

Financial Services Guide

Margin FX and Contracts for Difference

First Index

Financial Services Guide

1. Purpose of this Financial Services Guide

This Financial Services Guide (**FSG**) is dated 5th July 2018 and has been prepared and issued by AGM Markets Pty Ltd (ABN 87 158 706 766) (trading as First Index) (**AGM Markets**, First Index, **us**, **we** or the **Company**). AGM Markets hold Australian Financial Services License number 422662 (**AFSL**).

This FSG has been prepared to provide you with key information about who we are and the financial services and products that we offer, in order to assist you to make an informed decision about whether to use our financial services and products. The FSG is an important document and a regulatory requirement under the *Corporations Act 2001* (Cth) (**Corporations Act**). It contains information about who we are, remuneration, any associations or relationships we may have with other financial product issuers, details of any potential conflicts of interest, our internal and external dispute resolution procedures and how you can access them, information on how we handle your personal information and how we can be contacted.

This FSG contains general information only. If you have further questions regarding this FSG please contact us.

2. Other Documents You May Receive from Us

Product Disclosure Statement

In addition to this FSG you will receive our Product Disclosure Statement (**PDS**). The PDS contains information about the financial products offered by AGM Markets, including the risks and benefits of each financial product. The PDS also details the fees and charges which may apply to the products offered by us. We provide you with the PDS to assist you in making an informed decision about the products we issue.

Account Terms

You will also receive a copy of our Account Terms which set out the terms and conditions that govern our dealings with you and your Account. The Account Terms can be downloaded from our website: www.firstindex.com.

You must read this FSG, the PDS and the Account Terms carefully; you will be prompted to confirm that you have read and understood the FSG and PDS and that you accept the Account Terms before you can trade and enter into any transactions with us.

3. About AGM Markets Pty Ltd

AGM Markets provides general financial product advice, dealing and market making services in relation to derivatives and foreign exchange contracts to retail and wholesale clients within Australia.

4. Financial Services Provided

We are authorised by our AFSL to provide the following financial services to retail and wholesale clients:

- provide general financial product advice in relation to basic deposit products, derivatives and foreign exchange contracts;
- deal by issuing, applying for, acquiring, varying or disposing of derivatives and foreign exchange contracts;
- deal by applying for, acquiring, varying or disposing of basic deposit products, non-cash payment products, derivatives and foreign exchange contracts on behalf of another person; and
- make a market in derivatives and foreign exchange contracts;

AGM Markets acts as principal and not as your agent or broker on each of your trades. We act as principal in all transactions with you in respect of the financial products offered by us. This means that we will be the counterparty to all of your trades.

5. The Nature of our Advice

Under the law regulating the provision of financial products and services, general advice and personal advice have special meanings and may differ from what you commonly understand. General advice includes direct or implied recommendations about financial products or services, whether general or for a class or kind of investor but does not take into account your particular circumstances. General advice includes advice based on consideration of the investment alone (including by reference to current market conditions).

AGM Markets will only provide general advice. This type of advice does not take into consideration your particular objectives, financial situation or needs. You should consider the general nature of the advice before making any investment decision based on information that we provide to you. We recommend you seek independent advice, read the PDS, Account Terms and this FSG in their entirety, and ensure that you fully understand that risks in light of your personal circumstances before making any trading decisions.

6. How to Instruct Us

You may provide us with instructions to place trades via our online trading platform or over the phone. If you give us instructions via telephone, you must confirm that such instructions have been effected by us by checking your account on the online trading platform.

Any other form of communication that is not a dealing instruction may be made via phone, in person or in writing by post or email. Our telephone lines are recorded in order to provide a record of communication between you and us.

7. USING OUR SERVICES

If you wish to use the services and products offered by AGM Markets, please go to our website www.firstindex.com, where you can access information and documents necessary to open an account with us and download our trading platform.

8. Our Associations

We do not have any relationships or associations with other entities that may influence our provision of our services to you.

