



FXopen®
when money makes money

FXOpen AU Pty Ltd.

Level 25, 108 St Georges Terrace, Perth WA 6000, Australia
+ (61) 2 6145 2042, + (61) 8 6557 8587

www.fxopen.com.au

FINANCIAL SERVICES GUIDE

FOR CONTRACTS FOR DIFFERENCE AND FOREIGN EXCHANGE CONTRACTS

June 20, 2023



Purpose of this Financial Services Guide

This Financial Services Guide (**FSG**) is issued by FXOpen AU Pty Ltd ACN 143 678 719 (**FXOpen, we, our, or us**) to provide you as a **retail** client with important information about the financial services that FXOpen offers, the fees and costs for those services, and how you can make a complaint. This information is provided to assist you in deciding whether to use our services.

Additional Documents

As part of the account opening process and prior to the provision of any of our products to you, you will need to read and understand the FXOpen Product Disclosure Statement (**PDS**), our Client Agreement, our Target Market Determination policy (**TMD**) and this FSG (**Important Disclosure**). The Important Disclosure is provided to assist you in understanding your relationship with FXOpen and sets out your rights and obligations relating to financial services we provide. In particular, the PDS is provided to assist you in making an informed decision about FXOpen products and contains important information about those products, including:

- the risks and benefits;
- costs, fees and charges;
- significant characteristics and features of the products offered;
- tax considerations;
- how to apply for and withdraw from FXOpen products; and
- how to deposit and withdraw money to/from your FXOpen account.

The Important Disclosure is available on our website www.fxopen.com.au or can be requested (free of charge) by contacting us as shown below. The Important Disclosure are documents that should be read in their entirety in deciding whether to acquire or withdraw from FXOpen products.

You should keep the Important Disclosure and any updated information we provide you from time to time, for future reference.

Contact Information

For further information or any questions about the services and products FXOpen provides our contact details are:

email: support@fxopen.com.au

phone: +61 2 61452042

mail: FXOpen AU Pty Ltd, Level 25, 108 St Georges Terrace, Perth WA 6000, Australia

About FXOpen and the financial services and products we offer

FXOpen is a provider of Contracts for Difference (**CFDs**) and foreign exchange contracts (**FX Contracts**)—together **FXOpen Products**. This FXOpen Products are currently available to our clients via our electronic trading platform (**Trading Platform**), which enables our clients to buy and sell FXOpen Products. We hold Australian Financial Services (**AFS**) Licence No. 412871, which authorises us to provide general advice on, deal in and make a market for FX contracts and derivatives.

FXOpen (currently) provides FX Contracts for the following currency pairings:

Base currency vs Quote currency

1	EURSEK	Euro vs Swedish Krona	26	EURHKD	Euro vs Hong Kong Dollar
2	EURCAD	Euro vs Canadian Dollar	27	AUDJPY	Australian Dollar vs Japanese Yen



