

CMC Markets Stockbroking Limited

Financial Services Guide (FSG)

8 October 2020

AFSL No. 246381 and ABN 69 081 002 851



Table of contents

| | | |
|-----------|---|----------|
| 01 | CMC Markets Stockbroking Limited | 3 |
| 02 | Purpose and content of this FSG | 3 |
| 03 | Other documents that you may receive from us | 3 |
| 04 | How to give us instructions | 3 |
| 05 | Authorised financial services | 3 |
| 5.1 | What is general advice? | |
| 5.2 | What is personal advice? | |
| 06 | Who will be providing financial services? | 4 |
| 6.1 | What financial services does CMC Markets Stockbroking provide? | |
| 6.2 | CMC Markets' Privacy Statement | |
| 07 | Remuneration and other benefits we receive | 4 |
| 7.1 | Brokerage | |
| 7.2 | Commissions on investments in financial products issued by others | |
| 7.3 | Other fees and charges | |
| 7.4 | Interest on CMC Markets Stockbroking Trust Account | |
| 7.5 | What benefits are paid by CMC Markets Stockbroking to introducing advisers and referrers? | |
| 7.6 | Third Party Adviser Fees | |
| 7.7 | Changes to Fees | |
| 08 | CMC Markets' Group representatives | 8 |
| 8.1 | How does CMC Markets Stockbroking provide its financial services in relation to its products? | |
| 8.2 | How are CMC Markets' Group employees, representatives and directors paid? | |
| 09 | Complaints | 9 |
| 9.1 | Who can I complain to if I have a complaint about CMC Markets Stockbroking's financial service? | |
| 9.2 | What is the effect of a determination by AFCA or the arbitrator? | |
| 9.3 | Records of phone conversations with CMC Markets Stockbroking's employees | |
| 10 | Professional Indemnity Insurance | 9 |

01 CMC Markets Stockbroking Limited

CMC Markets Stockbroking Limited is a member of the CMC Markets group of companies ('CMC Markets Group') which includes CMC Markets Asia Pacific Pty Ltd (ABN 11 100 058 213, AFSL 238054) ('CMC Markets').

Our details are set out below. 'We', 'us', 'our' or 'CMC Markets Stockbroking' in this Financial Services Guide ('FSG') refers to CMC Markets Stockbroking Limited.

| CMC Markets Stockbroking Limited | |
|----------------------------------|---|
| Registered & business address | Client Services CMC Markets Stockbroking Limited Level 20, Tower Three, International Towers 300 Barangaroo Avenue Sydney NSW 2000 Australia |
| Postal address | Client Services CMC Markets Stockbroking Limited GPO Box 5351 Sydney NSW 2001 Australia |
| ABN | 69 081 002 851 |
| AFSL | 246381 |
| Phone | 1300 360 071 (only in Australia) |
| Fax | +61 (0)2 9221 9365 |
| Email | info@cmcmarkets.com.au |
| Web | cmcmarkets.com.au |

02 Purpose and content of this FSG

This FSG is dated 8 October 2020. It is designed to assist you in deciding whether to use any of the financial services offered in this FSG. It aims to clearly define the role and responsibility of CMC Markets Stockbroking when it provides retail clients with the financial services described in this FSG.

In particular, this FSG contains information about:

- other documents that you may receive from us;
- how you may give us instructions;
- the kinds of financial services that we provide and the financial products to which those services relate;
- who we act for in providing financial services and what licensed markets and licensed clearing and settlement facilities we participate in;
- how we, our staff and other relevant persons are paid for the financial services offered as well as the associations or relationships between us and any related persons and issuers of financial products that might influence how we provide the financial services; and
- how complaints against us are dealt with.

03 Other documents that you may receive from us

Our policy is not to provide personal advice to our clients. However, if we do provide you with personal advice or further assistance in selecting products or services that meet your personal objectives, financial situation or needs, we will give you a Statement of Advice ('SOA') that will set out the personal advice we have given you, including the basis on which that advice is given and information about any fees, commissions, associations or relationships with product issuers or other parties which might have influenced the provision of that advice. If we have previously given you an SOA and we give you further market-related advice, we may not give you an SOA relating to that advice. You can request a record of that advice provided that we receive the request within 90 days after the date on which the advice was provided.