9. How We Are Remunerated for the Services We Provide

Fees, Charges and Commissions

The common fees and charges when dealing in our financial products may include the following:

- Administration charges such as conversion fees and wire fees related to deposits, withdrawals and transfers;
- Commissions, which may be charged by AGM Markets directly, or may be collected by us;
- Interest charges; and
- Rollover fees, swap fees, finance charges/payments at the applicable rate.

Third Party Payments

- Where a third party has referred or introduced your business to AGM Markets we may be required to pay the referring party a percentage of our revenue from your account or a fixed fee. The amount that is paid to the referring party and how that amount is calculated will depend on the agreement we have in place with them. Payments to a third-party referrers may in some instances be “conflicted remuneration” for the purposes of the Corporations Act and as such will only be made with your full knowledge and explicit consent, including information regarding the payment arrangement in place with that party. You are

entitled to receive full details regarding such payments.

- Where an amount, which may be calculated by reference to the commission or spread on our products acquired by you, is not deemed “conflicted remuneration” under the Corporations Act, any such payment will be paid by us and not by you to third parties or employees without your express consent.
- If you are unsure whether these arrangements apply to you, please contact the referring third party or us.

Further details of our fees and charges, and examples of how these are calculated, are set out in the PDS and the Account Terms. Please note that the fees and charges, including commission and spreads are subject to change and you are strongly encouraged to check our website and your trading platform regularly.

10. How Our Employees Are Remunerated

Employees are paid by way of salary and discretionary bonuses linked to pre-determined objectives. Our employees may also qualify for non-monetary benefits if they meet performance targets. All benefits given will comply with the Corporations Act.

11. Privacy and Your Personal Information

Personal information is any information about you that identifies you or from which your identity can be reasonably ascertained. We collect and retain your personal information to provide you with the products and services that you request as well as to inform you of other products and services offered by or through us. We will collect, use and store your information in accordance with the Australian Privacy Principles and the Privacy Act 1988 (Cth).

A copy of our Privacy Policy is available on our website at www.firstindex.com or by contacting us to request a copy.

12. Compensation Arrangements

As required by section 912B of the Corporations Act and ASIC Regulatory Guide 126, AGM Markets has comprehensive compensation arrangements in place. Subject to its terms and conditions the compensation will cover claims in relation to the conduct of individuals who were our representatives or employees at the time of the relevant conduct.

13. What Do I Do if I Have a Complaint?

We have both internal and external dispute resolution procedures in place to resolve complaints from clients. If you have a complaint or are not satisfied about any of the financial services provided by AGM Markets you should take the following steps:

- (i) Contact us directly by telephone, in person or in writing and tell us about your complaint. We will try to resolve your complaint quickly and fairly. We will acknowledge complaints received in writing within five (5) business days of written receipt of your complaint. We will use our best endeavors to try to resolve your complaint within forty-five (45) days of receipt of your written complaint. Where this will not be possible for any reason we will notify you of this in writing prior to 45 days having lapsed.

Our contact address is:

First Index t/a AGM Markets Pty Ltd
Level 1, 189 Balaclava Rd
Caulfield North VIC 3161
Tel: +61 3 9068 8900
Email: support@firstindex.com

- (ii) If you are not satisfied with the outcome of our investigation you have the right to complain to the Financial Ombudsman Service Australia Limited (**FOS**), an external dispute resolution scheme of which AGM Markets is a member (membership number 31321).

Financial Ombudsman Service Australia Ltd

GPO Box 3

Melbourne VIC 3001

Toll free: 1300 780 808

Facsimile: +61 3 9613 6399

Website: www.fos.org.au

Before FOS will deal with your complaint, you must have first lodged a formal complaint with us and given us time to investigate and resolve the dispute.

- (iii) You may also make a complaint to ASIC, by calling the free call Info line on 1300 300 630.

You may obtain a copy of our internal dispute resolution policies at any time by contacting us.