3	NZDSGD	New Zealand Dollar vs Singapore Dollar	28	NZDJPY	New Zealand Dollar vs Japanese Yen
4	GBPJPY	Great Britain Pound vs Japanese Yen	29	AUDNZD	Australian Dollar vs New Zealand Dollar
5	USDHKD	US Dollar vs Hong Kong Dollar	30	USDSEK	US Dollar vs Swedish Krona
6	USDDKK	US Dollar vs Danish Kronor	31	CHFJPY	Swiss Franc vs Japanese Yen
7	EURNZD	Euro vs New Zealand Dollar	32	EURTRY	Euro vs Turkish Lira
8	USDTRY	US Dollar vs Turkish Lira	33	EURNOK	Euro vs Norwegian Krone
9	EURPLN	Euro vs Polish Zloty	34	EURJPY	Euro vs Japanese Yen
10	USD RUB	US Dollar vs Russian Ruble	35	NZDCHF	New Zealand Dollar vs Swiss Franc
11	AUDUSD	Australian Dollar vs US Dollar	36	CADJPY	Canadian Dollar vs Japanese Yen
12	NOKSEK	Norwegian Krone vs Swedish Krone	37	SGDJPY	Singapore Dollar vs Japanese Yen
13	USDSGD	US Dollar vs Singapore Dollar	38	USDJPY	US Dollar vs Japanese Yen
14	AUDCHF	Australian Dollar vs Swiss Franc	39	EURUSD	Euro vs US Dollar
15	GBPAUD	Great Britain Pound vs Australian Dollar	40	GBPNZD	Great Britain Pound vs New Zealand Dollar
16	HKDJPY	Hong Kong Dollar vs Japanese Yen	41	NZDCAD	New Zealand Dollar vs Canadian Dollar
17	USDCHF	US Dollar vs Swiss Franc	42	USDCAD	US Dollar vs Canadian Dollar
18	GBPSGD	Great Britain Pound vs Singapore Dollar	43	USDNOK	US Dollar vs Norwegian Krone
19	EURCHF	Euro vs Swiss Franc	44	EURGBP	Euro vs Great Britain Pound
20	EURAUD	Euro vs Australian Dollar	45	AUDCAD	Australian Dollar vs Canadian Dollar
21	NOKJPY	Norwegian Krone vs Japanese Yen	46	NZDUSD	New Zealand Dollar vs US Dollar
22	GBPCAD	Great Britain Pound vs Canadian Dollar	47	GBPUSD	Great Britain Pound vs US Dollar
23	EURDKK	Euro vs Danish Kronor	48	GBPCHF	Great Britain Pound vs Swiss Franc
24	USDPLN	US Dollar vs Polish Zloty	49	CADCHF	Canadian Dollar vs Swiss Franc
25	USDMXN	US Dollar vs Mexican Peso	50	USDCNH	US Dollar vs Chinese Offshore Yuan

FXOpen (currently) provides index and commodity CFDs in the following underlying assets:

1	#UK100	UK 100	9	#AUS200	Australia 200
2	#GDAXIm	Germany 40 (Mini)	10	#HSI	Hong Kong 50
3	#SPXm	US SPX 500 (Mini)	11	XTIUSD	US Crude
4	#WS30m	Wall Street 30 (Mini)	12	XBRUSD	UK Brent
5	#ESX50	Europe 50	13	XNGUSD	US Natural Gas
6	#FCHI	France 40	14	XAUUSD	GOLD / US Dollar
7	#NDXm	US Tech 100 (Mini)	15	XAGUSD	SILVER / US Dollar
8	#J225	Japan 225			

FXOpen (currently) offers over 500 shares CFDs for all ECN account types in different underlying assets. Please pay an attention, that the list of shares CFDs may differ depending on the Trading Platform the Customer uses. Most of shares CFDs are available in TickTrader trading platform only.

Full list of shares CFDs is available on our Website <https://fxopen.com/en-au/share-trading/>.

We also offer **Rollover fee-free Islamic Accounts** which are compliant with Sharia laws for Muslim traders. Rollover fee-free Islamic Accounts are available on the following platforms: MetaTrader 4 (ECN, STP) and MetaTrader 5 (ECN)

Who will be responsible for providing you the financial services?

FXOpen will be dealing as principal when dealing with you in a CFD and FX Contracts and does not act as your agent or broker. When we receive your instructions, we execute them as counterparty to each CFD and FX Contract. In compliance with our hedging policy we may also decide to hedge (or partially hedge) your



position with one or more liquidity providers to protect FXOpen from market risk. However, we will remain the counterparty to your contract.

How your instructions can be placed with FXOpen

You may place orders to buy and sell FXOpen products electronically through the Trading Platform which FXOpen is licensed to distribute (currently the MetaTrader 4, MetaTrader 5 and TickTrader Trading Platforms) available for download at <https://www.fxopen.com.au>.

Before we can accept any instructions from you, you must have read the Important Disclosure and accepted the terms and conditions set out in our Client Agreement. This is done during the account opening process.

In accordance with our obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth), we cannot allow you to trade in FXOpen Products without first properly verifying your identity.

Transaction confirmations

FXOpen will endeavour to maintain accurate records of all client orders and trades executed on its Trading Platform. FXOpen is required to provide you with confirmation of each transaction you have executed. We will also endeavour to provide electronic access to these confirmations within 24 hours of execution. This is available through your online account. You can also call an FXOpen representative to request details of your transactions, account balances and open positions.

