



MiTRADE

Trade Faster Trade Smarter

FINANCIAL SERVICES GUIDE

MITRADE GLOBAL PTD LTD

DECEMBER 2023

LEVEL 11, 350 COLLINS STREET,
MELBOURNE, VIC 3000, AUSTRALIA

WWW.MITRADE.COM
CS.AU@MITRADE.COM

RISK WARNING: CFDS ARE A LEVERAGED PRODUCT AND CAN RESULT IN THE LOSS OF YOUR ENTIRE CAPITAL. TRADING CFDS MAY NOT BE SUITABLE FOR EVERYONE. PLEASE CONSIDER OUR PDS, FSG, RISK DISCLOSURE STATEMENT, CLIENT AGREEMENT AND TARGET MARKET DETERMINATION BEFORE USING OUR SERVICES AND ENSURE THAT YOU UNDERSTAND THE RISKS INVOLVED. YOU DO NOT OWN OR HAVE ANY INTEREST IN THE UNDERLYING ASSETS.
ABN 90 149 011 361 | AFSL NO. 398528

1. FINANCIAL SERVICES GUIDE

1.1 This Financial Services Guide (“**FSG**”) is dated 15 December 2023 and has been prepared by Mitrade Global Pty Limited (ACN: 14901 1361) (“**Mitrade**”, “**we**”, “**our**”, “**us**”) in compliance with our obligations as the holder of an Australian Financial Services License (AFS License No 398528) (“**AFSL**”) issued by the Australian Securities and Investments Commission (“**ASIC**”).

1.2 This FSG has been designed to help you decide whether to use any of the products and services that we offer. The FSG is an important document and a regulatory requirement under the Corporations Act 2001 (Cth) (“**Corporations Act**”). It contains information about who we are, remuneration, any associations or relationships we may have with financial product issuers, details of any potential conflicts of interest, our internal and external dispute resolution procedures and how you can access them, information on how we handle your personal information, and how we can be contacted.

When providing our services to you, we are also required to issue you with other documents. We will give you a **Product Disclosure Statement** if we offer to issue our financial products to you. Before you open an account with Mitrade, we will provide you with a Product Disclosure Statement which contains important information regarding:

- the terms and conditions for the products and services we offer;
- the features of our products and services;
- any significant risks associated with our products; and
- details of fees and charges for our products and services.

You should read the PDS carefully prior to acquiring any financial products from us.

You will also receive our Client Agreement, which is a governing contract between us and you. These terms will dictate the rights and conditions of each party and contains important information about transacting with us. Prior to trading you will be required to fill out an online Account Application. We will also provide you with transaction confirmations over the Trading Platform.

1.3 This FSG contains general information only. If you have further questions regarding this FSG please contact us.

2. WHO WE ARE

2.1 Mitrade Global Pty Limited is incorporated in Australia and holds an Australian Financial Services Licence (AFSL No. 398528) issued by the Australian Securities and Investments Commission (ASIC).

3. HOW TO CONTACT US

We are the providing entity of the services contained herein and you may contact us as follows.
Mitrade Global Pty Ltd

Address: Level 11, 350 Collins St, Melbourne, VIC 3000, Australia
Tel: (+61) 3 9606 0033
Email: cs.au@mitrade.com
Website: www.mitrade.com

4. SERVICES

Mitrade is licensed by ASIC to (amongst other authorisations) provide dealing and execution services in Margin FX and CFD products and to give financial product advice. It is authorised to deal by issuing and making a market in its own foreign exchange contracts and contracts for difference.

We do not provide personal financial advice. Any representation whether verbal or written made during the course of Mitrade's relationship with you must not be construed as personal advice that has taken into consideration your financial situation, objectives and needs.

When you trade in the Mitrade OTC derivative products we act as principal and we are the issuer of the products. This means we are the counterparty to every trade and have no obligation to act in your best interests.

5. HOW WE PROVIDE THE SERVICES

We will receive instructions from you via an online Trading Platform. If you give us instructions via email, this is provided at Mitrade's discretion and must be prearranged between you and Mitrade. You must confirm that such instructions have been effected by us by checking your account on our Trading Platform.

6. GENERAL ADVICE

We will only provide you with general advice, which does not take account your objectives, financial situation or needs. Therefore, you should obtain prior advice regarding the suitability of our products and services for your personal financial needs, objectives and circumstances, from a licensed and independent professional advisor.

While Mitrade believes the general advice and information we provide is accurate and reliable, neither Mitrade nor its directors, officers, employees, contractors or associates assume any responsibility for the accuracy and completeness or currency of that advice and information.

7. FEES AND OTHER PRODUCT COSTS

We are entitled to any fees generated as a result of our provision of OTC derivative products to you. Our PDS provides detailed information about specific costs, transaction fees and charges associated with each of our financial products, as well as with different types of trading accounts that we offer. Further written details can be given to you on request.

The common fees and charges associated with the financial products offered by us may include any or all of the following:

Spreads

1. We may charge spreads (the difference between the bid and the ask price) on your trades in favour of Mitrade. Details of spreads can be found on our website. For Margin FX Contracts the spreads will be charged in the quote currency of the instrument being traded, which can then be converted into the base currency of the Trading Account in order to determine your cost of trading.

2. Spreads vary according to the market concerned and are subject to variation, especially in volatile market conditions, and we may change our spreads at any time. The applicable spreads are provided in our website and our Platform. Because dealing spreads depend upon activity in an underlying market the spread when you close a CFD may be different to the spread when you opened it.