If we recommend that you acquire a particular financial product (other than securities such as listed shares) or offer to issue, or arrange the issue of a financial product to you, we will give you a Product Disclosure Statement ('PDS') containing information in respect of the product so that you can make an informed decision whether to acquire the financial product. The PDS contains information about the relevant terms, significant benefits and risks, and the fees and costs associated with the provision of that financial product.

It is important for you to consider the CMC Markets Stockbroking Terms and Conditions in deciding whether or not to acquire any of the financial products offered by CMC Markets Stockbroking.

04 How to give us instructions

We accept instructions from you in person, by telephone, by facsimile, by post or electronically via our online trading platform. If you are not registered to trade electronically, we normally require a signature from you to verify your instructions.

05 Authorised financial services

We are authorised under our Australian Financial Services Licence to:

- Deal in:
 - deposit and payment products, limited to basic deposit products;
 - derivatives;
 - foreign exchange contracts;
 - interests in managed investment schemes (excluding investor-directed portfolio services); and
 - securities.
- provide financial advice in relation to the financial products listed above (although it is our policy not to give personal advice);
- make a market for foreign exchange contracts; and
- operate custodial or depository services other than investor-directed portfolio services.

5.1 What is general advice?

General advice may differ from what you might commonly understand or expect.

General advice under Australian law can include information or CMC Markets Stockbroking's opinions about the market and products that we recommend to you.

Any information you have requested about the market, any products that we recommend, or any discussion you have with a

CMC Markets Stockbroking employee in relation to any products, should only be regarded as general advice and will not take into account your objectives, financial situation or needs.

If you require personal advice specific to your particular financial situation, objectives or needs, you will need to speak to your financial adviser. CMC Markets Stockbroking's policy is to not give personal advice.

Any discussions with CMC Markets Stockbroking's employees about their view of current or future market conditions or prospects for a particular product should not be seen as personal advice. Rather, it should be regarded as general information for your consideration prior to making any decision in relation to the financial services we provide.

5.2 What is personal advice?

Personal advice is advice that takes into account any of your objectives, financial situation or needs. CMC Markets Stockbroking will not give you personal advice. Should you require personal advice please contact your financial adviser.

06 Who will be providing financial services?

6.1 What financial services does CMC Markets Stockbroking provide?

We act on our own behalf when we provide financial services to you and not as an agent or representative for anyone else.

We are:

- a market participant of the Australian Securities Exchange Limited ('ASX');
- a market participant of the Sydney Stock Exchange Limited ('SSX');
- a market participant of Chi-X Australia Pty Ltd ('Chi-X');
- a clearing participant of ASX Clear Pty Limited (the clearing and settlement facility for the derivatives markets operated by ASX);
- a participant of CHESS, the clearing and settlement facility operated by ASX Settlement Pty Limited; and
- a member of the CMC Markets group of companies.

We use the custodian services provided by CMC Markets Stockbroking Nominees Pty Ltd ('CMC Markets Stockbroking Nominees') ACN 081 424 375, a wholly owned subsidiary of CMC Markets Stockbroking, during the T+2 settlement period in accordance with the *ASIC Market Integrity Rules (Securities Markets) 2017* ('ASIC Rules'). The ASIC Rules require that all financial products being held for a client during this period be registered under a nominee company. CMC Markets Stockbroking Nominees holds these financial products on your behalf in accordance with the ASIC Rules. These services are conducted under our licence and we are responsible for the conduct of CMC Markets Stockbroking Nominees in respect of those services.

6.2 CMC Markets Privacy Statement

All information that CMC Markets Group collects about you will be treated in accordance with our Privacy Statement which can be found online at cmcmarkets.com.au.

The CMC Markets Privacy Statement is in accordance with the Australian Privacy Principles.