Remuneration (Fees and Charges)

The various fees and costs that may be associated with trading FXOpen Products are set out below. These fees and costs may change from time to time. We will provide account holders 30 days' notice of any proposed increase in fees. We also reserve the right to waive or reduce any of the fees and costs described in this FSG without prior notice.

These fees and costs may be:

- incorporated into our pricing structure for the CFDs and FX Contracts;
- deducted from the available funds in your account;
- deducted from the returns of your investments; or
- invoiced to your account.

Commissions

For each position opened on ECN type of account, FXOpen charges a single volume based commission that is calculated in respect of both opening and closing the position ('a round-turn' commission). This single commission is charged by FXOpen when the position is opened and is therefore made up of the commission that would be separately payable for both opening and closing the position (each, a 'half-turn' commission).

For STP type of accounts FXOpen includes its commission into the BID and ASK price. BID and ASK prices are available to the client at any time through the trading platform. No additional commission for opening and closing the position is charged.

FXOpen charges different commission depending on the:

- Account type,
- Financial product traded by the Customer (FX Contract, CFD),



- “Taker” or “Maker” role of the Customer. The Customer is a “Taker” in transactions where it places Market and/or Stop orders. The Customer is a “Maker” if places Limit orders (Except Hidden and Iceberg orders).

Commission for FX contracts and Commodity CFDs:

Account type	Micro ECN	Standart ECN	VIP ECN
Trading Platform	MetaTrader 4, MetaTrader 5		
Half-turn commission	0.0035%	0.0025%	0.0018%
Round-turn commission	0.007%	0.005%	0.0036% Taker
Trading Platform	TickTrader		
Half-turn commission	0.0035% Taker / 0.0035% Maker	0.0025% Taker / 0.002% Maker	0.0018% Taker / 0.0015% Maker
Round-turn commission	0.007% Taker / 0.007% Maker	0.005% Taker / 0.004% Maker	0.0036% Taker / 0.003% Maker

Zero (0%) Commission for Index CFDs

FXOpen does not charge commission for Index CFDs on any ECN account (Micro ECN, Standart or VIP ECN) on all available Trading platforms.

Commission for Shares CFDs:

Account type	Micro ECN	Standart ECN	VIP ECN
Trading Platform	MetaTrader 4 and MetaTrader 5		
Pairings offered	100+ assets for Shares CFDs		
Half-turn commission	0.1%	0.1%	0.1%
Round-turn commission	0.2%	0.2%	0.2%
Trading Platform	TickTrader		
Pairings offered	500+ assets for Shares CFD		
Half-turn commission	0.1% Taker / 0.1% Maker*	0.1% Taker / 0.08% Maker*	0.1% Taker / 0.06% Maker*
Round-turn commission	0.2% Taker / 0.2% Maker*	0.2% Taker / 0.16% Maker*	0.2% Taker / 0.12% Maker*
Comments	The minimum commission per order is 1 USD		



* *Taker fee – fee charged for a Market, Stop, IOC Limit or Limit order with hidden volume.*

Maker Fee applies only to Limit orders that appear in the order book (except IOC Limit and Limit orders with hidden volume). It also applies to Limit orders that were originally opened as StopLimit orders and appeared in the order book.

FXOpen may reduce the commission on its sole discretion, including without limitations for marketing purposes. Such reduction shall be made with the prior notification to the customers made through the Company's website.

Further explanation of how the commissions are calculated is available at the website:

<https://support.fxopen.com/portal/en/kb/articles/cfd-commission-4-10-2021-1>

CALCULATION OF COMMISSION (ECN TYPE OF ACCOUNT) - for FX Contracts where USD is the quote currency:

Assuming Lot size = 100,000 BC units; and
Commission of 5 units of the BC per traded volume of 100,000 BC,
the commission is calculated as follows:

$$\text{Commission (USD)} = \frac{5}{100000} \times V \times \text{lot size} \times \text{Price} = 5 \times V \times \text{Price}$$

Where: Price = the BID Price for SELL positions or the ASK Price for BUY Positions; and
V = number of lots

Example: The quoted spread for EURUSD is 1.26566 (bid) | 1.26568 (ask). The commission on opening a BUY position for 1 lot of EUR paired against the USD is calculated as: $5 \times 1 \times 1.26568 = \6.3284

CALCULATION OF COMMISSION (ECN TYPE OF ACCOUNT) - for FX Contracts where USD is the base currency:

