

OCEAN GLOBAL MARKETS LTD

Financial Services Guide (FSG) for Spot Forex & CFDs

Purpose and content of this FSG:

This FSG is designed to tell you about the financial products and services that we are authorised to offer under our Australian Financial Services Licence (AFSL).

This FSG contains important information about:

- Who we are and how you can contact us
- The financial products and/or services we offer
- How we and our associates are remunerated
- The capacity in which we act when we provide financial services
- Our internal and external dispute resolution procedures
- The privacy of your personal information

This FSG should assist you in deciding whether to use any of the products or services we offer.

Product Disclosure Statements (PDS) and other documents:

When you are looking to open a Spot Forex and/or contract for difference (CFDs) trading account with OG, OG will also provide you with a PDS, which contains important information about the financial products we offer, including the trading risks and costs associated with the financial product.

The kinds of financial products to which our services relate are foreign exchange contracts and derivatives. The derivatives we offer are Contracts For Difference (CFDs) over a wide range of financial instruments including stock indices, commodities, equities and foreign exchange contracts. A CFD is an agreement between two parties to exchange the difference, in cash, between the opening value and the closing value of the contract. OG is not a market maker and as such will be offering CFDs through licensed financial markets (e.g. a stock exchange).

Trading in foreign exchange and derivative products carries substantial risks and you may incur substantial loss. Before making any decision to acquire any of our financial products, you should carefully review the PDS and consult your professional advisers to determine whether investing in these products is suitable for you.

You should also read our Terms & Conditions before trading with us. Terms and Conditions, along with this FSG and PDS, govern the terms of our relationship with you.

Who is OG?

Ocean Global Markets Ltd (“OG”) is an incorporated Australian entity. OG Spot Forex and CFD products and services to clients. OG holds an Australian Financial Services licence (number 332890).

Who we act for:

When you trade in OG’s derivative and foreign exchange products, we act as your agent, and will instruct market participants who will enter into trades on the Exchange, in accordance with your orders. Trades will be executed by Third Parties such as Invest Financial Services who is the holder of an AFS licence 438 283.

The financial products and services we are authorised to provide to you:

OG holds an AFSL which authorises us to provide the following services to both wholesale and retail investors:

- Provide general financial product advice in interests in managed investment schemes excluding investor directed portfolio services; and securities
- Deal in derivatives and foreign exchange by issuing, applying for, acquiring, varying or disposing of a financial product in these classes; derivatives, foreign exchange contracts
- Deal in deposit and payment products, derivatives, foreign exchange contracts, interest in managed investment schemes excluding investor directed portfolio services; and securities by applying for, acquiring, varying or disposing on behalf of another person.

OG will only provide general advice. OG does not provide any personal advice which takes into account your personal objectives, financial situation or needs. If you require personal advice, please contact your financial adviser, who will provide you with a statement of advice in respect of any personal financial product advice given to you.

OG does not provide market making services through its online trading platforms. OG MT4 trades will be processed by authorised Third Parties. For more information please refer to OG’s Product Disclosure Statement.

Before acting on any advice asked of or given by an employee of OG, you should carefully consider the appropriateness of the advice with regards to your personal objectives, financial situation and needs.

Cost, fees and charges:

OG do not charge fees for opening or closing Trading Accounts or withdrawing funds unless a telegraphic transfer or overnight cheque is requested. If you choose to withdraw funds from your trading account and would like OG to send your funds via wire transfer, a bank fee will be deducted from your trading account. For all returned cheques, a fee will be deducted from your trading account too. You may view the fee schedule, which can be found at www.ogfx.com.au/support for details about the fee charges.

- Commission – Direct Equities, CFDs & Spot Forex.

The commission charges are generally calculated as a percentage of the underlying contract value of the trade. The commission rate charged will not normally exceed 3% of the contract value on both the opening and the closing trades. Commission may alternatively be calculated on a fixed amount per share, CFD or lot basis, and will not normally exceed AUD 50 (or equivalent in other currencies) per lot, CFD or share on both the opening and closing trade.

- Platform and market data fees – Direct Equities & DMA CFDs.

There is a platform fee which will not normally exceed AUD 100 per month which may be waived by OG in its absolute discretion. We may charge you a data fee for the use of real-time price data on our trading platform. This fee reflects the relevant exchange charges that we incur in providing this real-time price data to you. Customers may be charged market data fees for all markets for which they have subscribed.

- Stock Borrowing Fee – DMA CFDs.

