

Fintek Securities Pty Ltd

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Financial Services Guide

28 May 2024

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Financial Services Guide (FSG)

This Financial Services Guide (“FSG”) was prepared on 28 May 2024.

What is a Financial Services Guide?

This FSG helps you understand and decide if you wish to use the financial services, we can offer you.

The Licensee and its employees (including any employees of a related body corporate) are collectively referred to as “us, we, our” throughout this FSG.

This FSG sets out the services we provide. It tells you:

- Who we are and how we can be contacted;
- What services and products we are authorised to provide to you;
- How we (and any other relevant parties) are paid; and
- How we deal with complaints.

Occasionally we provide general advice. This is where we may express an opinion or recommendation influencing you in making a decision in relation to a financial product, but where we HAVE NOT considered your personal objectives, financial situation or needs. If we provide you with general advice, we will provide you with a warning to consider the appropriateness of the advice, having regard to your objectives, financial situation, and needs. Additionally, we will provide you with an applicable Product Disclosure Statement (“PDS”) (if one is available) which you should read before making a decision that the product is right for you.

The PDS contains information about the product to assist you in making an informed decision about the financial product. It will outline relevant terms, significant risks, and fees and charges associated with the product.

We do not provide personal advice with any of our services and as a consequence, you will not receive a Statement of Advice. As such, we will not consider your individual objectives, financial situation and needs before deciding whether or not you are suitable for such a product.

The Licensee has arrangements in place to maintain professional indemnity insurance. This insurance satisfies the requirements under Section 912B of the *Corporations Act 2001* (Cth) (“the Act”) and ASIC Regulatory Guide 126.

Please retain this FSG for your reference and any future dealings with us. We may also add documents at a later date which will also form part of this FSG, and these should be read together with the FSG. These documents will include the word “FSG” in the heading.

Who will be providing the financial services to you?

The Licensee

Fintek Securities Pty Ltd (“Fintek Securities”) is the authorising licensee for the financial services provided to you and is responsible for those services and is the providing entity.

Fintek Securities is a financial services firm that deals in several financial products, including over-the-counter (OTC) financial derivative products to retail customers including Contracts for Difference (CFDs), foreign exchange contracts and securities.

Fintek Securities does not act as a representative of any other licensee in relation to the services or products we provide.

The Licensee authorises, and is also responsible for, the content and distribution of this FSG.

The Licensee’s contact details are as follows:

Licensee name: Fintek Securities Pty Ltd
AFSL Number: 533278
Address: Level 6, 250 Queen Street
Melbourne VIC 3000, Australia
Website: www.finteksec.com.au
Telephone: (03) 7018 2582
Email: compliance@finteksec.com.au

The Licensee acts on your behalf when we provide financial services to you.

What services and products are we authorised to provide to you?

We are authorised to provide the following financial products and services:

- Provide general financial product advice for the following classes of financial products:
 - deposit and payment products limited to:
 - basic deposit products
 - deposit products other than basic deposit products; and
 - non-cash payment products
 - derivatives;
 - foreign exchange contracts;
 - interests in managed investment schemes excluding investor directed portfolio services;
 - securities;
- Deal in a financial product by:
 - issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:
 - derivatives; and
 - foreign exchange contracts; and
 - Applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
 - deposit and payment products including:
 - basic deposit products;
 - deposit products other than basic deposit products; and
 - non-cash payment products;
 - derivatives;
 - foreign exchange contracts;
 - interests in managed investment schemes excluding investor directed portfolio services; and
 - securities;
- Make a market for the following financial products:
 - foreign exchange contracts; and
 - derivatives; and
- Provide the following custodial or depository services:
 - operate custodial or depository services other than investor directed portfolio services;

to retail and wholesale clients.

In providing our services, other financial matters may arise, however, we are not authorised to assist with any financial and products and services except those explained above. You should seek specific advice from the appropriate professionals on other matters relevant to you.

How to instruct us

Before transacting with Fintek Securities you must open an account with us. You may then give instructions to us in any of the following ways:

- Electronically via applicable trading platform or systems.
- In writing (including email, note you must confirm with us that such instructions have in fact been received by us).
- By telephone (note your telephone calls to us may be recorded).