Assuming Lot size = 100,000 USD; and
Commission of 5 USD per traded volume of 100,000 USD,
the commission is calculated as follows:

$$\text{Commission (USD)} = \frac{5}{100000} \times V \times \text{lot size} = 5 \times V$$

Where: V = number of lots

Example: The quoted spread for USDCHF is 0.94880 (bid) | 0.94890 (ask). The commission on opening a BUY position for 1 lot of USD paired against the CHF is calculated as: $5 \times 1 = \$5$

CALCULATION OF COMMISSION (ECN TYPE OF ACCOUNT) - for FX Contracts where USD is neither base or quote currency (crosses):

Here, the commission is charged based on the quoted spread for the base currency against the USD.

Assuming Lot size = 100,000 BC units; and
Commission of 5 units of the BC per traded volume of 100,000 BC,
the commission is calculated as follows:

$$\text{Commission (USD)} = \frac{5}{100000} \times V \times \text{lot size} \times \text{Price} = 5 \times V \times \text{Price}$$



Where: V = number of lots
Price = BC: USD BID Price for SELL positions; or
BC: USD ASK Price for BUY Positions,

(assuming the base currency in the cross pair is quoted directly against USD – otherwise a further calculation is required to translate the commission to USD)

Example: The quoted spread for EURGBP is 0.80610 (bid) | 0.80615 (ask). The commission on opening a BUY position for 1 lot of EUR paired against the GBP is calculated as: $5 \times 1 \times 1.26568 = \6.3284 (because the base currency is EUR and at the same time, the spread for EURUSD is 1.26566 (bid) | 1.26568 (ask) on which the commission is based).

CALCULATION OF COMMISSION (ECN TYPE OF ACCOUNT) - for precious metals derivative contracts:

XAU/USD

Assuming Lot size = 100 units (where 1 unit = 1 oz. for XAU/USD);
1 lot for XAU/USD = 100 oz.; and
Commission of 5 units of the underlying asset per traded volume of 100,000 oz,
the commission is calculated as follows:

$$\text{Commission (USD)} = \frac{5}{100000} \times V \times \text{lot size} \times \text{Price} = \frac{V \times \text{Price}}{200}$$

Where: Price = the BID price for SELL positions, or the ASK price for BUY positions.
 V = number of lots

Example: The quoted spread for XAU/USD is 1625.75 (bid) | 1626.75 (ask). The commission on opening a BUY position for 1 lot of XAU/USD is calculated as: $\frac{1 \times 1626.75}{200} = \8.1338

XAG/USD

Assuming Lot size = 5000 units (where 1 unit = 1 oz. for SILVER/USD);
1 lot for XAG/USD = 5000 oz.; and
Commission of 5 units of the underlying asset per traded volume of 100,000 oz,
the commission is calculated as follows:

$$\text{Commission (USD)} = \frac{5}{100000} \times V \times \text{lot size} \times \text{Price} = \frac{V \times \text{Price}}{4}$$

Where: Price = the BID price for SELL positions, or the ASK price for BUY positions.
 V = number of lots

Example: The quoted spread for XAG/USD is 28.74 (bid) | 28.84 (ask). The commission on opening a BUY position for 1 lot of XAG/USD is calculated as: $\frac{1 \times 28.84}{4} = \7.21

CALCULATION OF COMMISSION (ECN TYPE OF ACCOUNT) - for Amazon.com, Inc. CFD where USD is the quote currency:

Assuming Lot size = 1 share; and
Commission of 0,2% per traded volume of 1 lot,



the commission is calculated as follows:

$$\text{Commission (USD)} = V \times \text{Lot Size} \times \text{Price} \times 0.2 / 100$$

Where:

V = number of Lots

Commission % = charged commission in percent per 1 Lot;

Price = the BID price for SELL positions, or the ASK price for BUY positions;

Example: The commission on opening a BUY position for Amazon.com, Inc. CFD is calculated as:

$$1 \times 1 \times 3255.01 \times 0.2 / 100 = \$6.45$$

Rollover Fees

Every FXOpen Product has an interest rate associated with it, which are available on the website. Depending on the underlying asset of the instrument you trade, you will pay or earn interest at the end of each 24 hour period. For example, you will earn interest if you opened a buy position of a currency with a higher interest rate than its paired currency. The amount charged or earned will vary from day to day.

