

# Financial Services Guide

Synergy Financial Markets Pty Ltd

A.B.N. 80 150 565 781

Australian Financial Services Licence ("AFSL") Number: 403863

## FINANCIAL SERVICES GUIDE

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### 1. A Guide to Our Relationship With You

Synergy Financial Markets Pty Ltd ("Synergy, we, our, us") is an investment management and execution services business, which offers you the ability to trade international financial markets via over the counter ("OTC") derivative products. Synergy also provides both general and personal advice (managed discretionary account service only) and deals in financial products on your behalf.

### 2. About this Financial Services Guide

The purpose of this Financial Services Guide ("FSG") is to detail the financial services offered by Synergy and to assist you in making an informed decision whether to use our services, before seeking our advice. This FSG has been prepared in accordance with, and complies with, the applicable legal and regulatory requirements.

This FSG explains:

- Other disclosure documents and statements we may give you;
- Who we are and how you can contact us;
- Financial services and products we are authorised to provide;
- How you can instruct and communicate with us;
- How we get paid (remuneration, commissions, benefits);
- How we deal with customer complaints and where you can go for further help;
- Our compensation arrangements;
- Potential conflicts of interest; and
- Records we keep and how we deal with your personal information.

This FSG contains general information. If you have further questions after reading it please contact us.

### 3. Other Disclosure Documents We May Give You

Synergy will provide clients with the relevant documentation to facilitate transactions as requested. These may include, but are not limited to, Account Application forms, Product Disclosure Statements, Terms and Conditions, Statements and trade confirmations.

#### Execution Services:

Synergy can provide you with factual information and research (on a strictly general advice basis only) and facilitate execution requests. No personal advice will be provided in relation to our execution services.

Product Disclosure Statements: Where we provide you with general advice in relation to a product (other than securities listed on the ASX or a managed discretionary account service) as a retail client, we will provide a Product Disclosure Statement ("PDS"), which will assist you in deciding whether to acquire the financial product. The PDS contains important information about the product features, benefits, risks and fees associated with that product. The PDS should be read carefully to enable you to make an informed decision about whether this product is appropriate for you.

Terms and Conditions: This document is the contract between you and Synergy in regards to our execution services. It is legally binding and you will need to read and agree to it before opening an account with Synergy.

#### Managed Discretionary Account Service:

Where we provide you with a Managed Discretionary Account ("MDA") service we are not obliged to give you a PDS, however, we will only act in

accordance with the specific Investment Program approved by you in your MDA Contract.

You should ensure that you receive a copy of the MDA Contract including the relevant Investment Program before engaging us to provide you with an MDA service. This contract must be executed before the MDA service can be provided. Further details are provided elsewhere in this FSG.

**Statement of Advice:** You are entitled to receive a Statement of Advice ("SOA") when we give you personal advice as a retail client. Personal advice is advice that takes into account your personal objectives, financial situation and needs. The SOA will set out the advice and will include information regarding the basis on which the advice was given, any fees or commissions received in providing the advice and a warning where the advice has been provided based on incomplete information. If we provide you with additional advice we may give you a Statement of Additional Advice ("SOAA"). The SOA and SOAA present the advice and basis on which it was given.

Where you maintain the advice relationship with us, a SOA may not be provided for further advice situations provided that your circumstances and the basis of the advice are not significantly different. However, we are required to keep a record of the advice. You may request a copy of the Record of Advice ("ROA") we keep up to seven (7) years after the advice was given.

## 4. Our Contact Details

**Address:** Suite 804, 12 Help St  
Chatswood, NSW 2067 Australia

**Phone:** +61 2 8274 2600

**Email:** [support@synergyfx.com](mailto:support@synergyfx.com)

**Web:** [www.synergyfx.com](http://www.synergyfx.com)

## 5. Financial Services and Products We Are Authorised to Provide

Synergy is authorised under its AFSL to provide you with the following range of financial services:

1. provide financial product advice on the following classes of financial products:
  - derivatives;
  - foreign exchange contracts;
  - interests in managed investment schemes (excluding investor directed portfolio services);
  - interests in managed investment schemes limited to managed discretionary account services; and

2. deal in a financial product by: issuing, acquiring, applying for, varying or disposing of in respect of the following classes of financial products:
  - derivatives;
  - foreign exchange contracts; and
  - interests in managed investment schemes limited to managed discretionary account services;
3. deal in a financial product by: applying for, acquiring, varying or disposing of those products on behalf of another person in respect of the following classes of financial products:
  - deposit and payment products (limited to basic deposit products);
  - derivatives;
  - foreign exchange contracts;
  - interests in managed investment schemes (excluding investor directed portfolio services);
  - interests in managed investment schemes limited to managed discretionary account services; and
  - securities; and
4. make a market in:
  - foreign exchange contracts; and
  - derivatives.

