeping obligations?

We ensure that comprehensive and accurate client records are kept.

Section 10 – Who do we act for?

When transacting financial products on an over-the-counter basis, we act as principal not a broker or agent. We receive your instructions and execute them; we are the party to the other side of the transaction and the party with whom you are entering a contract.

We do not act as a representative of any other licensee in relation to the services or products we provide and are solely responsible for the financial services we provide to you under our Australian Financial Services License.

Section 11 – How are we remunerated?

We are remunerated through the fees, interest, financing/swaps, spreads, and commission that we charge when we provide OTC derivatives to you. The Product Disclosure Statement provides detailed information about specific costs, transaction fees and charges associated with each of the products and types of trading accounts that we offer.

The fees and costs that we charge most often are listed here. The Product Disclosure Statement provides detailed information regarding fees and charges for the CFD products we offer.

Commission and Spread.

We charge a commission or a spread (the difference between the bid and ask price) when you open a CFD position. This commission is quoted in the currency of the instrument you are trading and then converted to the base currency of your account, the commission charged will increase / decrease in proportion to the size of the contract traded. Spreads are embedded in the price quoted to you, different spreads are used depending on the instrument, value of the transaction and prevailing market rates.

Financing and Swap Charges

Finance Charges and Finance Credits are calculated daily on CFD positions held overnight and are dependent on the underlying market of the Underlying Instrument. Generally, if you hold a long position in a CFD overnight, you will be charged a Finance Charge. If you hold a short position in a CFD overnight, a Finance Credit will be applied to your Account. Financing charges are calculated based on the relevant interest rate plus or minus a spread we apply.

In the case of foreign exchange CFDs the swap or rollover rate is simply the interest rate differential between the interest rates offered by the country's whose currency you are trading plus or minus a spread we apply. Swaps are debited or credited to daily. If you hold open positions over the Wednesday – Thursday rollover the swap rate that applies to your account will be tripled.

Administration Fees for Swap Free/Islamic Accounts

We do not charge or pay the usual swap charges for foreign exchange CFDs held over the rollover period on swap free accounts. Instead, if you have a swap free account, you will be

Interest Income

We are entitled to retain interest earned on client money held in the client trust account, however, IC Markets may elect in its sole discretion, to credit clients with the full amount or a portion thereof. The rate of interest is determined by the provider of the client trust account facility.

Section 12 – How are our employees remunerated?

Our employees and directors are remunerated by way of salary and other employee benefits. They may also be eligible for a discretionary bonus which is based on achievement of a number of factors, including non-financial factors.

None of our directors or related companies will receive any commissions based on the OTC derivative products that we offer to you unless we have obtained your written permission.

Section 13 – How are third parties remunerated?

IC Markets may pay a commission to a third party if they have referred you to us a client.

In circumstances where the conflicted remuneration provisions of the Corporations Act 2001 apply, we will only make payments to relevant third parties if we receive your consent in advance. You are entitled to receive full details regarding any of these payments if you provide us with a written request.

Section 14 – How do we disclose conflicts of interest?

IC Markets has in place a conflicts management program which seeks to:

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

Neither IC Markets nor its representatives have any relationships or associations which might reasonably be expected to be capable of influencing the way we provide our services to you.

Section 15 – Professional Indemnity Insurance

We have 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.

Section 16 – What do I do if I have a complaint?

We want to know about any problems or concerns that you may have with our products or services so that we can take steps to resolve the issue. We have an internal and external dispute resolution process in place to resolve any complaints or concerns you may have, quickly and fairly. A copy of our dispute resolution policy is available on our website at www.icmarkets.com.au. Any complaints or concerns should be directed to the compliance team in writing or by sending an email to compliance@icmarkets.com.au.

Initially, all complaints will be handled and investigated internally. Should you still feel dissatisfied with the outcome, you have the ability to escalate your concerns to an external body for resolution

Should you have a complaint about the financial services we provide you, please take the following steps.

1. Contact IC Markets to inform us about your complaint. You may do this by telephone, facsimile or letter. We will investigate your complaint promptly and try to resolve it quickly and fairly.

2. If you are dissatisfied with the outcome of our investigation, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA), an approved external resolution scheme of which we are a member.

Mail: Australian Financial Complaints Authority (AFCA) GPO Box 3, Melbourne, VIC 300

Toll free: 1800 931 678

Website: www.afca.org.au

Email: info@afca.org.au

3. You can contact the Australian Securities and Investments Commission (ASIC) on 1300 300 630. This is a free call info line

Section 17 – How is my personal information used?

We recognize the importance of ensuring that you have confidence in the way we handle your personal information and that is kept private. We have procedures in place to ensure the secure storage of your personal information. All personal information that we collect about you will be treated in accordance with our privacy policy that can be found on our website www.icmarkets.com.au.

The Anti-Money Laundering Counter Terrorism Financing Act 2006 requires us to collect information and verify the identity of its clients/customers. This is often referred to as “know your customer” information. Customer identification and verification procedures will be carried out having regard to the Privacy Act 1988.

The information you provide IC Markets and any other information provided by you in connection with your account will primarily be used for the processing of your account application and for complying with certain laws and regulations, however, may use this information to send you details of other services or provide you with information that may be of interest to you.

IC Markets may record conversations between you and our employees or authorised representatives.

Section 18 – How do you contact us?

International Capital Markets Pty Ltd (IC Markets) can be contacted using the details below:

Mail: International Capital Markets Pty Ltd
Level 4, 50 Carrington Street
Sydney, NSW 2000

Toll free: 1300 600 644

Telephone: +61 (02) 8014 4280

Email: support@icmarkets.com.au

Our website: www.icmarkets.com.au