This interest charged or earned is generally calculated in reference to the positions not closed prior to midnight, Eastern European Time (EET) each day (which is GMT + 2:00 or GMT + 3:00 depending on whether day light savings applies). These positions are held over until the next day ('rolled over') and an amount is charged or credited to your account. This is known as Rollover fee. FXOpen will automatically rollover all open positions held in your account. We note that the rollover fee for positions held open from Wednesday to Thursday (EET) is three times the Rollover fee that would otherwise apply to account for the weekend (where a further rollover fee is not charged).

The value of the Rollover fee (also known as "Swap") will generally depend on:

- differences in the borrowing and deposit rates for the underlying asset from the particular instrument;
- transaction type (Buy or Sell) and volume, as well as current market prices for the moment of rollover; and
- FXOpen's mark-up of the fees it is charged for the rollover.

Rollover fee for Live and Demo accounts is displayed in the Terminal section in MT4 and MT5 (contract specification) and TickTrader (Symbol Properties).

It is important to remember that:

- Rollover fee only applies to leveraged margin trading;
- Rollover fee can also be positive. In this case, FXOpen pays it to the client;
- Transactions are made in T+2 mode (calculations are made on the second business day after the transaction), which means that from Wednesday to Thursday (at 00:00) the Rollover fee is charged for the past weekend and Wednesday. However, for positions open for more than 3 days on a weekend, the Rollover fee is charged for only 1 day.

Rollover fee for FX Contracts and Commodity CFD is calculated as follows:

$$\text{Rollover fee} = \text{order volume in lots} * \text{cost of 1 pip per 1 lot} * \text{Swap in pips}$$



Rollover example 1

Your trading account is in USD. You have opened a position BUY EURUSD, 0.65 lot. Swap long = -10.56 pips. Rollover fee will be calculated as follows:

$$\text{Rollover fee} = 0.65 * 1 * (-10.56) = -6.86 \text{ USD}$$

If the position is being held open from Wednesday to Thursday (EET), an additional two days of rollover fees are charged (to cover the forthcoming weekend) together with the standard rollover fee for that night.

Rollover example 2

Your trading account is in USD. You have opened a SELL XAUUSD position, 1.45 lots. Swap short = 18.08 pips. Rollover fee will be calculated as follows:

$$\text{Rollover fee} = 1.45 * 1 * 18.08 = 26.22 \text{ USD}$$

If the position is being held open from Wednesday to Thursday (EET), an additional two days of Rollover fees are charged (to cover the forthcoming weekend) together with the standard Rollover fee for that night.

Rollover fee for Index CFDs and Shares CFDs is calculated as follows:

$$\text{Rollover fee (USD)} = \frac{V \text{ in lots} \times 1 \text{ lot size} \times \text{AP} \times \text{Swap in \%}}{100 \times 360}$$

Where: V in lots = order volume in lots

AP = current average price of the instrument at the time of calculation

The amount of borrowed funds is calculated based on current prices, which is multiplied by annual interest. Since Rollover fee is calculated daily at the end of the trading day, the calculated amount of the annual percentage for the position is divided by 360.

Rollover example 3

Your trading account is in USD. You have opened a SELL #NDXm position, 1.5 lots at 14150.00 USD for 1 contract. Swap short = 3.182%

Rollover fee will be calculated as follows:

$$\text{Rollover Fee} = \frac{1.5 \times 10 \times 14150 \times 3.182}{100 \times 360} = 18.76 \text{ USD}$$

If the position is being held open from Wednesday to Thursday (EET), an additional two days of Rollover fees are charged (to cover the forthcoming weekend) together with the standard Rollover fee for that night.

Rollover example 4

Your trading account in USD. You have opened a BUY AAPL position, 5 lots at 189.00 USD per 1 contract. Swap long = -1.5%

Rollover fee will be calculated as follows:

$$\text{Rollover Fee} = \frac{5 \times 1 \times 189 \times (-1.5)}{100 \times 360} = -0.04 \text{ USD}$$

If the position is being held open from Wednesday to Thursday (EET), an additional two days of Rollover fees are charged (to cover the forthcoming weekend) together with the standard Rollover fee for that night.