Our AFSL authorises us to provide the above services to retail and wholesale clients. In summary, we provide you with general product advice and execution service for derivatives and margin FX trading.

## 6. Nature of Advice and our Responsibilities

Synergy provides both personal advice (MDA service only) and general advice in relation to derivatives.

**Personal Advice (MDA Service only):** Personal advice is advice that takes into account one or more of your objectives, financial situation and needs ("Personal Circumstances"). You should immediately notify your client adviser if your Personal Circumstances change. Each time you receive any personal advice, you will be asked to confirm whether your Personal Circumstances have changed. Your client adviser can only make recommendations based on the information provided by you. Without all the necessary information, the advice given may not be appropriate for your Personal Circumstances.

Please note that although authorised to do so, Synergy does not usually provide personal advice in relation to other financial products, such as derivatives and foreign exchange contracts.

General Advice: We will provide you with general advice in relation to derivatives and foreign exchange contracts.

Any general advice we provide to you, as a retail client does not take account of your Personal Circumstances. Before acting on any general advice, you must consider the appropriateness of the advice in light of your Personal Circumstances, and obtain independent professional advice if appropriate. Product Disclosure Statements, newsletters, trade alerts and research papers are examples of general advice we may give you.

## 7. Products We Provide

### Execution Service:

Synergy provides an execution service and provides you with general advice in relation to over-the-counter (“OTC”) derivatives. Synergy acts as a market maker when dealing in OTC derivatives. Accordingly, Synergy may act as principal in transactions with you in respect of OTC derivatives.

Synergy also provides MDA services. Further details of this service are set out below.

Synergy may occasionally arrange for you to be supplied with financial services and products issued by non-related product providers. Synergy may receive a fee or commission payment from these non-related product providers as a result of you investing in one of their products or services. Any remuneration that Synergy may derive is included in the fees and commissions you pay as outlined under the heading “How do we get paid”.

### Managed Discretionary Account Service:

In compliance with the applicable requirements of ASIC Regulatory Guide 179, we note that Synergy provides an MDA service which enables clients to delegate the investment management and trading discretion of their derivatives portfolio to us.

To open a Managed Discretionary Account with Synergy, it is necessary for us to review your Personal Circumstances to determine if our MDA service is suitable for you. We therefore require you to complete the online Account Application form in full. If you do not provide us with the information requested, we may not be able to process your application.

If your application is accepted, you will be issued with a Statement of Advice (SOA), which will detail the strategy and its suitability for your circumstances. MDA clients must enter into a formal MDA Agreement with Synergy prior to accessing this service. The MDA Agreement includes all relevant terms and conditions, including communication protocols, our Statement of Advice, and an Investment Program prepared in accordance with the applicable requirements which details (i) the nature and scope of our discretion (ii) any significant risks associated with our MDA service (iii) the basis on which we consider the MDA service suitable for retail clients, and (iv) warnings that the MDA may not be suitable if a client has provided limited or inaccurate information regarding their circumstances, or may cease to be suitable if the client’s circumstances change.

The risks for clients in utilizing our MDA service are the same as those existent in non-discretionary dealings in derivatives transactions. All investments carry risk, and different strategies/asset classes may carry different levels of risk. Generally, investments which are expected to produce higher returns are considered to involve more volatility and risk. In particular, OTC derivatives are suitable for investing risk capital only ie money which you can afford to lose, as all of the capital invested can potentially be lost, although Synergy applies strict risk management practices to manage such risks. The applicable risks are detailed in the MDA Agreement and in any relevant offer document. Our MDA will only be suitable for clients who have

significant experience in derivatives products and markets. If your account’s equity level dropped down to 100% of your required margin, margin call will be triggered. If your account’s equity level dropped down to 50% of your required margin, positions will be liquidated.

We will review the Investment Program with our MDA clients on an annual basis or whenever you otherwise notify us that your personal financial circumstances have materially changed.

Please note that MDA assets will be held in the client’s name, and Synergy do not provide a custodial or depository service.

## 8. How to Instruct Us

Before transacting with Synergy you must open an account with us.

You may then give instructions to us in any of the following ways:

- by the telephone (please note your telephone calls to us may be recorded); and
- in writing (including by email or facsimile by prior arrangement, note you must confirm with us that such instructions have in fact been received by us).

