

Financial Services Guide



Compass Global Holdings Pty Ltd (ACN 159 256 014)
trading as **EbonFX**

AFS Licence No. 426810

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PURPOSE AND CONTENTS OF THIS FSG

This Financial Services Guide (FSG) provides you with important information about the financial services provided to you by **Compass Global Holdings Pty Ltd** (referred to in this document as “**EbonFX**” “we”, “us”, “our”). We have authorised the distribution of this FSG by our Authorised Representatives. This FSG sets out the services that we can offer you. It is designed to assist you in deciding whether to use any of those services and contains important information about:

1. who we are and how you can contact us;
2. documents you may receive;
3. our products and services;
4. advice we provide
5. how you can instruct us;
6. who we act for;
7. remuneration, commission, and benefits;
8. how we are remunerated;
9. conflict management and our relationship with others;
10. compensation arrangements;
11. complaints handling; and
12. privacy of your Personal Information.

1. WHO WE ARE AND HOW YOU CAN CONTACT US

We are a non-bank financial services provider regulated by the Australian Securities and Investments Commission (ASIC) as an Australian Financial Services Licensee. We specialise in, among others, international funds (foreign exchange) transfer business, foreign exchange contracts, and derivative products. We are also registered with the Australian Transaction Reports and Analysis Centre (AUSTRAC) as a Reporting Entity, Independent Remittance Provider and Remittance Network Provider in respect of our foreign exchange remittance services business.

EbonFX adopts a customer-centric model whereby customers are partnered with an EbonFX Account Manager to assist them throughout their transaction journey.

You can contact us at:

**Level 41, Suite 8
225 George Street
Sydney NSW 2000**

Telephone: +61 2 7255 9988

Email: info@ebonfx.com

Website: www.ebonfx.com

2. OTHER DOCUMENTS YOU MAY RECEIVE

Generally, where we arrange for the issue of a financial product to you, you will receive a Product Disclosure Statement (PDS). The PDS contains information about the features, benefits, risks, fees and charges, if any, that may be associated with the financial product to assist you in deciding whether to acquire the financial product. The PDS should be read together with this FSG.

A copy of our PDS is available on our Website.

3. PRODUCTS AND SERVICES

Under our Australian Financial Services Licence (“AFSL”), we are authorised to:

- provide general financial product advice to *retail and wholesale clients* and deal in non-cash payment (NCP) products and foreign exchange contracts for those types of clients;
- provide general financial product advice and deal in derivatives in relation to *wholesale clients*;
- make a market to *retail and wholesale clients* in respect of foreign exchange contracts; and
- make a market to *wholesale clients* in respect of derivatives.

EbonFX specialises in providing foreign currency dealing services to both wholesale and retail clients who wish to buy and/or sell foreign currencies. That is, EbonFX offers its clients the facility to buy and/or sell foreign currency at

predetermined prices using 'spot' and 'forward' contracts (foreign exchange contracts).

EbonFX also offers wholesale clients option contracts in foreign exchange ("Options"). These Options are derivatives and they give the buyer of the contract the right (but not the obligation) to buy or sell a currency at a pre-agreed exchange rate on a predetermined date in the future. For further information about this product, please refer to our PDS.

4. ADVICE WE PROVIDE

We will give you advice to assist you in understanding our products and services. Please note that any advice we give is based on factual information or **general advice only**. This means that when we give you advice, we will not take into account your objectives, financial situation, or needs. You should seek independent financial, legal, and/or taxation advice before making a decision to avail of our products and services.

5. HOW YOU CAN INSTRUCT US

We accept order instructions in any of the following ways:

- telephone;
- in writing (including electronically where agreed); or
- through the EbonFX online trading platform (please note this service is unavailable for Options).

6. WHO WE ACT FOR

When we or our Authorised Representatives transact with you, we act as principal and issuer of the financial products. This means, we are acting on our own behalf when we provide the services; not on your behalf.