07 Remuneration and other benefits we receive

7.1 Brokerage

We receive brokerage, ongoing commissions, fees and charges for transactions conducted on trading accounts. The level of

brokerage differs between listed products and exchange traded options. Set out below is a table which shows CMC Markets Stockbroking's brokerage rates. The minimum brokerage charged is \$11.00 (including GST) for casual traders reducing to a minimum of \$9.90 (including GST) where clients have traded sufficiently in the previous month. At CMC Markets Stockbroking's discretion a client may be offered reduced brokerage rates dependent on the trading activity during the previous month. Upon meeting a certain trade threshold as detailed below and upon being notified by CMC Markets Stockbroking, a client may be upgraded to a preferential trading tier subject to any terms and conditions we may impose in connection with such trading tier.

| Trading Tiers | |
|---|------------------------|
| Trades in previous month | Tier |
| < 10 trades | "Classic" Tier |
| 11 – 30 trades Or > 5 trades & \$500 in brokerage | "Active Investor" Tier |
| > 30 trades | "Premium Trader" Tier |

In addition to the fees set out in this section 7, we may charge a fee of up to \$3.85 (including GST), for the printing and postage of trade confirmations where you have the ability to receive electronic trade confirmations but have chosen not to do so.

Unless otherwise stated, all fees, charges, commissions and benefits disclosed in this FSG are exclusive of GST.

Australian listed products

| ASX Telephone orders | |
|----------------------|------------------------------------|
| Value of shares | Brokerage fee/rate (including GST) |
| \$0–\$20,000 | \$59.95 |
| \$20,001–\$37,500 | \$82.50 |
| Over \$37,500 | 0.22% |
| SSX Telephone orders | |
| Value of shares | Brokerage fee/rate (including GST) |
| \$0–\$20,000 | \$66.00 |
| \$20,001–\$37,500 | \$90.75 |
| Over \$37,500 | 0.22% |

| Chi-X Telephone orders | |
|------------------------|------------------------------------|
| Value of shares | Brokerage fee/rate (including GST) |
| \$0-\$20,000 | \$59.95 |
| \$20,001-\$37,500 | \$82.50 |
| Over \$37,500 | 0.22% |

| Online orders | | | |
|-------------------------------------|------------------|------------------|------------------|
| Brokerage fee/rate (including GST)* | | | |
| Trade Count | Classic | Active Investor | Premium Trader |
| First 10 trades | \$11 or 0.10% | \$9.90 or 0.10% | \$9.90 or 0.075% |
| 11th to 30th trade | \$9.90 or 0.08% | \$9.90 or 0.08% | \$9.90 or 0.075% |
| 31st trade and above | \$9.90 or 0.075% | \$9.90 or 0.075% | \$9.90 or 0.075% |

*Brokerage is the greater of the dollar value or the percentage amount shown

Trades placed through CMC Markets Stockbroking's online trading platform will be charged the applicable rate shown above at the time the order is placed.

Due to limitations of the webIRESS platform, trades placed through the webIRESS platform will be charged the brokerage for your particular Tier at the base rate (i.e. "First 10 Trades" rate) at the time the order is placed. Following the end of each calendar month you will receive a rebate for your 11th and subsequent trades to reflect the brokerage rates above.

| Employee Share Plans | |
|----------------------|------------------------------------|
| Value of shares | Brokerage fee/rate (including GST) |
| All | 1.1% or a minimum of \$110* |

| Estate sale | |
|-----------------|------------------------------------|
| Value of shares | Brokerage fee/rate (including GST) |
| \$0-\$25,000 | \$82.50 |
| Over \$25,000 | 0.33% |

Exchange traded options Telephone orders, also charged upon the exercise or assignment of the option for Telephone options account

| Premium | Brokerage fee/rate (including GST) |
|--------------|------------------------------------|
| \$0-\$8,000 | \$44.00 |
| Over \$8,000 | 0.55% |

Exchange traded options Online orders, also charged upon the exercise or assignment of the option for Online options account

| Premium | Brokerage fee/rate (including GST) |
|---------------|------------------------------------|
| \$0-\$10,000 | \$33.00 |
| Over \$10,000 | 0.33% |

Unlisted managed funds (mFunds)

| Value of funds | Brokerage fee/rate (including GST)* |
|----------------|-------------------------------------|
| All | \$29.95 or 0.11% |