## 9. How Do We Get Paid?

### Transaction based fees for Execution Services:

Synergy is remunerated through the fees and commissions that we charge you for executing transactions electronically via one of the Synergy trading platforms, or Synergy executing on your behalf. Fees and commissions charged to you will depend on the type of financial product being traded, the frequency of your trading activity, the type and level of service required and the size of your transaction. Fees and commissions are subject to negotiation prior to transacting any business. Fees and commissions, once disclosed and agreed, will be charged to your Account at the time any transaction is executed.

The brokerage rates below are the standard that Synergy may charge and are provided as a guide only. Synergy will provide you with details of the rates applicable to you at the time you enter into the Client Agreement.

### Fees for the Synergy Managed Discretionary Account Service:

Synergy charges the following types of fees in respect of its MDA services.

- Brokerage fee – paid to Synergy for each transaction undertaken within the IMA;
- Management fee – 2% of assets; and
- Performance fee – 20% of the returns your portfolio makes

A detailed description of the fees, charges and commissions payable in respect of the financial product traded under the MDA service are set out in the relevant documentation (i.e. the Investment Profile) for that particular MDA strategy. Synergy will provide you with details of the rates applicable to you at the time you enter into the MDA Contract.

## 10. Commissions, Remuneration and Other Benefits Received by Synergy and our Employees

Synergy is entitled to retain any interest it earns on client money held in the segregated accounts it must maintain pursuant to the Corporations Act and the Australian Client Money Rules. The rate of interest is determined by the provider of each segregated account.

Our employees and directors are remunerated by way of salary and other employee benefits. They may also be eligible for a discretionary bonus

related to business objectives generated from their clients depending on the level of salary and the aggregate revenue that they earn for Synergy. Such payments are generally made in the form of monetary benefits and are paid quarterly or annually.

## 11. Commissions, Remuneration and Other Benefits Paid by Synergy

You may have been referred to us by a service provider who may receive financial or non-financial benefits from us. These should be disclosed to you by the service provider in question. Please note that such benefits will not impact transaction fees or the rates you will be offered for financial products or services undertaken with Synergy.

## 12. Changes to Fees or Expenses

Synergy will give you prior notice of changes to the fees or expenses. Please refer to the following documents which outline the action Synergy may take:

- MDA Contract (for IMA service); and
- Terms and Conditions (for Execution Services).

## 13. Compensation Arrangements

Synergy holds Professional Indemnity Insurance that complies with s912B of the Corporations Act and ASIC Regulatory Guide 126. This insurance covers the activities conducted under our AFSL. The policy provides coverage in the aggregate of up to AUD\$5,000,000 to cover claims regarding professional negligence, directors and officers liability, crime (fraud) and the conduct of representatives (including representatives who no longer work for us but who did at the time of the relevant conduct). Our Professional Indemnity Insurance cover is subject to the policy terms and conditions.

## 14. Conflicts of Interest

Conflicts of interest may occur from time to time. Synergy will advise

You can contact the Australian Securities and Investments Commission on 1300 300 630. This is a free call info line. This is another alternative that you may use to make a complaint and obtain information about your rights.

you of any material interest that could reasonably be expected to influence our provision of services to you.

## 15. Dispute Resolution

We want to know about any problems or concerns you may have with our services, so we can take steps to resolve the issue. We have internal and external dispute resolution procedures to resolve complaints from clients. A copy of these procedures may be obtained by contacting us. Initially, all complaints will be handled and investigated internally. Should you feel dissatisfied with the outcome, you have the ability to escalate your concerns to an external body for a resolution.

Synergy is a member of the Australian Financial Complaints Authority ("AFCA") (number 26427), which is an approved external dispute resolution scheme that can deal with complaints about all of the financial services Synergy Pty Ltd provides under its AFSL.

If you have a complaint about the financial services provided to you, please take the following steps:

Contact Synergy Pty Ltd to inform us about your complaint. You may do this by telephone, facsimile, email or letter. If you are dissatisfied with the outcome, you have the right to complain to the Financial Ombudsman Service (FOS) in writing at:

### **Australian Financial Complaints Authority:**

**Address:** G.P.O. Box 3  
Melbourne VIC 3001

**Telephone:** 1800 931 678

**Facsimile:** (03) 9613 6399

**Web:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

## 18. Our Privacy Policy

We are committed to protecting your privacy. The information you provide to us and any other information provided by you in connection with the services provided by Synergy under this FSG will be used for the primarily for processing your application and providing you with advice and complying with certain laws and regulations. Synergy will not share this information with a third party, unless you provide us with written permission to do so, or unless required to do so in accordance with the law.

A copy of our Privacy Policy is available on our website.

Please contact us if you have any other concerns or if you would like further information.

## **17. Our Record Keeping Obligations**

We will maintain comprehensive and accurate records of your client transactions and advice provided.