If you enter into a “short” CFD position you may also be charged a stock borrowing fee relating to the stock borrowing charges incurred by OG in hedging its exposure to your CFD. Stock borrowing fees in respect of an underlying instrument quoted on a non-Australian stock exchange may be higher than fees which apply in Australian quoted instruments or securities. Stock borrowing fees are usually determined as a percentage of the value of the stock borrowed and should not exceed 1,000 basis points.

- Dividend amounts - Index and Share CFDs

If you hold a position in an Index or Share CFD and that Index or Share is subject to a dividend adjustment credit or debit, your account will be credited or debited to reflect that adjustment.

- Spreads – all OG Products except Direct Equities & Share CFDs.

The spread is the difference between the prices at which we, as a STP broker, are willing to buy and sell the OG Products. Spreads vary from market to market and are listed under the market

information tab on our website and are also available upon request from one of our dealers. Please refer to the market information sheet; www.ogfx.com.au/product

Introducing brokers:

The fees and charges described in our PDS and supplementary PDS, and in this FSG apply where you trade directly with OG. If you trade with OG through an Introducing Broker, that Introducing Broker may have its own fees and charges.

Our Introducing Broker service allows Introducing Brokers to be remunerated for introducing new Clients to OG. As an Introducing Broker, they can introduce Clients to OG and in turn receive remuneration and other benefits in accordance with the Corporations Act and ASIC requirements. You should refer to your Introducing Broker's financial services guide, website or contact your Introducing Broker for further information. In those circumstances, if there are differences in the Introducing Broker's fees and charges for a particular service, the Introducing Broker's fees and charges will apply.

Remuneration and benefits for employees and directors:

Our employees and directors are remunerated by way of salary and other employee benefits. They may also be eligible for a discretionary bonus which is based on achievement of predetermined business objectives such as contribution to profit, client service, client satisfaction, risk management and leadership/team contribution.

Our associations or relationships:

We have a commercial business arrangement with various Hedge counterparties and liquidity providers.

Complaints handling:

We have clear internal and external complaint resolution procedures, and we are a member of an independent dispute resolution scheme, the Financial Ombudsman Service (FOS). If you wish to make a complaint or a query, you should contact one of our employees. If the complaint cannot be resolved at this first point of contact, you should put your complaint in writing and send it to:

The Complaints Officer
Ocean Global Markets Ltd

Level 5, 9 Castlereagh Street

Sydney, NSW 2000

The Complaints acknowledge the complaint as soon as practicable and to inform you who will be responsible for resolving the complaint. The Complaints Officer has 45 days from the date of the original complaint to resolve the issue. The Complaints Officer will report the findings to you either by phone or in writing. If you are still dissatisfied and wish to pursue your complaint you can direct the complaint to the FOS:

Financial Ombudsman Service GPO Box 3
Melbourne Victoria 3001
Phone: 1300780808 or +61 (03) 9613 7366

Fax: +61 (03) 96136399

Website: www.fos.org.au

We will provide you with a guide to the External Dispute Resolution Scheme once notified of any complaint to FOS. We will assist FOS in its investigation and we are bound by any decision that it makes in regard to the dispute.

Recording of phone conversations with OG employees:

OG may record phone conversations between you and our employees. Such recordings, or transcripts from such recordings, may be used as evidence in any dispute or anticipated dispute between OG and you.

Professional Indemnity insurance:

OG has a professional indemnity insurance in place which satisfies the requirements for compensation arrangements pursuant to section 912B of the Corporations Act 2001. This policy covers claims made against OG in relation to professional services provided by our current and former employees.

OG's Privacy Policy:

We value the privacy of your personal information. When we collect, use, disclose or handle personal information, we are bound by the Privacy Act 1988 Cth and the Australian Privacy Principles.

Our full privacy policy is available from our website

If you would like a copy of our privacy policy, or wish to seek access to, or correct the personal information we collect or disclose about you, please contact us.

Contacting OG:

You may communicate with us in writing (by email, fax or post), or orally (by telephone or in person) by using the contact details appearing below.

To give us dealing instructions, you may do so via our web-based trading platform or by telephone.

For non-dealing related instructions, you may contact us by telephone, by e-mail, by fax, by post or in person.

Contact

Ocean Global Markets Ltd

Level 5, 9 Castlereagh Street

Sydney NSW 2000

Telephone: +61 1300 459 688

Email: service@ogfx.com.au