*Brokerage is the greater of the dollar value or the percentage amount shown

International listed products

| UK, US, Canadian and Japanese listed products Online orders | |
|---|--------------------------|
| Value of Shares (AUD) | Brokerage fee/rate (AUD) |
| All | No charge |

| Online orders for listed products outside Australia, UK, US, Canada and Japan | |
|---|--------------------------|
| Value of Shares (AUD) | Brokerage fee/rate (AUD) |
| All | \$59.95 or 0.59%* |

*Brokerage is the greater of the dollar value or the percentage amount shown

Where any amount of remuneration (including commission) or other benefits referred to in this section 7 is not able to be ascertained as at the date of this FSG, you may contact us to request particulars of the remuneration (including commission) or other benefits. Your request for particulars must be made within a reasonable time after you receive this FSG and before we provide you with any of the financial services referred to in this FSG.

The fees in this FSG apply where you trade directly with CMC Markets Stockbroking. If you trade with CMC Markets Stockbroking through an introducing adviser or referrer, that introducing adviser or referrer may have its own schedule of fees. Refer to your introducing adviser or referrer's financial services guide, website or contact your introducing adviser or referrer for further information. In those circumstances, if there are

differences in the introducing adviser or referrer's fees for a particular service, the introducing adviser or referrer's fees will apply, not the fees for the service outlined in this section 7.

7.2 Commissions on investments in financial products issued by others

We are remunerated through the fees we charge you. With certain financial products, we are also remunerated by product issuers through commissions paid to us.

Initial commissions are a one-off payment and are calculated as a percentage of the funds you have invested. They are deducted from the amount invested. Initial commissions range from 0% to 6.5% (including GST) of your investment amount.

In certain cases where you apply for securities in a new issue, IPO or float we may receive fees from the issuer. All such fees associated with the issue will be disclosed in the product disclosure statement or prospectus for the issue. These fees vary but will typically range from between 1% to 5% of the amount raised. Unless otherwise agreed by us in advance you are not entitled to any of these fees.

Ongoing commissions (also known as trailing commission) are paid for the length of time you hold the financial product. They are usually paid directly to us by the product issuer out of the revenue the product issuer earns. In some cases they may be deducted from your investment. Ongoing commissions range from 0% to 3% (including GST) of your investment amount.

7.3 Other fees and charges

Alert service

We operate an alert service where we send you alerts by email, short message service (SMS), via the Messages area of our website or by a telephone call by a broker. The alerts provide information on relevant prices, volumes, status or news.

| Type of Alert | Charges per alert (Including GST) |
|-------------------------|-----------------------------------|
| Email | \$0.00 |
| SMS | \$0.22 |
| Messages on our website | \$0.00 |

CMC Markets Cash Account

If you have a CMC Markets Cash Account with Bankwest that was opened before 1 July 2014 we will receive a commission from Bankwest, details of which are set out in the Product Information Statement prepared by Bankwest in respect of that account. The amount of commission payable to us by Bankwest will vary according to the daily closing balance of your account but will not exceed 5% of the funds invested.

The commission is reflected in the credit interest rates payable.

Broker Service Fee

If you have a CMC Markets Cash Account with Bankwest that was opened on or after 1 July 2014, we will charge you a Broker Service Fee in respect of services that we provide to you in relation to the account. The fee is not paid directly by you, rather you authorize Bankwest to deduct the fee from your CMC Markets Cash Account and pay it to CMC Markets. The fee will result in your net interest rate being up to 1% lower per annum than you would have otherwise received from Bankwest. The fee is calculated daily and debited monthly in arrears.

Miscellaneous fees and charges on Australian listed products

| Service | Fees & Charges (Including GST) |
|--|--|
| Cheque dishonour | \$30 |
| Cheque stop payment | \$20 |
| Cheque drawing fee | \$13.20 |
| Customer trace fee | \$25 |
| Any other form of bank statement | \$11 |
| International transfers (telegraphic) | \$ 37 |
| RTGS* (domestic) | \$35 |
| Deceased estates share transfer | \$55 per stock |
| Change of trustee off market | \$110 for portfolio |
| Transfers | \$55 per stock |
| SRN requests to share registries | \$22 (minimum)* |
| Fail fee | \$55 + ASX fee ^a per failed day |
| Late settlement fee | \$55 + 0.1% of value of trade fee per failed day |
| Postage of trade confirmation | \$3.85 per trade confirmation |
| Emailed trade confirmation | No charge |
| Non-Australian Resident Issuer to CHESS Conversion | \$20 |
| CHESS statement reprints | \$16.50 |
| IPO booking fee | \$55 per HIN |
| Rebooking fee | \$27.50 |
| BPAY® for corporate actions | \$10 |
| Direct debit dishonour fee | \$6.60 |
| Off Market Transfers | \$55.00 |

