

# Financial Services Guide

GMTK Global Pty Limited

Company: GMTK Global Pty Limited

ABN: 55 147 766 336

AFSL: 400364

Date Updated: 29 March 2021

## SECTION 1 – ABOUT THIS FINANCIAL SERVICES GUIDE (FSG)

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- 1.1 This Financial Services Guide (“**FSG**”) is dated 29 March 2021 and has been prepared and issued by GMTK Global Pty Limited (ABN 55 147 766 336; AFSL 400364) trading as GMT Markets (**GMT Markets, we, us or our**) to inform you about the financial products and services provided by us and to comply with our obligations as the holder of an Australian Financial Services Licence (“**AFSL**”) issued by the Australian Securities and Investment Commission (“**ASIC**”).
- 1.2 The FSG is an important document and a regulatory requirement under the *Corporations Act 2001* (Cth) (“**Corporations Act**”). Important general information contained within this FSG includes:
- (a) Who we are and how you can contact us;
  - (b) The services and products we are authorised to provide to you;
  - (c) How we are remunerated for these services and the cost to you;
  - (d) Disclosure documents that you will receive;
  - (e) Who we act for and any potential conflicts of interest, including any associations or relationships we may have with other financial product issuers;
  - (f) Our internal and external dispute resolution processes; and
  - (g) How we handle your personal information.
- 1.3 If you have further questions regarding the FSG, please contact us.

## SECTION 2 – WHO WE ARE, THE SERVICES WE OFFER AND OUR ADVICE POLICY

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- 2.1 GMT Markets is authorised under its AFSL to provide the following financial services to retail and wholesale clients:
- (a) general financial product advice in relation to foreign exchange contracts, derivatives, deposit products, non-cash payment products and securities; and
  - (b) issue foreign exchange contracts and derivatives;
  - (c) deal in relation to foreign exchange contracts, derivatives, deposit products, non-cash payment products and securities; and
  - (d) make a market in foreign exchange contracts and derivatives.
- 2.2 We will only provide you with general advice about the markets in respect of the relevant financial products. This advice does not consider your specific financial situation, needs or objectives. Under the law regulating the provision of financial products and services, general advice and personal advice have special meanings and may differ from what you commonly understand. You should seek independent professional advice to determine whether our general advice is appropriate for your circumstances. We do not provide personal advice.

- 2.3 GMT Markets provides dealing and execution services in over-the-counter (“OTC”) derivative products, including Margin FX Contract and CFDs, and provide general advice regarding these products.
- 2.4 We recommend you seek independent advice, read the PDS, Client Agreement and this FSG (see section 5) in their entirety, and ensure that you fully understand the risks involved in light of your personal circumstances before making any trading decisions.

## SECTION 3 – CONTACT DETAILS | HOW TO INSTRUCT US

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### GMTK Global Pty Limited

Office Address: Level 4, 493 St Kilda Road, Melbourne, Victoria 3004 Australia

Postal Address: Same as above

Phone: 1800 468 658

Email: [info@gmtmarkets.com](mailto:info@gmtmarkets.com)

- 3.1 You may give us dealing instructions via our Trading Platform or via phone. If you give us instructions via phone, you must confirm that such instructions have been affected by us by checking your account on the Trading Platform.
- 3.2 Any other form of communication that is not a dealing instruction may be made via phone, person, or in writing by post or email. Our telephone lines are recorded in order to provide a record of communication between you and us.

## SECTION 4 – WHO WE ACT FOR

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- 4.1 GMT Markets is responsible for the financial services we provide to you under our AFSL. GMT Markets is a market maker, not an agent, when dealing in its financial products, being Margin FX Contracts and CFDs. We act as principal in all transactions with you in respect of the financial products offered by us. This means that we will be the counterparty to all of your trades.

## SECTION 5 – DOCUMENTATION YOU MAY RECEIVE

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- 5.1 All of our financial products and services are issued under our Product Disclosure Statement (“PDS”). The PDS is provided to assist you in making an informed decision about whether to acquire or utilise those financial products and is available on our website, along with this FSG and our Client Agreement. We recommend that you read and understand the contents of these documents before transacting with us.

## SECTION 6 – USING OUR SERVICES

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- 6.1 If you wish to use the services and products offered by GMT Markets, please go to our website [www.gmtmarkets.com.au](http://www.gmtmarkets.com.au) where you can access information and documents necessary for opening an account with us and download our Trading Platform.

## SECTION 7 - THE RISKS OF OUR PRODUCTS

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- 7.1 All of the products offered by GMT Markets are leveraged. Leveraged products may result in total loss of your deposit. The risks associated with the products that we offer are described in the relevant T&Cs and PDS.

