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# 1<sup>st</sup> Contact Forex

## Financial Services Guide

1<sup>st</sup> Contact Forex Pty Ltd

ABN: 48 129 881 947

Australian Financial Services Licence Number: 335126

Prepared on: 01 June 2009

### Purpose and Contents

This document is a Financial Services Guide (FSG). The FSG is designed to provide you with specific information regarding our services prior to providing you with a financial service. The information is designed to assist you in deciding whether to use any of the financial services that we offer. It also sets out your rights as a client and how we will handle any complaints you may have against us. It is intended that this FSG will assist you in determining whether to use any of the services we offer as described in it.

#### This FSG contains important information about:

1. About 1<sup>st</sup> Contact Forex
2. How to Contact 1<sup>st</sup> Contact Forex
3. Nature of Advice Provided
4. Australian Financial Services License ("AFSL")
5. Financial services provided
6. Types of Products
7. Methods of providing financial services
8. Transaction documentation
9. General Advice Warning
10. Who 1<sup>st</sup> Contact Forex act for
11. How we are remunerated for the services we provide
12. Personal Information
13. Disclosure of any relevant conflicts of interest
14. Compensation Arrangements
15. Dispute Resolution

### 1. About 1<sup>st</sup> Contact Forex

1<sup>st</sup> Contact Forex provides foreign exchange solutions to both businesses and individuals.

Any financial services offered are provided by representatives ("Representative") of 1<sup>st</sup> Contact Forex. 1<sup>st</sup> Contact Forex is part of the 1<sup>st</sup> Contact Group which is incorporated in the UK.

### 2. How to Contact 1<sup>st</sup> Contact Forex

1<sup>st</sup> Contact Forex Pty Ltd

Level 9

278 Collins Street

Melbourne

3000

Australia

Telephone: +61 3 8651 4512

Facsimile: +61 3 8779 8918

Email: [money@1stcontact.com](mailto:money@1stcontact.com)

Website: [www.1stcontactforex.com.au](http://www.1stcontactforex.com.au)

Principal contact: FX Manager

### 3. Nature of Advice Provided

1<sup>st</sup> Contact Forex only provides general advice regarding the foreign exchange market and foreign exchange contracts. We do not collect, or take into consideration, information regarding your financial circumstances and objectives except to the extent they are applicable to your foreign exchange request.

Before you act on any advice offered by 1<sup>st</sup> Contact Forex we recommend that you take all reasonable steps to understand the outcomes of specific exchange trades and strategies offered. You should also consider how appropriate the advice is to your financial situation, needs and objectives.

Please note that any advice relating to services in this FSG should be read in conjunction with a Product Disclosure Statement (PDS). The PDS contains information about a particular product which includes relevant terms, significant risks and details of other fees or charges that may apply. The PDS is given to you to help you make an informed decision about that product.

### 4. Australian Financial Services License ("AFSL")

1<sup>st</sup> Contact Forex holds an Australian Financial Services License, Number 335126. Under our AFSL, we are authorised to:

**I. Provide general financial product advice in relation to foreign exchange products;**



**II. Deal in foreign exchange products; and**

**III. Make a market for foreign exchange products.**

## 5. Financial services provided

We are authorized to provide the following financial services:

**I. Foreign exchange spot contracts.**

**II. Online foreign exchange transactions.**

**III. A market for foreign exchange transactions.**

## 6. Types of Products

We are authorised to make a market for the following product:

**I. Foreign exchange contracts to retail and wholesale clients.**

## 7. Methods of providing financial services

If you wish to use our services you may issue us with instructions:

**II. In person via the telephone;**

**III. Via the Internet; or**

**IV. By such other method (i.e. fax, email) as may be mutually agreed between us.**

## 8. Transaction documentation

We will provide you with all relevant (execution and confirmation) documentation in relation to your transaction.

## 9. General Advice Warning

We will usually provide you with advice that does not take into account your individual objectives, financial situation or needs (“General Advice”). Whenever we provide you with General Advice, you should seek independent advice to ascertain whether our service is appropriate for your particular financial circumstances and requirements.