| | |
|--|-------------------------------|
| SMS trade confirmation | \$0.33 per trade confirmation |
| Algorithmic trading fee (in addition to any brokerage charged) | 0.033% of the traded value |

Note: CMC Markets Stockbroking reserves the right to pass on any other fee incurred by CMC Markets Stockbroking in respect of client activities.

* Real Time Gross Settlement

minimum fee, CMC Markets Stockbroking will charge more for this fee where the fee charged to us by the exchange exceeds this amount

^ 0.11% up to \$5,000, or \$110.

Miscellaneous fees and charges on International listed products

| Service | Fees & Charges (Including GST where applicable) |
|---|--|
| Electronic transfer (in) | \$20 per holding |
| Physical transfer (in) | \$50 per holding |
| Transfer (out) | \$100 per holding |
| Custody Fee | 0.50% p.a.*, minimum \$10 |
| Currency Conversion | An indicative FX Rate ^{^^} will be displayed at the time of placing the order on the order ticket |
| FX spread | Up to 0.60% of the FX Rate ^{^^} |
| FX buffer on buy orders | 2% or as displayed on the order ticket |
| Account documentation fee (applied to relevant accounts that have not supplied a W-8 or W-9 form. | \$50 [^] |
| Exchange trading fees and taxes (including Stamp Duty) | Displayed on the order ticket if applicable |
| Algorithmic trading fee (in addition to any brokerage charged) | 0.033% of the traded value |

* Applied monthly based on foreign asset holdings value excluding cash. This fee may be waived for clients in the Active Investor or Premium Investor or if the client has placed a trade on International Securities in the previous 12 months.

[^] Applicable to Clients who have not submitted a W-8 or W-9 form prior to the dividend ex-date of a qualifying trade on a US-incorporated security.

^{^^}FX Rate – we will convert currencies at the time of execution based on the best available bid/offer exchange quoted by our chosen FX transfer agent.

Market Data Service

We are charged royalty fees by the ASX, Chi-X and other International Markets for the market data you use. There are various data options available on our trading platform for our retail clients (clients who have been introduced or referred to CMC Markets Stockbroking may be charged different rates. Please confirm with your introducing adviser or referrer). When you logon to the trading platform, you will be asked to nominate which data service you would like to have access to. You can

change your data service at any time using the online trading platform however any downgrades will only take effect for the next calendar month and you will be charged for the current month.

Fees are payable in arrears and will be debited from your nominated account at the start of each month. The monthly data service fees can be found in the table below. You must ensure that you have adequate funds in your nominated account to cover the market data fees. If there are insufficient funds in your nominated account, you may, at our discretion, be switched to the delayed data service for future periods and you will need to settle the debt by making payment. CMC Markets Stockbroking reserves the right to withhold funds from future share sale proceeds to settle any debt.

If you do not logon to the trading platform during a calendar month, no fee will be payable regardless of which market data service you have chosen.

ASX Data Service Fees

| Data Service | Data Type | Monthly fees & charges (Including GST) |
|----------------------------------|----------------------------------|--|
| Dynamic Data Service | Live-refreshes automatically | \$41.25 for non-professional investors \$ 104.50 for professional investors |
| Live-requires a click to refresh | Live-requires a click to refresh | \$10 for non-professional investors \$ 104.50 for professional investors |
| Delayed data service | 20 minute delay | Free |
| ASX ComNews | Live-refreshes automatically | Free for non-professional investors \$38.50 – for professional investors |

Note:

1. When you log on to our trading platform, you will be asked to select whether you are a non-professional investor or professional investor. These terms have the meaning given to them by the ASX.