What fees and commissions are payable to us?

Fees for providing you with our services are received by the Licensee.

All fees described in this FSG do not include GST.

Fees

Fintek Securities is remunerated through the fees and commissions that we charge you for executing transactions on your behalf. 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 and will be required to be confirmed prior to transacting any financial products. Fees and commissions, once disclosed and agreed, will be charged to your trading account at the time any transaction is executed or exercised. Please refer to our PDS for further information about the specific costs and other associated transaction fees and charges that are associated with each product. Fintek Securities may have contractual relationships with related bodies corporate – all such dealings are conducted on an arm's length basis.

Spread fees – We may charge fees on the spread (that is, the difference between the bid and ask price) on each of your contracts. This fee will be denominated in the quote currency of the relevant product that is being traded. You can determine the cost of trading by converting this amount into the base currency - please refer to our PDS for detailed examples.

Swap fees – It is important to note that the relevant fee is determined on the funding costs of the underlying contract. We therefore refer you to our trading platform for the relevant fees that are applicable to your contract. Because of the settlement structure, which is inherent in the spot market, trades that are opened on Wednesday will be settled on the following Monday (exclusive of any applicable public holidays). This means that there is a need to account for the interest earned or payable over this period. As a result, the swap fee that applies will be tripled if you maintain your contract on the Wednesday – Thursday rollover. It is important to note that the tripling of the swap fee is not applicable to CFDs on Cryptocurrencies since the product is available 24 hours a day, 7 days a week and as a result, there are no restrictions to any settlement.

The fees, charges and other costs rates below are the maximum that Fintek Securities may charge and are provided as a guide only. The fees, charges, and other costs payable by you will be disclosed to you when prior to establishing your account or when we later notify you of a change in the rates or amounts.

Type of Product	Basis	Maximum fee on open positions
CFDs on foreign exchange contracts	Swap Fee	Between 0.01% - 1.7% of the face value of the position for keeping a position open overnight.
CFDs on Securities	Swap Fee	Between 0.01% - 1.7% of the face value of the position for keeping a position open overnight.
CFDs on Commodities	Swap Fee	Between 0.01% - 1.7% of the face value of the position for keeping a position open overnight.
CFDs on Indices	Swap Fee	Between 0.01% - 1.7% of the face value of the position for keeping a position open overnight.
CFDs on Cryptocurrencies	Swap Fee	Between 0.01% - 1.7% of the face value of the position for keeping a position open overnight.

*In some cases, fees, charges, and costs may be exempt from GST if the supply is made to a non-Australian resident.

Commission and Product Costs on Physical Share Trading and Exchange Traded Funds (ETFs):

You deal at the market price of the share, and commission is charged on the value of the transaction. The commission rates charged will not normally be greater than the following amounts. Further written details will be given to you on request.

- Australian shares: \$8 minimum or 0.1% either side, whichever is greater
- UK shares: \$10 minimum or 0.1% either side, whichever is greater
- European shares: from \$10 minimum or 0.1% either side, whichever is greater
- US shares: from \$8 minimum or 2 US cents per share either side, whichever is greater
- Singapore shares: \$10 minimum or 0.1% either side, whichever is greater
- Hong Kong shares: \$15 minimum or 0.15% either side, whichever is greater

We receive brokerage, fees and charges for physical share trading and ETF transactions. The level of brokerage may differ between Australian listed products and products listed on international exchanges. Unless otherwise stated, all fees, charges and any benefits disclosed in this FSG are inclusive of GST. Minimum brokerage starts at \$8 minimum or 0.1% depending on the exchange traded.

An amount calculated based on the brokerage on securities opened by you may be paid to third parties and/or our employees. If such payments are considered 'conflicted remuneration' then, as required by legislation, they will only be made with your explicit consent and as your agent subject to terms agreed with you in advance. Please note however that an amount, which may be calculated by reference to the brokerage on securities opened by you, may be paid to third parties or employees without your express consent where such payments are not deemed 'conflicted remuneration'. Any such amount will be paid by us and not by you. We will provide you with details of any such payments on written request.

