

# Kapital FX Pty Ltd

## Financial Services Guide

**Kapital FX Pty Ltd ACN 611 822 390, AFSL No. 493372.**

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Kapital FX Pty Ltd (Kapital FX, us, our) holds Australian Financial Services Licence (**AFSL**) number **493372**.

### What is a Financial Services Guide?

This Financial Services Guide (**FSG**) is an important document to help you understand and decide if you wish to use the financial services we are able to offer you.

It provides you with information about us, and the services we provide. Its purpose is to help you decide whether to use any financial service we offer and includes:

- Who we are;
- How to contact us;
- What financial services we are authorised to provide to you;
- The costs of any services we may provide to you;
- How we, our staff and any other relevant parties are paid and any remuneration that may be received by these parties;
- Any relationships we have with any other organisations affiliated with us or with product issuers, which might influence us in providing financial services to you;
- How complaints are addressed; and
- Our compensation arrangements.

### About Us

We provide foreign exchange services for retail and wholesale clients. We provide spot foreign exchange contracts and forward foreign exchange contracts. We also provide foreign exchange options contracts to wholesale clients. Further information about the spot and forward foreign exchange products which we provide to retail clients is set out in our Product Disclosure Statement (**PDS**).

We act on our own behalf when providing financial services to you, because we are a product issuer. You will not be provided with any personal financial product advice by Kapital FX. 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 products, and you must read our PDS before making any decision.

You will not receive a Statement of Advice from us. You will be provided with a PDS when we provide you with financial products and you open an account with us. The PDS describes our products, and sets out details of those products, such as their risks, benefits and costs.

### **The Financial Services we are authorised to provide**

We are authorised to offer the following financial services to retail and wholesale<sup>1</sup> clients.

1. General financial product advice in relation to:

- Non cash payment products; and
- Foreign exchange contracts

This means that we can provide general advice regarding these products and their features. Where we do so, we will not take into account your personal circumstances, and you will need to determine whether or not the products are suitable to your personal situation or circumstances.

2. Deal in a financial product by issuing, applying for, acquiring, varying or disposing of a financial product:

- Non cash payment products; and
- Foreign exchange contracts

This means that we can undertake 'dealing activities', which are transactional services (such as buying and selling) in relation to the products we offer.

3. Deal in a financial product by applying for, acquiring, varying or disposing of a financial product on behalf of another person in foreign exchange contracts.

This means that we can undertake 'dealing' activities on behalf of another person (for example, our clients, or another service provider).

4. Make a market in relation to foreign exchange contracts.

This means that we can quote the prices at which we buy and sell foreign exchange contracts to you.

We are also authorised to provide the following services to wholesale clients only in relation to derivatives:

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<sup>1</sup> You will be classified as a wholesale client if you meet one of a number of tests, such as the total value of financial products that you acquire, or the level of your net assets or gross income. You will be a retail client unless you meet one of these tests. We will ask you to complete a wholesale client declaration if you are deemed to be a wholesale client.

- General advice
- Dealing by issuing, applying for, acquiring, varying or disposing of derivatives
- Dealing by applying for, acquiring, varying or disposing of a derivative on behalf of another person:
- Making a market (that is, quoting the prices at which we buy and sell options contracts)

This means we can offer various FX Options (such as put options and call options) to wholesale clients. Those products, whilst allowed under our licence, are not described in our FSG or PDS because they are not available to retail clients.

In providing our service, other financial issues may arise, such as how to invest money, the most appropriate investments for you, and taxation issues. However, we are not authorised to provide advice relating to those financial issues, or any other financial services except those explained above. You should seek specific advice from the appropriate professionals if these issues are relevant to you.

### **Privacy**

The privacy of your information is very important to us. We have practices which include the secure storage of personal information and safeguards against the accidental release of personal information.

You will be required to provide us with certain information to enable us to comply with our obligations under Australia's Anti-Money Laundering & Counter-Terrorism Financing laws.

We handle all information provided to us in accordance with our Privacy Policy.

You can obtain a copy of our Privacy Policy at [kapitalfx.com.au](http://kapitalfx.com.au), or by emailing us.

### **How to contact us or instruct us**

You can get in touch with us through the contact details at the top of this FSG.

If you wish to instruct us to provide you with financial services, you can do so through our website, on the phone, or in person. When you do this, you will be subject to our Terms and Conditions, which are available on our website. You will be required to undergo our customer onboarding procedure, including by assisting us to establish your identity and completing our customer application form.

### **How are we paid?**

The revenue we generate is based on a margin. The margin is a difference between the wholesale exchange rate we have access to and the exchange rate we offer you. The amount of the margin depends on a number of things, including the frequency of trading, availability of the currency you are buying or selling, market volatility, the value of the transaction, and prevailing interest rates.

We may also charge other fees associated with your transactions, such as a transfer fees and telegraphic transfer fees. These fees, which may be varied from time to time and will be published on our website and disclosed to you before you are provided with any services by us.

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## How do our people and related third parties get paid?

Our directors and employees who provide the financial services described in this FSG are remunerated by way of salary and other employee benefits. They may also be eligible for a discretionary bonus based on their performance both financial and non-financial and whether the clients are wholesale or retail. Employees may also be rewarded by monetary and non-monetary benefits. It is not possible to determine in advance what (if any) additional benefits any employee will receive as these benefits are not generally attributed to any particular product or service they provide.

If you have been referred to us by another party, that other party may receive an introducer fee and/or an ongoing commission on every transaction. This fee will vary depending on circumstances but will be fully disclosed to you upon request. It will typically be a percentage of the revenue earned by Kapital FX on a particular trade or contract that you enter into with us. That percentage will vary according to our agreement with the introducing party (or referrer).

You may request further details of the fees and benefits (including any commissions) that may be payable at any time by contacting us. If you wish to request further details about the remuneration and benefits set out in this document, you should do so within a reasonable time after receiving this document and before we provide any services to you.

## Complaints and Disputes

If you are not satisfied with any aspect of the service that has been provided by us or with our complaints handling process, you are entitled to complain. We have established procedures to ensure that all enquiries and complaints are dealt with. Please contact our Complaints Manager on:

Phone: (02) 9133 -8822

Email address: [accounts@kapitalfx.com.au](mailto:accounts@kapitalfx.com.au)

Postal address: ATTN: Complaints Manager, Level 23, 52 Martin Place, Sydney NSW

If the complaint cannot be resolved to your satisfaction you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA) which is an external complaints service, of which we are a member (member number 39735).

You can contact the AFCA on 1800 931 678 (if in Australia) or +613 9613 7366 (if outside Australia) or in writing at GPO Box 3, Melbourne, Victoria 3001, Australia. You can also contact AFCA through their website: [www.afca.org.au](http://www.afca.org.au), by email: [info@afca.org.au](mailto:info@afca.org.au), or by facsimile (03) 9613 6399.

### **Compensation Arrangements**

We have arrangements in place to maintain adequate professional indemnity insurance as required by s912B of the Corporations Act 2001. This insurance provides cover for claims made against us and our representatives/employees including claims in relation to the conduct of representatives / employees who no longer work for us but who did so at the time of the relevant conduct.

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