Please contact FXOpen by email support@fxopen.com.au if you have further questions in respect to the Rollover fee calculation.



Overnight Commission for Rollover fee-free Islamic Accounts

For Rollover fee-free Islamic Accounts instead of a Rollover fee we charge an Overnight commission for holding over positions until the next day which is equal to the Rollover fee.

The Overnight commission corresponds to the amount of Rollover fees and depends on the underlying asset of the instrument and position side (Buy or Sell). The amount of Overnight commission will vary from day to day and is calculated and charged each day at GMT + 2:00 or GMT + 3:00 depending on whether day light savings applies. Please note that for positions held open from Wednesday to Thursday (EET) is three times the additional commission that would otherwise apply and there is no additional commission for open positions from Saturday to Sunday and Sunday to Monday.

Please note that Overnight commission is calculated and charged in account currency.

Overnight commission is displayed in the Terminal section in MT4 and MT5.

It is important to remember that:

- This Overnight commission only applies to leveraged margin trading.
- This Overnight commission can also be positive. In this case, FXOpen pays it to the client.
- Transactions are made in T+2 mode (calculations are made on the second business day after the transaction), which means that from Wednesday to Thursday (at 00:00) the Overnight commission is charged for the past weekend and Wednesday. However, for positions open for more than 3 days on a weekend, the Additional commission is charged for only 1 day.

Overnight Commission for FX Contracts and Commodity CFDs is calculated as follows:

$$\text{Overnight Commission (USD)} = V \text{ in lots} \times \text{cost of 1 pip per 1 lot} \times \text{Swap in pips}$$

Where: V in lots = order volume in lots

Example 1:

Your trading account is in USD. You have opened a position BUY EURUSD, 0.65 lot. Swap long = -10.56 pips. Overnight Commission will be calculated as follows:

$$\text{Overnight Commission} = 0.65 \times 1 \times (-10.56) = -6.86 \text{ USD}$$

Example 2:

Your trading account is in USD. You have opened a SELL XAUUSD position, 1.45 lots. Swap short = 18.08 pips. Overnight Commission will be calculated as follows:

$$\text{Overnight Commission} = 1.45 \times 1 \times 18.08 = 26.22 \text{ USD}$$

Overnight Commission for Index CFDs and Shares CFDs is calculated as follows:

$$\text{Overnight Commission (USD)} = \frac{V \text{ in lots} \times 1 \text{ lot size} \times \text{AP} \times \text{Swap in \%}}{100 \times 360}$$

Where: V in lots = order volume in lots

AP = current average price of the instrument at the time of calculation

The amount of borrowed funds is calculated based on current prices, which is multiplied by annual interest. Since Overnight Commission is calculated daily at the end of the trading day, the calculated amount of the annual percentage for the position is divided by 360.



Example 3:

Your trading account in USD. You have opened a SELL #NDXm position, 1.5 lots at 14150.00 USD for 1 contract. Swap short = 3.182%. Overnight Commission would be calculated as follows:

$$\text{Overnight Commission} = \frac{1.5 \times 10 \times 14150 \times 3.182}{100 \times 360} = 18.76 \text{ USD}$$

Example 4:

Your trading account in USD. You have opened a BUY AAPL position, 5 lots at 189.00 USD per 1 contract. Swap long = -1.5%. Overnight Commission will be calculated as follows:

$$\text{Overnight Commission} = \frac{5 \times 1 \times 189 \times (-1.5)}{100 \times 360} = -0.04 \text{ USD}$$

Please contact FXOpen by email support@fxopen.com.au if you have further questions in respect to the calculation of Overnight commission for Rollover fee-free Islamic Accounts.

Corporate Action effects

While trading CFD Customer's transactions may be affected by various Corporate Actions. FXOpen at any time in its sole discretion may take any action it deems fit to reflect the Corporate Action influence on the Customer's orders, positions, transactions, accounts balances as it relates to the Customer's CFD traded with FXOpen.

If you hold a long CFD position the amount of the respective Corporate Action effect is credited to your account, holding a short CFD position would mean the opposite, i.e. the holder needs to pay out the amount of the Corporate Action effect, therefore your account will be debited for the respective amount.

