

## IG MARKETS LIMITED FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is designed to assist clients in deciding whether to use any of the services offered by IG. It contains information about remuneration that may be paid to the financial services licensee and other relevant persons in relation to the services offered. The FSG also contains information on how complaints against the financial services licensee are dealt with.

In some circumstances IG is also required to issue clients with a Product Disclosure Statement (PDS). The PDS is designed to allow clients to make an informed decision about whether to purchase a financial product and to allow for comparison of financial products. It includes information such as fees payable, risks, benefits and significant characteristics of a financial product. IG is required to issue a PDS as a result of its offer of over-the-counter (OTC) financial products to retail customers. Generally, a PDS should be given to a retail client before a recommendation is made to buy a financial product or an offer is made to issue a financial product.

### IG MARKETS

IG Markets Limited is regulated by the UK Financial Conduct Authority (FCA) and holds an Australian Financial Services Licence (AFSL) number 220440 issued by the Australian Securities and Investments Commission (ASIC). IG Markets is incorporated in England and is part of the IG group, a UK speciality finance firm offering over-the-counter (OTC) derivative and margin trading products, securities, ETFs and other exchange listed products. It is a member of the London Stock Exchange. The IG group was established in 1974 and employs over 1,300 staff worldwide.

### HOW TO CONTACT US

Help Desk: Freecall 1800 601 734  
 Switchboard: (03) 9860 1734  
 Fax: (03) 9860 1702  
 Email: helpdesk.au@ig.com  
 Internet: www.ig.com/au  
 Address: IG, Level 15, 55 Collins Street, Melbourne, VIC 3000

### SERVICES

IG is licensed by ASIC to provide dealing and execution services in OTC derivative products and to give general financial product advice. It acts as an issuer, market-maker and dealer in its own OTC derivative products.

IG is also licensed to provide dealing and custodial services in securities products and to give general financial product advice. IG is not a market participant therefore settlement and execution services are provided by an external party. Custodial services are also provided by an external custodian.

When you trade in the IG OTC derivative products we act as principal and we are the issuer of the products.

When you trade in exchange-traded products with IG, such as shares and ETFs, we will instruct market participants who will enter trades on the exchange in accordance with your orders.

### FINANCIAL ADVICE

The general financial product advice provided by IG relates only to the product, and will not be based on clients' personal circumstances. As a result clients should, before acting on the advice, consider the appropriateness of the advice and the product, having regard to their own objectives, financial situation and needs. Where relevant, clients should obtain a Product Disclosure Statement (PDS) and consider the contents of the PDS relating to the product before making any decision about whether to use the product.

### PRODUCTS

IG is authorised by ASIC to offer 'Contracts for Differences' (CFDs). These allow clients to margin trade the economic effect of price changes in individual shares, stock indices, options and futures quoted on the world's leading exchanges. IG also offers CFDs on a wide range of other markets including currencies and commodities.

CFDs are margined OTC equity derivatives that allow clients to trade shares or other financial products, without physical ownership of the underlying stocks or instruments.

A CFD constitutes an agreement between two parties to exchange, at the close of the contract, the difference between the opening and closing prices of the contract, multiplied by the number of units specified within the contract. The services offered by IG in Australia are available to retail, wholesale and professional investors.

IG is also authorised to offer securities (or shares) and interests in managed investment schemes such as exchange traded funds (ETFs).

Shares are a single unit of ownership in a company. In financial markets a share is a unit of account for various financial instruments including stocks and investments limited to partnerships. The common feature of all of these is equity participation.

ETFs are typically passively managed investment funds listed and traded publicly on securities exchanges in the same manner as traditional stocks and shares. ETFs invest in a portfolio of securities which may include shares, commodities, currencies, real estate investment trusts or a combination of asset classes.

### INSTRUCTIONS

You may give us dealing instructions by telephone, mobile device or via our internet website. Any other form of communication which is not a dealing instruction may be made by telephone, in person, or in writing by post, fax or email. Our telephone lines are recorded in order to provide a record of transactions.