## 10. Who 1<sup>st</sup> Contact Forex act for

We generally act on your behalf for the purpose of executing the transactions you have requested. From time to time, we may act as principal and enter into foreign exchange transactions on our own behalf.

## 11. How we are remunerated for the services we provide

We charge a transaction fee (“Fee”) of up to AUD 15.00 for

transactions under AUD 10,000 and no fee for transactions over AUD 10,000.

1<sup>st</sup> Contact Forex also earns its revenue through a ‘spread’. The ‘spread’ is the difference between the wholesale exchange rate we buy at and the exchange rate we offer to each customer. The exchange rate we offer is dependent on a number of different factors which include:

- › The value of the transaction
- › the frequency you trade with us
- › interest rate differentials
- › settlement date
- › market volatility

Generally the margin will be between 0.1% to 3% per transaction. This margin may still vary however according to market volatility, the maturity date and the supply and demand of the currency pairing. In some cases, we may not be able to send a payment directly to the beneficiary bank and will use a correspondent bank to make the payment. The correspondent bank may charge a fee for making the payment to the beneficiary bank and those fees may be deducted from the amount remitted to the beneficiary bank. The beneficiary bank may also deduct or charge a fee upon receiving a payment sent by us. The fees listed above are beyond our control, we receive no benefit from them and we cannot predict the amount of these fees in advance or whether they will be incurred.

1<sup>st</sup> Contact Forex employees do not receive specific payments or commissions for providing you with financial product advice. Employees receive salaries and may also receive bonuses according to key personal and team performance criteria.

## 12. Personal Information

1<sup>st</sup> Contact Forex recognises the importance of maintaining accurate records as well as ensuring all personal information is kept safe and secure. 1<sup>st</sup> Contact Forex has policies and procedures in place to ensure that the handling of personal information is done in the most efficient and timely manner whilst ensuring it remains private. A copy of our privacy policy can be obtained on request or should you have any concerns please contact us at [info@1stcontactforex.com](mailto:info@1stcontactforex.com)

## 13. Disclosure of any relevant conflicts of interest

1<sup>st</sup> Contact Forex does not have any relationships or associations which might influence us in providing you with our services.



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1<sup>st</sup> Contact Forex may receive referrals from the 1<sup>st</sup> Contact group. No referral fees will be paid to the group.

## 14. Dispute Resolution

1<sup>st</sup> Contact Forex has internal and external dispute resolution procedures in place to resolve any complaints from clients both efficiently and fairly.

Initially all complaints will be handled and investigated by employees within the company.

Should you still feel dissatisfied with the company you have the ability to refer the matter to an external body for resolution.

If you have a complaint about any part of the financial service provided to you please take the following measures.

- › Contact your 1<sup>st</sup> Contact Forex representative and discuss your concerns.
- › If your complaint is not satisfactorily resolved or it is about an employee themselves please contact the 1<sup>st</sup> Contact Forex

complaints officer - Jason Chown. He can be contacted by phone, facsimile, email or letter.

- › If you are dissatisfied with the outcome you have the right to complain to the Financial Ombudsman Service (FOS) who may be contacted on 1300 780 808 or in writing at GPO Box 3, Melbourne, Victoria 3001 FOS is an approved dispute resolution scheme of which 1st Contact Forex is a member.
- › You may also contact the Australian Securities and Investment Commission (ASIC) on a 1300 300 630. This is a freecall info line and is an alternative way of complaining or obtaining further information about your rights.

## 16. Compensation Arrangements

1<sup>st</sup> Contact Forex has in place professional indemnity insurance which adequately covers the requirements for compensation arrangements under section 912B of the Corporations act 2001 (Cth). This will cover claims in relation to the conduct of all 1<sup>st</sup> Contact Forex representatives.

## Contact details

**Freecall Aus:** 1800 835 148

**International:** +61 3 8651 4595

**Email:** [money@1stcontact.com](mailto:money@1stcontact.com)

**Web:** [www.1stcontactforex.com.au](http://www.1stcontactforex.com.au)

