

# FINANCIAL SERVICES GUIDE

EverForex Financial Pty Ltd

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EverForex Financial Pty Ltd  
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## 1 Introduction

- 1.1 This Financial Services Guide (FSG) has been prepared by EverForex Financial Pty Ltd (ACN 115 459 124, Australian Financial Services Licence (AFSL) No. 297499, EverForex, 'We', 'Us', 'Our') in compliance with its obligations under Part 7.7 of the Corporations Act 2001 (Cth) (the Corporations Act).
- 1.2 This FSG is designed to assist you to make an informed decision as to whether our products are suitable for you, and contains the following details:
  - (a) who we are;
  - (b) how you can contact us and provide us with instructions;
  - (c) the types of products and services we are authorised to offer under our AFSL; (d) fees and charges involved in trading on our products;
  - (e) remuneration;
  - (f) how we collect and handle your personal information;
  - (g) our dispute resolution procedures;
  - (h) our compensation arrangements.
- 1.3 This FSG is for general information purpose only and has been prepared without taking into consideration the objectives, financial situation or needs of any particular person. As such it cannot be construed as amounting to financial advice. This FSG should be read in conjunction with our Product Disclosure Statement (PDS) and the Terms and Conditions (T&Cs) before you decide to trade with us. All three documents are available on our website [www.everforex.com.au](http://www.everforex.com.au).
- 1.4 The FSG and the PDS are important documents as they provide you with important information on the products and services we provide, such as the nature of our products, their risks and benefits, costs you may incur when trading with us. They are designed to help you make an informed decision on whether our products may be suitable for you.
- 1.5 The information provided in this FSG is up to date as at the date of publishing, which is displayed on the front page. If there are substantial changes to this document which are materially adverse to you, EverForex will issue a new FSG containing the new information and will notify you of this. Paper copies of this FSG are available upon request.

## 2 About Us

- 2.1 EverForex is an Australian owned and operated proprietary company and holds an Australian Financial Services Licence (AFSL) number 297499. We provide both wholesale and retail clients with electronic trading platforms that allow them to trade on OTC derivative products including Margin FX. We act as the principal when dealing with our clients.

- 2.2 EverForex is regulated by the Australian Securities and Investments Commission (ASIC). Further information about ASIC and how ASIC regulates Australian Financial Services Licensees can be found on ASIC's website at: <http://asic.gov.au>. This statement or any other references to ASIC in this document or elsewhere by us cannot be considered as an ASIC endorsement of this PDS or our products and services.

### 3 Our Products and Services

- 3.1 EverForex is authorised to deal in and make a market for derivatives and foreign exchange contracts. We are also authorised to provide general advice on these products. We act as the principal when dealing with our clients, and we are the issuer of the Margin FX and Contracts for Difference (CFD) products that can be traded on our platforms.
- 3.2 It is important that you understand the difference between personal advice and general advice. Under s 766B(3) of the Corporations Act, where the provider of the advice has considered one or more of a client's 'objectives, financial situation and needs', or where 'a reasonable person might expect the provider to have considered one or more of' those considerations, the advice is personal advice. Advice that does not fall within the scope of personal advice is considered general advice.
- 3.3 Any advice that we may provide you with will be general advice only and will not take into consideration any of your objectives, financial situation or needs. You may wish to obtain your own legal, professional and taxation advice, and read our FSG, PDS and the T&Cs carefully before deciding to trade with us.

### 4 Contact Details

- 4.1 You can contact EverForex via any of the below channels:

Call us: 1800 517 208  
Email us: [support@everforex.com](mailto:support@everforex.com)  
Write to us: EverForex Financial Pty Ltd  
Suit 4.01, 127 York Street  
Sydney NSW 2000 AUSTRALIA

### 5 Instructions

- 5.1 We can only accept trading instructions via the electronic trading platforms which can be accessed from computers and mobile phone applications. You can give us other types of instructions by contacting us using the details provided in section 4.1 above.
- 5.2 Please note that EverForex may record telephone conversations for training and compliance purposes.