### COMMISSION AND PRODUCT COSTS FOR CFDs

CFDs allow you to take long or short positions. While the position remains open, your account is debited or credited to reflect interest and dividend adjustments. The direction of interest and dividend adjustments depends on whether the CFD is used to create a long or a short position.

With a long position, your account is debited to reflect interest adjustments and credited to reflect any dividends. The effect of these adjustments is to mirror the effect of buying shares in the normal way, where you would no longer earn interest on the cost of the shares, but receive dividends instead. The interest rate will normally not exceed 3% over the current local interbank offered rate.

With a short position, your account is credited with interest adjustments and debited to reflect any dividends. These adjustments mirror the effect of selling shares, where you would earn interest on the proceeds of the sale, but cease to receive dividends. The interest rate will normally not be less than 3% below the current local interbank offered rate.

An amount calculated based on the commission or spread (as applicable) on CFDs 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 commission or spread on CFDs 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.

### INDIVIDUAL SHARE CFDs

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: 0.1% either side
- UK shares: 0.15% either side
- European shares: from 0.1% either side
- US shares: 4 US cents per share either side
- Singapore shares: 0.3% either side
- Hong Kong shares: 0.3% either side

Limited Risk transactions also carry a Limited Risk premium which is paid on the closing of the position. This is typically between 0.3% and 1.5% of the underlying transaction value, depending on the volatility of the stock.

## STOCK INDEX CFDs, STOCK INDEX OPTIONS, FOREX CFDs

No commission is payable on these transactions. The only charge you pay is our dealing spread. Dealing spreads vary according to the market concerned, and are listed in Part 4 of the IG Markets PDS.

Limited Risk transactions also carry a Limited Risk premium which is paid on the closing of the position. These are listed in Part 4 of the IG Margin Trading PDS. IG staff are not paid on a commission basis. In addition to salary, staff may receive a discretionary bonus and share options. Bonuses will be calculated according to a number of factors including IG Group results.

IG staff may also be eligible to participate in the IG Group's long term share based incentive schemes. No related body corporate of IG (other than IG Australia) nor any director of IG s or of any related body corporate of IG Markets or any associate of any of the foregoing receives any commission or other benefits attributable to the products unless your express consent has been obtained.

## COMMISSION AND PRODUCT COSTS FOR SHARE TRADING

We receive brokerage, fees and charges for share trading 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.

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.

## PRIVACY POLICY

All information that IG collects about you will be treated in accordance with our Privacy Policy which can be found on our website at [ig.com/au](http://ig.com/au).

The IG Privacy Policy is in accordance with the Australian Privacy Principles.

## DISPUTE RESOLUTION

We have clearly laid down internal and external complaint resolution procedures. We also belong to an ASIC-approved independent complaints resolution scheme. If you have any complaints or queries about the service provided by us you should contact our dealers. If your complaint is not satisfactorily resolved please contact our Trading Services Manager on 1800 601 799 or put your complaint in writing and send it to:

The Trading Services Manager  
IG  
Level 15,  
55 Collins Street,  
Melbourne, VIC 3000

All complaints or queries will be investigated promptly and fully. Our trading services team will conduct a full investigation of your complaint or query and will report their findings to you either by telephone or in writing. If you are dissatisfied with the report given to you, you can ask our compliance department to conduct a further investigation of the matter. You will be sent a written report of the findings of this further investigation.

We belong to an independent external dispute resolution scheme, run by the Australian Financial Complaints Authority (AFCA). This scheme has been endorsed by ASIC. If you are a retail or wholesale client any unresolved complaints can, on the client's request, be referred to AFCA. AFCA can be contacted toll free on 1800 93 16 78. Alternatively, you can write to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001 or by email to [info@afca.org.au](mailto:info@afca.org.au). Upon the referral of any complaint to AFCA, we will provide you with a guide to the External Dispute Resolution Scheme. We are bound to fully assist AFCA in the investigation of customer inquiries or complaints and are bound by any decision made by AFCA.

