



FINANCIAL SERVICES GUIDE

GO MARKETS

FINANCIAL SERVICES STATEMENT

PURPOSE AND CONTENTS OF THIS FINANCIAL SERVICES GUIDE ('FSG')

This FSG is designed to provide you with important information regarding our financial services, to help you decide whether to use any of those services, including the following:

- Who we are & how you can contact us
- What services we are authorised to provide
- How we are remunerated for these services
- Any (potential) conflicts of interest we may have; and
- Our dispute resolution process.

If you would like further information, please ask us.

NAME OF SERVICE PROVIDER

The Service Provider is **GO Markets Pty Ltd ABN 85 081 864 039** ("GO Markets", "we" or "us").

AUSTRALIAN FINANCIAL SERVICES LICENCE ("AFSL") AUTHORISATIONS & SERVICES PROVIDED

GO Markets holds an **AFSL** [Number **254963**] and is authorised to provide general financial product advice and dealing in relation to derivatives, foreign exchange contracts and securities and market making services in relation to derivatives and foreign exchange contracts to retail and wholesale clients.

GO MARKETS predominantly offers clients dealing services in relation to margin foreign exchange and CFD's.

CONTACT DETAILS

Name:	GO Markets Pty Ltd
Address:	Level 22, 600 Bourke Street, Melbourne, VIC 3000
Phone:	1800 885 871 (free call within Australia) or +61 3 9225 5500
Fax:	+61 3 9225 5067
Email:	support@gomarkets.com.au
Website:	www.gomarkets.com.au

NATURE OF ADVICE AND WARNING

We will only provide you with general advice. General Advice does not take account of your objectives, financial situation or needs. You should therefore consider the

appropriateness of our general advice before making any decision about using our services and you should consider our PDSs and Smart Trader Guide before making any decision about using our services. You should also obtain professional financial advice regarding the suitability of our products and services for your personal financial needs, objectives and circumstances, from a licensed professional.

METHOD OF PROVIDING FINANCIAL SERVICES

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

- Via the Internet (e.g. Live Chat)
- Electronically through our Internet online Trading Platforms to which you will be granted access; or
- Via the telephone (in the event of platform outage).

DOCUMENTATION

GO MARKETS will provide clients with the relevant documentation to facilitate the provision of transactions, including a PDS and Terms and Conditions document. Corporate, trust and superannuation clients will receive a Client Agreement. We will also provide you with relevant Product Disclosure Statements prior to investing in any derivatives products, which contain important information regarding the features, benefits, risks and fees applicable, and should be read carefully to enable you to make an informed decision prior to investing.

PROFESSIONAL INDEMNITY INSURANCE

In compliance with s912B of the Corporations Act and ASIC RG 126, we maintain professional indemnity insurance in connection with the financial products and services we provide, including any claims in relation to the conduct of our former representatives/employees. You do not have a direct right to claim under this policy which is taken out to ensure sufficient resources will be available to meet claims against GO MARKETS.

OUR RECORD-KEEPING OBLIGATIONS

GO MARKETS undertakes to ensure that comprehensive and accurate records of all client transactions are properly maintained and retained in accordance with regulatory timescales.

WHO DO WE ACT FOR?

GO MARKETS is responsible for the financial services it provides to you under its Australian Financial Services

Licence, and does not act on behalf of any other financial services licensee.

GO MARKETS acts as principal and market maker on our own behalf when issuing CFDs and margin foreign exchange contracts to you.

RENUMERATION, COMMISSION & BENEFITS EXPECTED TO BE RECEIVED BY GO MARKETS FOR PROVISION OF OUR FINANCIAL SERVICES

GO MARKETS's profit margin is built into the terms of the over-the-counter derivative price quoted (which is unknown prior to the date of issue, and cannot be properly ascertained until after the trade is closed).

Commissions or fees (plus GST) may be payable by clients otherwise depending on the services provided, and will be disclosed to, and agreed with, you prior to trading. Such fees and commissions may vary according to the type and level of service provided, the size and the frequency of the transaction.

Clients may also incur failure fees on failed transactions or interest charges on outstanding payments.

Representatives of GO MARKETS who provide you with transaction execution may receive commissions or other remuneration for the provision of these services. Our employees may also receive salaries, performance bonuses and other benefits from us. By using or continuing to use our services, you agree that:

- All fees and charges received by us as described in this FSG (other than third party fees and charges) are a benefit given to us by you, in exchange for the market making and dealing services provided by us.
- We do not charge volume-based or asset-based fees for any advice we provide.
- You understand, consent to, authorise and direct us to charge you in this way.

Any performance benefits provided to GO Markets employees does not influence the advice they provide and a balanced approach to calculating performance based benefits is followed.

GO Markets may enter in commercial arrangements with external parties or other financial service providers. For their own commercial benefit, a referring party may nominate an additional spread or monetary fee to be charged to the referred client. "Spread" refers to the differences between the Bid price and Ask price of a given tradable instrument.

DISCLOSURE OF ANY RELEVANT CONFLICTS OF INTEREST

Subject to disclosures in any Product Disclosure Statement or other transaction documents, we do not have any relationships or associations which might influence us in providing you with our services.

GO MARKETS may also arrange for you to be supplied with financial services and products issued by non---related product providers. GO MARKETS may receive a fee, commission payment or other remuneration or benefits from these non--- related issuers as a result of you investing in one of their products or services. Any remuneration or benefits that GO MARKETS may derive from non---related issuers is included in the fees and commissions agreed with you – you do not pay extra.

DISPUTE RESOLUTION

GO MARKETS has an internal dispute resolution process in place to resolve any complaints or concerns you may have, as quickly and fairly as possible in all the circumstances. Any complaints or concerns should be advised to us by phone, email, letter or fax. These should be directed to the Compliance Manager of GO MARKETS who will seek to resolve your complaint internally as per the terms of our dispute resolution procedure found on our website.

Email address - compliance@gomarketsaus.com.

If you are dissatisfied with the outcome, you have the right to lodge a complaint with the Financial Ombudsman Service [Tel: **1300 780 808**, Web: www.fos.org.au], an approved external dispute resolution scheme, of which GO MARKETS is a member.

PRIVACY

Your privacy is important to us and we are committed to compliance with the Privacy Act and the National Privacy Principles. We may disclose your personal information to external parties for the purposes of execution, clearing and settlement of transactions, or those who act on our behalf in the operation of our business or in connection with the transactions to be undertaken. Such external parties are required and committed to protecting your privacy and where they are offshore we take reasonable steps to ensure that to the maximum extent reasonably possible any information sent has the same level of privacy protection as we provide here in Australia. GO MARKETS will not otherwise disclose your personal information without your consent, except as authorised or required by privacy laws. Please contact us via the email provided if you have any concern.