## SECTION 8 – FEES, COSTS, COMMISSION AND OTHER BENEFITS

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### **Products issued by us**

- 8.1 Our PDS provides details regarding specific transaction fees, costs and benefits associated with holding an account with us and trading our products. We predominantly earn revenue from the spread in the price of our products and the volume traded. The spread means the difference between the bid price (price at which we buy and you sell) and the offer price (price at which we sell and you buy) for the base currency expressed against the term currency. The size of the spread may differ depending on the specific currency pair or derivative product traded.
- 8.2 Fees, costs and benefits when trading in our products may include any or all of the following:
- (a) Swap charges;
  - (b) Rollover charges;
  - (c) Conversion fees;
  - (d) Commissions;
  - (e) Corporate action charges;
  - (f) Administration charges.
- 8.3 Please refer to the PDS for a definition and detailed information about each of the above fees and charges.

### **Fees and Commission Paid to Third Parties**

- 8.4 Where you have been referred to us by a third party, we may share a percentage of our revenue derived from your account with the referring party.

### **Employee Remuneration**

- 8.5 Our employees are remunerated by way of salary and other employee benefits. A discretionary cash bonus may be paid to employees as part of their remuneration, based on their individual performance, the performance of their business unit and/or GMT Markets as a whole. In addition, our employees may also earn performance-based incentive and/or other monetary rewards, calculated by reference to predetermined business objectives that may include contribution to company profitability, client service, risk management and marketing.

### **Conflicted Remuneration**

- 8.6 If any amount we pay any third parties are considered “conflicted remuneration” under the Corporations Act, then they will only be made if they are in accordance with the Corporations

Act requirements in respect of conflicted remuneration. You are entitled to receive full details regarding such payments upon written request and have a right to request further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits paid to or received by us and/or our representatives.

8.7 If you are unsure whether these arrangements apply to you, please contact us.

## SECTION 9 – CONFLICTS OF INTEREST

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- 9.1 GMT Markets, its associates and/or other persons connected with GMT Markets may have an interest, relationship or arrangement that is material in relation to any products entered into with us. We may provide services to third parties whose interests may be in conflict (taking an opposite position) or competition (to acquire the same or similar position) with your interests. We will not act in a way that would deliberately favour the position of another party over you or vice versa.
- 9.2 GMT Markets is a party to the contract for all OTC derivative products it issues. Accordingly, you will be trading these financial products directly with us and not on any financial market or exchange. As the contract issuer, we set the prices that refer to, but may not always be the same as, those in the underlying market that the contract relates to. We will always act as principal, not as an agent, for our own benefit in respect of all of our transactions with you.

## SECTION 10 – COMPENSATION INSURANCE

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- 10.1 GMT Markets has professional indemnity insurance in place, which satisfies the requirements for compensation arrangements pursuant to section 912b of the Corporations Act. This policy covers claims made against GMT Markets in relation to professional services provided by our representatives, employees and authorised representatives.

## SECTION 11 – PRIVACY POLICY

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- 11.1 We will require you to provide personal information in the course of transacting with us. GMT Markets collects, maintains, uses and discloses personal information in the manner described in our Privacy Policy. This is primarily for processing your application and complying with certain legal obligations, such as Anti-Money Laundering and Counter-Terrorism Financing laws. Our Privacy Statement is available on our website.

## SECTION 12 – COMPLAINTS AND DISPUTE RESOLUTION

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- 12.1 We have an internal dispute resolution process in place to resolve any concerns or complaints you may have, quickly and fairly. Any concerns or complaints should be directed to the Complaints Officer either by email [info@gmtmarkets.com](mailto:info@gmtmarkets.com) or in writing to our postal address. Your written notice should specify the nature of the complaint, including all relevant details, as well as your desired outcome and how this may occur.
- 12.2 The Complaints Office will, on receipt of your written notice:
- (a) Provide a written acknowledgement of your complaint within five (5) business days and indicate a timeframe in which GMT Markets will formally respond to your

complaint;

- (b) Consider and investigate the circumstances of your complaint, which may also involve communicating directly with you;
- (c) Notify you in writing of our decision, including the reasons for the decision and any potential remedies, within forty-five (45) days from receipt of your complaint; and
- (d) If your complaint is not resolved within forty-five (45) days, the Complaints Officer will inform you in writing of the reasons for the delay.

12.3 Where you have any redress (financial or otherwise), we will provide that redress promptly. If the complaint can't be resolved to your satisfaction by GMT Markets through our internal dispute resolution process, you have the right to refer your complaint to the Australian Financial Complaints Authority ("AFCA") (formerly, the Financial Ombudsman Service Australia).

12.4 AFCA is an independent and external disputes resolution scheme, of which GMT Markets is a member. You may lodge your complaint with AFCA by sending the relevant information and documents to:

**Australian Financial Complaints Authority**

GPO Box 3

Melbourne VIC 3001

Phone: 1800 931 678

Fax: (03) 9613 6399

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

12.5 Before AFCA will deal with your complaint, you must have first lodged a formal complaint with us and given us time to investigate and resolve the dispute.

12.6 You may also lodge a complaint with the Australian Securities and Investments Commission ("**ASIC**") info line on 1300 300 630.