## PROFESSIONAL INDEMNITY INSURANCE

IG Markets Ltd has professional indemnity insurance in place which satisfies the requirements for compensation arrangements pursuant to the Corporations Act. This policy covers claims made against IG in relation to professional services provided by our current and former employees.

**IG Markets Limited**  
**Financial Services Guide**

This Financial Services Guide (FSG) is designed to assist clients in deciding whether to use any of the services offered by IG Australia, as authorised representative of IG Markets. It contains information about remuneration that may be paid to IG Australia in relation to the services offered. The FSG also contains information on how complaints against IG Australia are dealt with.

In some circumstances IG Australia is also required to issue clients with a Product Disclosure Statement (PDS) for the products issued by IG Markets. The PDS is designed to allow clients to make an informed decision about whether to purchase a financial product and to allow for comparison of financial products. It includes information such as fees payable, risks, benefits and significant characteristics of a financial product. IG Markets is required to issue a PDS as a result of its offer of over-the-counter (OTC) financial products to retail customers. Generally, a PDS should be given to a retail client before a recommendation is made to buy a financial product or an offer is made to issue a financial product.

## IG AUSTRALIA

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IG Australia also acts as an authorised representative to IG Markets who provide dealing and custodial services in securities products and give general financial product advice. IG Markets is not a market participant therefore settlement and execution services are provided by an external party.

Custodial services are also provided by an external custodian. When you trade in OTC derivative products, IG Markets act as principal and are the issuer of the products.

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With a short position, your account is credited with interest adjustments and debited to reflect any dividends. These adjustments mirror the effect of selling shares, where you would earn interest on the proceeds of the sale, but cease to receive dividends. The interest rate will normally not be less than 3% below the current local interbank offered rate.

A portion of the commission or IG spread (as applicable) and interest adjustments may be paid by IG Markets to IG Australia. The amounts paid by IG Markets to IG Australia will normally not exceed the following amounts.

- Individual share CFDs: 10%-50% of commission charged
- Stock index CFDs, Stock index options, FX CFDs: 15%-30% of IG spread

Details of the commissions and IG spread payable by you when dealing with IG Markets are detailed in Part 4 of the IG Markets PDS, or on written request. IG staff are not paid on a commission basis. In addition to salary, staff may receive a discretionary bonus and share options. Bonuses will be calculated according to a number of factors including IG Group results. IG staff may also be eligible to participate in the IG Group's long term share based incentive schemes. No related body corporate of IG Markets (other than IG Australia) nor any director of IG Markets or of any related body corporate of IG Markets or any associate of any of the foregoing receives any commission or other benefits attributable to the products.

## COMMISSION AND PRODUCT COSTS FOR SHARE TRADING

IG Markets receives brokerage, fees and charges for share trading 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.

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## DISPUTE RESOLUTION

We have clearly laid down internal and external complaint resolution procedures. We also belong to an ASIC-approved independent complaints resolution scheme.

If you have any complaints or queries about the service provided by us you should contact our dealers. If your complaint is not satisfactorily resolved please contact our Trading Services Manager on 1800 601 799 or put your complaint in writing and send it to:

The Trading Services Manager  
IG Markets  
Level 15,  
55 Collins Street,  
Melbourne, VIC 3000

All complaints or queries will be investigated promptly and fully. Our trading services team will conduct a full investigation of your complaint or query and will report their findings to you either by telephone or in writing. If you are dissatisfied with the report given to you, you can ask our compliance department to conduct a further investigation of the matter. You will be sent a written report of the findings of this further investigation.

We belong to an independent external dispute resolution scheme, run by the Australian Financial Complaints Authority (AFCA). This scheme has been endorsed by ASIC. If you are a retail or wholesale client any unresolved complaints can, on the client's request, be referred to AFCA. AFCA can be contacted toll free on 1800 93 16 78. Alternatively, you can write to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001 or by email to [info@afca.org.au](mailto:info@afca.org.au). Upon the referral of any complaint to AFCA, we will provide you with a guide to the External Dispute Resolution Scheme. We are bound to fully assist AFCA in the investigation of customer inquiries or complaints and are bound by any decision made by AFCA.

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**Financial Services Guide**

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