The most common Corporate Action is dividends distribution. Below we provide an example to describe what will happen if a dividend was applied to the shares included in the Index calculation that is the underlying asset in the CFD you trade. The Corporate Action (dividend) adjustment to your transactions is calculated as follows:

(Dividend adjustment x Lot size) x V

V stays for Number of Lots

Lot size denotes the quantity of the underlying instrument;

Dividend adjustment is the adjustment to the value of the applicable index as specified by the respective exchange, liquidity provider etc.

Please note that where a dividend applies to a CFD, the price of that instrument can fall by the amount of the dividend with the net effect on your open trade being equal once the dividend adjustment has been made.

For a dividend adjustment to be applied to your account you must hold an open position at the close of the trading session on the Business Day before the ex-dividend date.

Based on the legislation applicable to the company which issue or manage the underlying instrument (for example - share) FXOpen will withhold the amount of the tax applicable according to such legislation from the dividend adjustment. For the long positions the dividend adjustment shall be credited to your account only after the amount of the applicable tax is credited.

Without limitation to the foregoing upon the occurrence of a Corporate Action the Company at any time may take the following actions to reflect the Corporate Action on Customer's account:

- credit or debit Customer's accounts including trading accounts,



- adjust, close or cancel any of Customer's Orders or transaction affected by the Corporate Action.

It is your obligation to do your own research into what effect the Corporate Action may have on the CFD positions that you intend to open with us and what adjustment may be made to your account to reflect the Corporate Action.

Negative balance protection

FXOpen protects retail clients against negative account balances. If You incur a liability under the CFD, the recourse of FXOpen is limited to the client money on your accounts (including trading accounts) held with FXOpen including the money that was paid into your account by us (for example the profit from your trading with us).

Inactive accounts

Where an account is inactive for a period of more than 3 months and has an account balance of \$50 or less, you will be subject to an inactive account management fee equal to the remaining balance in your account. Once this fee has been charged, your account will be closed.

Conversion Fees

Conversion fees may be charged by us or your bank depending on the circumstances.

- **Deposits/withdrawals:** Depositing or withdrawing funds into and from your FXOpen account in a currency different to your base currency for that account will incur a foreign exchange conversion carried out by your bank at their relevant buy/sell rates and may incur a conversion fee charged by the bank. We will charge you a \$30 fee on withdrawals to a non-Australian bank.
- **Transfers between accounts:** You may hold multiple accounts in different base currencies however you can only transfer funds between accounts in the same currency. This will not attract a fee.

Credit Card Fees

FXOpen does not currently charge a fee for credit card deposits, however may do so in the future.

Electronic payments fees

The following fees are applied to the electronic payments:

- **Deposits:**

	Accepted Currencies	Commission & Fees	Minimum Amount	Maximum Amount
SKRILL*	USD / EUR / AUD / GBP	3.9% + 0.31 USD /	2 USD / EUR / AUD / GBP	50,000 USD / EUR / AUD / GBP
		3.9% + 0.29 EUR /		
		3.9% + 0.46 AUD /		
		3.9% + 0.26 GBP		
NETELLER**	AUD / EUR / GBP / USD	3.9% + 0.43 AUD /	3 AUD / 2 EUR / 2 GBP / 2 USD	57,000 AUD /
		3.9% + 0.27 EUR /		40,000 EUR /
		3.9% + 0.24 GBP /		32,000 GBP /
		3.9% + 0.29 USD		50,000 USD



WEBMONEY	EUR / USD	7%	1 EUR / USD	100,000 EUR / USD
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*** Skrill Deposit surcharge of 1%:** Albania, Argentina, Armenia, Azerbaijan, Bangladesh, Belarus, Bosnia-Herzegovina, Brazil, Bulgaria, Cambodia, Chile, China (PR), Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Egypt, Estonia, Georgia, Greece, Hungary, Iceland, India, Indonesia, Israel, Kazakhstan, Kenya, Korea (South), Kuwait, Latvia, Lithuania, Malaysia, Mexico, Moldova, Montenegro, Nigeria, Oman, Pakistan, Peru, Philippines, Republic of North Macedonia, Romania, Russia, Saudi Arabia, Serbia, Slovenia, South Africa, Sri Lanka, Taiwan (ROC), Thailand, Tunisia, Ukraine, United Arab Emirates, Uruguay, Vietnam.