Depending on the features of your account, there may be other fees, charges or costs which are not disclosed in the FSG. We will disclose them to you in writing if they apply to your account.

Fintek Securities may change these fees, charges, and costs, including their rates or amounts, from time to time. Increases or new fees, charges and costs will be notified to you in any way you agree to be notified by your agreement with us, typically by email, by notice through your account with us, by notice on a statement to you and by us posting a notice to our website, www.finteksec.com.au.

Other fees

Dormant account fees – In the absence of any account activity for a period of at least ninety (90) consecutive days, an amount of \$10 (or the equivalent amount in another currency on the day of deduction of the fee) will be charged every month in order to maintain the account, on the condition that the Client account has the available funds.

We will discuss and agree our fee structure with you before we provide you with any such services.

How are we and third parties remunerated?

Remuneration of employees, directors, and representatives

Our directors and some of our representatives (such as employees, associates and other relevant persons) are remunerated by way of salary and other employee benefits. They may also be eligible for a discretionary bonus related to business objectives. Such payments are discretionary and are generally made in the form of monetary benefits and are paid annually.

As authorised by the client, some of our representatives, including those listed above, are remunerated by way of salary or bonus payments calculated by rates of all fees and commissions generated from their clients depending on the level of salary and the aggregate revenue that they generate for Fintek Securities.

Commissions, remuneration and other benefits paid by Fintek Securities

You may have been referred to us by an external party which may receive financial or non-financial benefits from us to the extent the law allows and where requires as authorised by the client. Please note that such benefits will not impact transaction fees or the rates you will be offered for financial products or services provided by Fintek Securities.

Interest on client moneys

Fintek Securities is entitled to retain any interest it earns on client money held in the Client Money Account or other similarly named account, which is required to be maintained in accordance with the Act or other regulatory requirements. The rate of interest is determined by the provider of each account. It may choose to credit your account with interest at a rate less than the rate of interest earned by Fintek Securities (or suspend or not credit any interest).

Other benefits to Fintek Securities

Fintek Securities and its representatives may from time to time receive remuneration or other benefits from other financial services providers we deal with, including educational seminars, conferences, and training days, to the extent the law allows. Details of these benefits will be maintained on a register as required by law.

Further Details

You may request more details about the way these people or entities are remunerated within a reasonable time after receiving this document and before any financial services are provided to you.

By using or continuing to use our services, you agree that:

1. All fees and charges received by us as described in this FSG (other than third party fees and charges) are a benefit given to us by you, in exchange for the services provided by us.
2. We do not charge asset-based fees where you are investing using borrowed money.
3. You understand, consent to authorise and direct us to charge you in this way.

What arrangements may influence our advice to you?

Conflicts of interest may occur from time to time. Fintek Securities will advise you of any material interest that could reasonably be expected to influence our recommendation of a financial product to you, either verbally or in writing.

However, you should be aware that Fintek Securities' representatives are remunerated wholly or in part by payments calculated by rates of percentages of all fees and commissions generated from their clients. In addition, if you have been referred to us by a third party, that person may receive payments based on a percentage of brokerage charged to you.

These conflicts of interest and associations in no way influence the provision of financial services by Fintek Securities to you.

Privacy Policy

All information that Fintek Securities collects about you will be treated in accordance with our Privacy Policy which can be found on our website at www.finteksec.com.au.

The Fintek Securities Privacy Policy is in accordance with the Australian Privacy Principles.

What should you do if you have a complaint?

If you have a complaint, you can contact us and discuss your complaint.

Please contact our Complaints Manager using any of the contact details at the start of this FSG. We will try and resolve your complaint quickly, fairly and within prescribed timeframes.

If the complaint cannot be resolved to your satisfaction within 30 days, you have the right to refer the matter to the Australian Financial Complaints Authority ("AFCA"). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

The AFCA website also permits you to register or lodge a dispute online.

Our AFCA membership number is: 104517.

You may also contact Australian Securities and Investments Commission (ASIC) free call Infoline on 1300 300 630 to make a complaint and obtain information about your rights.

Compensation arrangements

We have arrangements in place to maintain adequate professional indemnity insurance as required by Section 912B of the Act and ASIC Regulatory Guide 126. 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.