

PROPEX 24 PTY LTD  
ABN: 39 009 199 553  
AFS Licence No. 246488

# Financial Services Guide

Version 1.0

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This Financial Services Guide (FSG) is provided to you by Propex 24 Pty Ltd (**Propex 24, we, our, us**) 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 (AFSL No 246488).

This FSG is meant to assist you to decide whether to use our services and to explain:

- who we are
- what financial services we provide and the products to which those services relate
- what our responsibilities are and what type of advice we give
- how you can instruct us
- what you can expect to pay for the financial services
- 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
- for what purpose we use your contact data
- how you can contact us

This FSG contains only general information about the services we offer. If you still have any questions after reading this FSG, please contact us. Our contact details are listed at the end of this document.

***What other disclosure documents and statements will I receive?***

We will not provide to you any personal financial product advice. Any advice we provide to you is general advice only, and does not take into account your specific needs or objectives. All of our commentary, statements of opinion and recommendations in relation to financial products have been prepared without taking into account your personal objectives, financial situations or needs. It is up to you to decide whether or not you want to use our services, and if you need assistance or advice in this regard, you should consult a suitably qualified financial adviser.

Generally, where we arrange for the issue of a financial product to you, you will receive a **Product Disclosure Statement** (PDS) or other relevant disclosure documents that include information about the product so that you can make an informed decision whether to acquire the product. It would include any relevant terms, significant risks and costs associated with the supply of that financial product.

***How you can instruct us and your obligations?***

We will accept order instructions via telephone, email or facsimile. You must check and confirm with us that orders sent via fax or email, have in fact been received by us.

You must review any confirmation or statement we send to you immediately upon receipt to ensure its accuracy and report any discrepancies to us.

***Who are we and what services are we authorised to provide?***

Propex 24 holds a current Australian Financial Services Licence (**AFSL**) No 246488 which authorises us to provide advice on and deal in the following classes of financial products:

- basic deposit products;
- derivatives;
- foreign exchange contracts; and
- Securities.

We act on our own behalf when providing a service to you. We act under our own AFS Licence when we provide services to you. We can offer our services to both Retail and Wholesale clients.

Propex 24 is the holder of an Australian Financial Services Licence (AFSL No. 246488) issued under the Corporations Act 2001 (Cth) and is located at Level 24, 66 Goulburn St, Sydney NSW 2000.

Propex 24 operates a non-advisory execution only trading service and an advisory and dealing service for retail and wholesale investors and traders. Under our AFSL, we will provide dealing and general advice services in relation to: Equities, ETO's, Futures, Foreign Exchange Contracts and CFDs.

***What are our responsibilities and what type of advice may we give?***

*Advisory and Dealing Services*

Under the Advisory and Dealing Services we provide, it is our policy to ONLY provide **general advice** and information regarding financial products and services that can be dealt through us. This information or advice does not take into account your particular objectives, financial situation or needs and because of that you should, before acting on the advice, consider the appropriateness of the advice having regard to your objectives, financial situation and needs.

It should be noted that clients who open an account will also be requested to provide some information relating to their financial circumstances and risk profile either in the documentation you need to complete with us or the third party service provider we introduce you to. This information is collected so that Propex 24 can receive some reassurance that you will be able to finance any trading that you enter into and that your attitude to risk is comparable to that of the financial products you intend to trade.

We can offer you factual market data and information, including general advice, regarding those products and services our AFS Licence permits us to provide. The products on which we may provide this information include:

- Futures traded on approved exchanges around the world
- Options on futures traded on approved exchanges around the world
- Foreign Currencies (margin trading)
- Options on securities traded on approved exchanges around the world
- Securities traded on approved exchanges around the world
- Over-the-counter derivatives such as Contracts for Difference (CFDs)

***Details of Associations or Relationships we have with product issuers or related body corporates that may influence us when providing services to you?***

Propex 24 has a relationship with the Third Party Service Providers it may introduce you to for the provision of dealing services which includes execution and clearing services and holding client funds. These relationships in no way influence the provision of financial services by Propex 24 to you.

***The costs, remuneration and other benefits that may be received by us, our employees and others***

The information in this section is subject to change and does not include information in relation to taxes or duties that you may be required to pay in relation to an investment. Unless otherwise stated, all fees, charges, commissions and benefits disclosed in this FSG are exclusive of the Goods and Services Tax (GST).

Advisory and dealing services

Propex 24 is remunerated through the transaction fees (ie. in the form of a spread mark-up or a rebate on the spread margin) and commissions that we charge you for executing transactions on your behalf and for the provision of advice. Transaction fees and commissions charged to you will depend on the type of financial product being traded, the frequency of your trading activity, the type and level of service required and the size of your transaction. Rates are subject to negotiation prior to transacting any business. Transaction fees and commissions, once disclosed and agreed, will be charged to your Trading Account at the time any transaction is executed.