Payments of Margin

Margin is not a cost, however Margin is the amount of capital required by Mitrade as collateral in your Trading Account for you to open a Transaction. The way that we calculate Margin varies based on the Instrument being traded and the details of the underlying asset. Margin requirements will be displayed on our Trading Platform and we recommend that you check the details of your Contract to understand the amount of Margin required.

Overnight Funding

Any open Transaction held by you at the end of the trading session on which the relevant Instrument is traded or over the weekend when the relevant underlying market is closed, shall automatically be rolled over to the next trading session to avoid an automatic close and settlement of the Transaction. You acknowledge that, when rolling such Transactions to the next trading session, an Overnight Funding charge will apply to those applicable open Positions, where the Overnight Funding fee could be either added to or subtracted from the balance of your Trading Account. The Overnight Funding charge is charged based on a percentage on your Contract Value or borrowed amount (Contract value less Initial Margin requirement) depending on the Underlying Instrument of your Positions. The Overnight Funding fee percentage rate is derived from a number of factors including amongst others, whether the Transaction is a Buy or a Sell, interest rates, Instrument differentials, daily price fluctuations and other economic and market related factors. The Overnight Funding fee percentage for each Instrument is displayed on the Trading Platform. In deciding whether to open a Transaction for a specific Instrument, you acknowledge that you are aware of the Overnight Funding charge.

No interest is paid or received if you open and close a position in the same trading session.

Other Fees

Other services such as payment processing, credit card or telegraphic transfers may attract a fee from your financial institution that are outside of Mitrade's control. For each calendar month you provided with a limited number of withdrawals from your Trading Account that will be free of charge, and for each subsequent withdrawal you request, we reserve the right to charge you a fee per withdrawal.

- Clients residing in Australia receive the first four (4) withdrawals each calendar month free of charge, with each subsequent withdrawal request exceeding the free withdrawal limit incurring a fee of AUD \$5.
- Client residing outside of Australia receive one (1) withdrawal each calendar month free of charge unless they have an accumulated deposited of more than USD \$10,000 in which they will receive 2 withdrawals free of charge per month ongoing. Each subsequent withdrawal request exceeding the free withdrawal limit will incur a fee of USD \$5.

Further information on our withdrawal policy is available on the website www.mitrade.com and your Trading Account.

Payments to third parties and employees

- Is an AFS licensee, or its representative; and
- Provides financial product service to retail clients ("Authorised Third Party"); or
- Is an employee

Whether as your agent or otherwise and that relates in any way to your trading with us, must not be what is termed 'conflicted remuneration'.

Employees of Mitrade are not remunerated on a commission basis. No related body corporate of Mitrade nor any director of Mitrade or its related bodies corporate service receive any commission or other benefits attributable to the OTC derivatives products offered by us. Our staff are remunerated for the provision of services to our clients at the discretion of senior management having regard to standards of service to clients and feedback from them, their contribution to the firm in general and reaching a range of personal performance targets. Our employees receive salaries, performance bonuses based on achievement of predetermined business objectives such as client service, client satisfaction, risk management and leadership/team contribution.

8. ASSOCIATIONS AND RELATIONSHIPS

We have no associations or relationships with any issuer of any financial products that might reasonably be expected to be capable of influencing us in providing any of our authorised services.

9. PROFESSIONAL INDEMNITY INSURANCE

In compliance with s912B of the Corporations Act and ASIC RG 126, we maintain professional indemnity insurance in connection with the financial products and services we provide, including any claims in relation to the conduct of our former representatives/employees.

10. DISPUTE RESOLUTION

Mitrade maintains a formal complaint handling procedure, please refer to the Complaint Policy on our website for details. We will investigate any complaints received in accordance with our complaints handling procedures internally in the first instance. If you are unsatisfied with the outcome of our final response and your complaint cannot be resolved by us through our internal complaints handling procedures, you may refer the dispute to the external and independent dispute resolution being the Australian Financial Complaints Authority (AFCA).

Before AFCA will deal with your complaint, you shall have firstly lodged a formal complaint with us and we are entitled to have up to 30 calendar days to investigate your complaint and provide you with a final response, unless we advise that we reasonably require more time due to the nature of your complaint or other reasonable consideration. We will endeavour to acknowledge your complaint within 1 business day

Therefore, if you have any complaints, please firstly contact us using the details mentioned as above. If you remain unsatisfied with the outcome of our final response, you may escalate your complaint to AFCA, details of which are:

Australian Financial Complaints Authority
 GPO Box 3
 Melbourne VIC 3001
 Australia

Phone: 1800 931 678
 Email: info@afca.org.au
 Website: www.afca.org.au

11. PRIVACY

Your privacy is important to us and we are committed to compliance with the Privacy Act and the Australian Privacy Principles. We may disclose your personal information to external parties who act on our behalf in the operation of our business or in connection with the transactions to be undertaken. Such external parties are required and committed to protecting your privacy and where they are offshore we take reasonable steps to ensure that to the maximum extent reasonably possible any information sent has the same level of privacy protection as we provide here in Australia. Mitrade will not otherwise disclose your personal information without your consent, except as authorised or required by privacy laws. Please refer to our privacy policy on our website, and contact us if you have any concerns.



MITRADE GLOBAL PTY LTD

LEVEL 11,
350 COLLINS STREET,
MELBOURNE, VIC 3000,
AUSTRALIA

WWW.MITRADE.COM | CS.AU@MITRADE.COM