7. REMUNERATION, COMMISSION, AND BENEFITS

WHAT FEES AND COMMISSIONS ARE PAYABLE TO US?

Our fee for foreign exchange products is built into the exchange rates quoted (buy/sell spread) when you seek to transact. Because we deal as principal, the exchange rate we offer you may not be the same as the rate we obtain ourselves.

The rate offered to you may depend upon a number of factors including transaction size, term of the product, our business relationship with you, the prevailing market rates and the differing interest rates applicable to the currency pair involved in the foreign exchange transaction.

The exchange rate quoted has a variable buy/sell spread which includes our remuneration. Whilst we endeavour to include all fees and charges in the spread quoted, in some circumstances you may incur the following fees and charges of up to AUD \$30 in relation to a foreign exchange transaction or product:

- transaction fee;

- telegraphic transfer fee;
- cheque dishonour fee; and
- express delivery fee.

Details of all fees and costs will be disclosed to you when entering into a transaction. You may also incur additional fees and charges from banks transmitting/receiving beneficiary funds. We do not receive advance notice of, nor will we be liable for, the imposition of such fees. As these fees and charges are beyond our control, it is not possible to determine their amount or predict whether or not they will be incurred.

In regard to Options, we charge a fee known as the premium. The amount of the premium varies depending on the exercise price of the Option, the size of the transaction and the length of time to expiry of the Option. Please refer to the PDS for more details.

We may receive a referral fee for introducing you to a third party so that third party may provide services to you for the acquisition of financial products and services.

8. HOW WE ARE REMUNERATED?

Our directors and employees are remunerated by an annual salary. Our sales employees may also receive a commission based upon a percentage split of the revenue earned while our Authorised Representatives are paid a commission on transactional basis. Benefits, such as bonuses may be paid to employees at the discretion of senior management, having regard to standards of service to clients, the level of revenue they generate, the volume of referrals, adherence to compliance procedures and policies, and reaching a range of personal performance targets.

9. CONFLICT MANAGEMENT AND OUR RELATIONSHIP WITH OTHERS

We may occasionally offer you products issued by our associates or related entities. In that regard, we have a Conflict of Interest Policy that aims to avoid and manage conflicts of interest that may arise between us and third parties to ensure that the quality of our work, services and activities is not compromised, and that your best interests always remain a priority

10. COMPENSATION ARRANGEMENTS

We are covered by a professional indemnity insurance policy ("PI Policy") in accordance with s912B of the *Corporations Act* to pay customer claims arising out of any professional negligence on our part, subject to the terms and exclusions of the PI Policy. Similarly, we require our Authorised Representatives to also have a PI Policy to cover claims that may be made directly against them.

11. COMPLAINTS HANDLING

We have a formalised client complaint resolution procedure, and complaints will be properly handled and investigated promptly. We will endeavour to provide a

written resolution to your complaint within 30 days of receipt, unless more time is required in which case, we will provide you with information as to why we require more time.

If you wish to make a complaint, please complete the feedback form available on our Website, or please contact us via one of the methods below:

Complaints and Privacy Officer
EbonFX
Suite 8, Level 41, 225 George Street,
Sydney NSW 2000
Telephone: +61 2 7255 9988

Email: info@ebonfx.com

If you are dissatisfied with the outcome, you are welcome to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA's contract information is set out below:

AFCA
GPO Box 3
Melbourne VIC 3001
Telephone: 1800 931 678 Facsimile: +613 9613
6399

Email: info@afca.org.au
Website: www.afca.org.au

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

If you are still dissatisfied with the outcome, you can also contact the Australian Securities and Investments Commission (ASIC) on +61 3 5177 3988 or 1300 300 630. The 1300 number is a free Infoline that you may use to make a complaint and obtain information about your rights.

12. PRIVACY OF YOUR PERSONAL INFORMATION

We understand the importance of protecting your privacy and we are committed to ensuring we handle your Personal Information according to the Australian Privacy Principles under the *Privacy Act 1988* (Cth). Our Privacy Policy is available on our Website.