2. CMC Markets Stockbroking will charge more for these fees where the fee charged to us by the exchange exceeds this amount.

Subject to the Trading Tiers set out in section 7.1, the Data Service fee may be waived.

Chi-X Market Data Service Fees

If you activate a Chi-X Market data subscription you may be required to pay a market data fee. Please refer to the platform for details about applicable charges.

International Data Service Fees

If you activate certain International Market data subscriptions you may be required to pay a market data fee. Please refer to the platform for details about applicable market fees.

Platform Fees

| Platform | Monthly fees & charges (Including GST) |
|---|--|
| Standard online trading platform | Free |
| Pro platform | \$49 |
| WebIRESS Non-Professional (includes ASX Market Point) | \$ 130.90 |
| WebIRESS Professional (includes ASX Market Point) | \$ 213.40 |

Subject to the Trading Tiers set out in section 7.1, the Pro Platform fee may be waived.

Platform fees are for use of the trading platform, and do not include market data fees or, for WebIRESS, any additional service fees. They are applied per calendar month or part thereof.

WebIRESS Additional Service Fees

In addition to the WebIRESS Platform fee you must pay royalties for any additional services you subscribe to.

| Service | Monthly Fees (Including GST) |
|--------------------------------------|------------------------------|
| AAP Market News | \$ 55 |
| ASX Company New Live | \$ 38.50 |
| ASX24 | \$ 104.50 |
| Chi-X Market Data (Professional) | \$38.50 |
| Chi-X Market Data (Non-Professional) | \$11 |
| CME Futures | USD115.50 (GST exclusive) |
| Dow Jones Australia/NZ News | \$55 |
| Dow Jones International News | \$82.50 |
| Dow Jones Asia Pacific News | \$55 |
| International Markets Live Module | \$82.50 |
| International Markets Live Indices* | \$23.10 |
| London Metals Exchange* | USD26.40 (GST exclusive) |
| NZ Module | \$82.50 |

| | |
|--------------------------------|--------------------------|
| NZ Depth, Reports and Prices | \$13.55 |
| NZSE Data Royalty [^] | NZD82.50 (GST exclusive) |
| Reuters News | \$55 |

Note: CMC Markets Stockbroking will charge more for these fees where the fee charged to us exceeds this amount.

*Requires International Markets Live Module

[^]Requires NZ Module

Monthly fees are charged for each calendar month or part thereof.

7.4 Interest on CMC Markets Stockbroking Trust Account

We hold your money in a CMC Markets Stockbroking Trust Account or with ASX Clear (for exchange traded options margins) in certain circumstances in accordance with the *Corporations Act 2001* (Cth) ('Corporations Act'). We may receive, derive and retain any interest or income generated from this CMC Markets Stockbroking Trust Account.

7.5 What benefits are paid by CMC Markets Stockbroking to introducing advisers and referrers?

CMC Markets Stockbroking may pay commission or provide other benefits to introducing advisers and referrers for the introduction or referral of clients to CMC Markets Stockbroking. The commission paid by CMC Markets Stockbroking to introducing advisers and referrers may include a flat rate, or an amount calculated as a percentage of the brokerage paid by you to CMC Markets Stockbroking when you trade.

CMC Markets Stockbroking may receive commission from third parties where a CMC Markets Stockbroking client utilises the third party's product in connection with their trading with us. CMC Markets Stockbroking may also pay commission to third parties where a product or service of the third party is used in connection with a trading account.

7.6 Third party adviser fees

If you have agreed to pay a third party adviser a fee for the services that they provide to you, then unless otherwise stated you agree for us to pay that fee to your adviser on your behalf. You will be required to pay to us an amount equal to the specified adviser fee in addition to any amounts you owe us.

7.7 Changes to fees

All fees, costs and charges and other amounts payable are correct as at the date of the FSG but are subject to change from time to time.

08 CMC Markets' Group representatives

8.1 How does CMC Markets Stockbroking provide its financial services in relation to its products?

CMC Markets Stockbroking provides its financial services to you through its employees.

8.2 How are CMC Markets' Group, employees and directors paid?

CMC Markets Group's employees, representatives and directors are remunerated by way of salary and other employee benefits. A discretionary cash bonus may be paid to employees and directors

as part of their remuneration, based on their performance, the performance of their business unit and/or the performance of CMC Markets Group as a whole.