### 6 Costing - Fees, Charges and Commissions

- 6.1 The various forms of costs associated with trading in our products are summarised in this section below. Our PDS provides further information on costs with working examples on how they may affect your trading. The applicable costs may change from time to time and you should refer to our website [www.everforex.com.au](http://www.everforex.com.au) for the current fees, charges and commission rates.

## 6.2 Commissions

Commissions may be applicable to individual financial products. For other types of financial products, We will make our earnings from spreads which are factored into the price we charge you (see section 6.3 below).

## 6.3 Spread

The spread is the difference between the Bid price at which We buy an instrument and the Ask price at which We sell the same instrument. It is the minimum amount that the market needs to move in your favour before you can break even. The spread may be subject to fluctuation depending on the market conditions.

## 6.4 Swap Rate

If you hold a Margin FX contract open overnight (the end of day is treated as the International trading day end of 5pm New York time) you may either receive or pay an amount depending on the interest rate differential between the two currencies in question, the notional value of the position and the spread that We apply when calculating the swap rates.

If you hold a position from a Wednesday to Thursday, the swap related benefit/charge will be for three days to cover the week due to the fact that the settlement on the spot foreign exchange market is done on a T + 2 basis.

## 6.5 Currency Conversion

Where you trade on a Margin FX or CFD contract that is denominated in a currency different to the base currency of your Account, the profit and loss will be automatically converted back to the base currency of your Account upon the closure of the position.

## 6.6 Referrals

If you have been introduced to us by a third party, we may be required to share a percentage of the commission or other charge with the referring party.

Should such payments fall within the scope of the conflicted remuneration provisions of the Corporations Act, we will not make any payments unless and until we have obtained your consent. We will also provide details of these payments upon your written request.

## 7 Remuneration, Commission and Benefits

7.1 The directors, officers and employees of EverForex are remunerated by way of salaries. They may be eligible for discretionary bonuses which are based on the performance of the individual and the overall performance of EverForex.

7.2 You may request further information on how we remunerate our staff by contacting us using the details set out in section 4.1 above. Such a request needs to be made within a reasonable period of time after you have been given this FSG and before We have provided you with any products and services.

## 8 Relationship and Association

- 8.1 As at the date of this FSG, EverForex is not in any relationship or association that may be reasonably expected to be capable of influencing the provision of our products and services. Should the circumstances change that may give rise to such a relationship or association, we will update this FSG to provide you with the relevant information.

## 9 Privacy

- 9.1 We take your privacy very seriously and handle your personal information in accordance with the Privacy Act 1998 (Cth) and the Australian Privacy Principles (APPs).
- 9.2 We collect and use your personal information for the primary purpose of providing you with the requested products and services. We and our affiliates may from time to time communicate to your products and services that we think may be of interest to you. You can choose to stop receiving promotional materials at any time.
- 9.3 Our Privacy Policy is available on our website [www.everforex.com.au](http://www.everforex.com.au)

## 10 Dispute Resolution

- 10.1 EverForex is required to maintain a robust and effective internal and external dispute resolution system to resolve complaints raised by retail clients and small businesses.
- 10.2 We invite you to contact us by phone or email if you have any issues or concerns. We endeavour to fairly investigate into the matter for you as soon as possible.
- 10.3 If you are still unsatisfied after exhausting our internal dispute resolution process, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaints resolution services which are free to consumers. Our Membership Number is 10072. You can contact AFCA via the below channels:

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678 (free call)

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

- 10.4 You may also contact ASIC on 1300 300 630.

## 11 Professional Indemnity Policy

- 11.1 EverForex maintains a Professional Indemnity (PI) policy that satisfies the compensation requirements under s 912B of the Corporations Act and RG 126. Our PI policy covers professional services provided by our current and former representatives.