In order to receive our services you will be required to open an account with a Third Party Service Provider for the provision of dealing services. In these circumstances Propex 24 will be acting as the referral agent or introducing broker. Depending on the arrangements between Propex 24 and the Third Party Service Provider, Propex 24's fees and charges will be paid by either of the following two methods:

- Propex 24's transaction fees and commissions will be charged to your Trading Account by the Third Party Service Provider on behalf of Propex 24. The Third Party Service Provider charges Propex 24 a fee for providing its execution and clearing services, and Propex 24's transaction fees and commissions, less the Third Party Service Provider's fee, will be paid to Propex 24 by the Third Party Service Provider from time to time. Accordingly, the Third Party Service Provider's fee is not an additional cost to you.
- Propex 24 will be receiving a percentage of the transaction fees and commission paid to the Third Party Service Provider by you. The amount received by Propex 24 will vary depending on the contractual arrangements entered into between Propex 24 and the Third Party Service Provider and will be pursuant to the terms and conditions of your agreement with Propex 24. Accordingly, Propex 24's fee is not an additional cost to you.

The transaction fees and commission rates below are the maximum that Propex 24 may charge and are provided as a guide only. A detailed description of the fees, charges and commissions payable are contained in the PDS for the relevant financial product. Propex 24 will provide you with details of the rates applicable to you at the time you enter into the client agreement.

Type of Product	Basis	Maximum fee
Securities (ie. Equities) and Exchange traded options	per transaction	up to AUD\$100 (plus GST*) or 1% of the transaction value (plus GST*) (whichever is greater)
Futures and Options on Futures	per transaction	up to AUD\$25 per lot (plus GST*)
Contracts for Difference (CFDs)	per transaction	up to AUD\$100 or 1% of the notional value (plus GST*) or where no ticket fee applies Propex 24 may derive its revenue from the CFD spread (ie. in the form of a spread mark-up or a rebate on the spread margin)
Margin FX and CFD FX	per transaction	Propex 24 may charge a ticket fee per contract of up to \$100 or where no ticket fee applies Propex 24 may derive its revenue from the FX spread (ie. in the form of a spread mark-up or a rebate on the spread margin)

\*In some cases fees may be exempt from GST where the supply is made to a non-Australian resident.

There may be other charges applicable to a securities trading account that are passed on by Third Party Service Providers. These fees and charges will be fully noted in the Agreement that you will be signing with the Third Party Service Provider.

There may be numerous other fees that may triggered depending on the style of your account

Propex 24, acting reasonably may change these rates from time to time. Such changes will be notified to you by email, in writing or where you have agreed by us posting a notice to our website, [www.propex24.com](http://www.propex24.com). We recommend that you seek advice from a professional tax agent.

#### General comments

All fees are in Australian dollars and are exclusive of GST unless advised otherwise. All fees, commission and charges are subject to change.

Our directors, employees, representatives and authorised representatives may in turn be remunerated on a commission basis for the services provided to you. Their remuneration is included in the commissions and fees discussed above.

Where your business has been referred to Propex 24 or your trade instructions require the use of a third party, Propex 24 may be required to share a percentage of the commission or other charge with other parties.

Payments to directors, employees, representatives, authorised representatives and referral agents will only be paid if they are authorized by you.

***If you have a complaint, how it will be dealt with?***

If you wish to make a complaint, the Compliance Officer can be contacted on (02) 8231 3600 or by email on [compliance@propex24.com](mailto:compliance@propex24.com). Propex 24 has a formalised client complaint resolution procedure. All complaints are reviewed and investigated by our Compliance Officer. If you make a complaint, our first response will be to contact you to discuss the complaint and to register a formal record of such complaint. We will try to resolve your complaint quickly and fairly.

If, despite our best efforts, you believe your complaint has not been satisfactorily dealt with, we offer clients the use of an independent industry arbiter. Propex 24 has agreed not to contest a final resolution from the independent industry arbiter.

You can contact the independent industry arbiter by writing to:

- Financial Ombudsman Service Australia **if lodged before 1 November 2018**

GPO Box 3  
Melbourne VIC 3001  
Toll Free: 1800 367 287  
Website: [www.fos.org.au](http://www.fos.org.au)  
Email: [info@fos.org.au](mailto:info@fos.org.au)

- Australian Financial Complaints Authority **if lodged on or after 1 November 2018**

GPO Box 3  
Melbourne VIC 3001  
Toll Free: 1800 931 678  
Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)

In accordance with Regulatory Guide RG126, Regulatory Guide RG179 and Section 912B of the Corporations Act 2001, Propex 24 has Professional Indemnity Insurance in place which covers the work done for it by its representatives and employees.

***For what purpose do we use your contact data?***

Privacy is an important issue for us and we are committed to ensuring full compliance with Privacy Act requirements.

The personal data that we collect from you will only be used by us to assist in the planning of marketing proposals, education seminars and provision of financial services to clients.