In addition, some CMC Market Group's employees may receive a quarterly commission or bonus calculated based on revenue received during that period, from clients approved by CMC Markets Stockbroking whose introductions are attributable to those employees. This may be up to 10% of any such revenue, after deducting commission or benefits paid to introducing advisers and referrers for the introduction or referral of clients to CMC Markets Stockbroking, and after deducting any execution or clearing costs.

You can request further information regarding remuneration, commission and other benefits received by CMC Markets Group employees and directors by contacting our Compliance Department. Your request, however, must be made within a reasonable time after you are given this FSG and before any financial service identified in this FSG is provided to you.

09 Complaints

9.1 Who can I complain to if I have a complaint about CMC Markets Stockbroking's financial service?

We are committed to providing a high standard of service to clients. If you have a query about the quality or level of service, or if we have failed to meet your expectations, we would like the opportunity to investigate and promptly rectify this for you.

Firstly, contact us on one of the below methods and speak to a client services professional. If they are unable to resolve your concerns, they will escalate this to our dedicated in-house complaints team, who will conduct a thorough investigation and once completed a detailed final response will be provided to you.

Phone: 1300 360 071

Email: brokingservice@cmcmarkets.com.au

Mail: GPO Box 5351 Sydney NSW 2001

We aim to resolve most issues as quickly as possible. However, some matters are more complex and can take longer to resolve. If that is the case, we'll keep you informed of our progress.

External Dispute resolution

CMC Markets is a member of an external dispute resolution scheme operated by the Australian Financial Complaints Authority ('AFCA'). If you are not satisfied with the final response issued by CMC Markets, you may refer the matter to AFCA within 2 years of the date of the final response. AFCA provides fair and independent financial services complaint resolution that is free to all consumers.

AFCA
GPO Box 3
Melbourne VIC 3001
Australia
Phone: 1800 931 678
Email: info@afca.org.au
Website: www.afca.org.au

For further information, please refer to the CMC Markets Stockbroking Dispute Handling Process.

You may also choose to refer the matter to the Australian Securities and Investments Commission ('ASIC'). ASIC may be contacted on their free call Infoline 1300 300 630.

If the complaint does not fall within the rules of AFCA, you may request CMC Markets Stockbroking to submit the complaint to arbitration. If CMC Markets Stockbroking agrees to your request,

the arbitration will be conducted in accordance with, and subject to, the Institute of Arbitrators and Mediators of Australia Expedited Commercial Arbitration Rules, and to the extent permitted under those rules the Arbitrator will be a person recommended by the New South Wales Chapter of the Institute of Arbitrators and Mediators of Australia.

If CMC Markets Stockbroking does not agree to your request, you may not submit the dispute or difference to arbitration, although you may commence legal proceedings against CMC Markets Stockbroking, in which case you agree to submit the dispute or difference to the courts of New South Wales, Australia.

To the maximum extent permitted by law, any dispute or difference whatsoever raised by you in connection with the FSG, and CMC Markets Stockbroking Terms and Conditions or other relevant documents ('CMC Markets Documents') and our products must be dealt with in Australia as described above. The CMC Markets Documents are governed by the laws of New South Wales, Australia.

9.2 What is the effect of a determination by AFCA or the arbitrator?

You and we agree to accept the determination of AFCA or the arbitrator, as the case requires, as final and binding and submit to the non-exclusive jurisdiction of the Courts in New South Wales for the enforcement of any such determination.

9.3 Records of phone conversations with CMC Markets Stockbroking's employees

CMC Markets Stockbroking may record telephone conversations between you and its employees. Such recordings, or transcripts from such recordings, may be used as evidence in any dispute or anticipated dispute between CMC Markets Stockbroking and you.

10 Professional Indemnity Insurance

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

Level 20, Tower Three
International Towers
300 Barangaroo Avenue
Sydney NSW 2000
Australia

GPO Box 5351
Sydney NSW 2001
Australia

P 1300 360 071
F +61 (0)2 9221 9365
E info@cmcmarkets.com.au

cmcmarkets.com.au