**** Neteller Deposit surcharge of 1%:** Albania, Argentina, Armenia, Azerbaijan, Bangladesh, Belarus, Bosnia-Herzegovina, Brazil, Bulgaria, Cambodia, Chile, China (PR), Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Egypt, Estonia, Georgia, Greece, Hungary, Iceland, India, Indonesia, Israel, Kazakhstan, Kenya, Korea (South), Kuwait, Latvia, Lithuania, Malaysia, Mexico, Moldova, Montenegro, Nigeria, Oman, Pakistan, Peru, Philippines, Republic of North Macedonia, Romania, Russia, Saudi Arabia, Serbia, Slovenia, South Africa, Sri Lanka, Taiwan (ROC), Thailand, Tunisia, Ukraine, United Arab Emirates, Uruguay, Vietnam.

- Withdrawals:**

	Accepted Currencies	Commission & Fees	Minimum Amount	Maximum Amount
Skrill*	EUR / USD	0.8%	1.01 EUR / USD	100,000 EUR / USD
Neteller**	AUD / EUR / GBP / USD	2.0%, min 1, max 30 EUR (AUD, USD, GBP)	3 AUD / 2 EUR / 2 GBP / 2 USD	11,500 AUD / 8,000 EUR / 6,500 GBP / 10,000 USD
WebMoney	USD / EUR / AUD / GBP	1%	2 USD / EUR / AUD / GBP	15,000 USD / EUR / AUD / GBP

*** Skrill Withdrawal surcharge of 1%:** Taiwan (ROC).

**** Neteller Withdrawal surcharge of 1%:** Taiwan.

FXOpen, from time to time may decrease deposit commissions for a set promotional period, after which normal commissions apply. Such decrease shall be made with the prior notification to the customers made through the Company's website.

Broker to Broker transfer fees

FXOpen clients may transfer funds between FXOpen and other brokers, providing that both accounts are duly verified and confirmed to be belonged to the same person. An administration fee of USD 50 is charged for Broker to Broker transfers. The minimal amount of Broker to Broker transfer is USD 200.

GST and other taxes

You are responsible for any stamp duty, transaction duty, GST or other similar charges or taxes payable in respect of services provided to you or on transactions entered with you. Fees referred to in this FSG are generally exclusive of GST unless expressly stated otherwise.



FXOpen AU Pty Ltd.

Level 25, 108 St Georges Terrace, Perth WA 6000, Australia
+ (61) 2 6145 2042, + (61) 8 6557 8587

www.fxopen.com.au

Employee Remuneration

Our employees and directors are remunerated by way of salary and other employee benefits. The amount of an employee's or director's salary depends on a number of factors, including the person's position, length of service and experience. They may also be eligible for a discretionary bonus which is based on performance and achievement of business objectives.

Introducing Advisor Remuneration

FXOpen may remunerate advisors that introduce or refer clients to FXOpen (Introducing Advisors). The remuneration paid to Introducing Advisors is generally up to 5% of the commission we charge you, unless otherwise notified to, and agreed by, you. The remuneration to Introducing Advisors is paid directly from our fees and does not represent an additional cost to clients.

Our associations

Our main technological and liquidity provider is FXOpen LP Limited. FXOpen LP Limited is one of the largest foreign currency dealers in the world. Through its large volume, FXOpen LP Limited has the ability to consolidate orders placed on its trading system and where necessary hedge its global position to reduce the risk or, as required, to increase liquidity.

FXOpen offers its clients access to this global forex and derivative trading network by leveraging off the relationships established by FXOpen LP Limited with its liquidity providers. FXOpen orders may also be consolidated with the large volume of orders placed on FXOpen LP Limited trading system to increase pricing availability. They may also be used to provide FXOpen liquidity for particular trades.

We do not consider that our contractual relationship with FXOpen LP Limited presents any conflict to our provision of financial services to you. We do not have any relationships or associations with other financial product issuers which might reasonably be expected to be capable of influencing us in providing financial services to you.

Lodging a complaint

If you have any complaints or concerns relating to FXOpen or any of the services we offer, we encourage you to contact our internal dispute resolution process, with the aim to reach resolve any issues you raise, swiftly and fairly. We encourage you to read our IDR Policy which is publicly available on the website <http://fxopen.com.au>.

Any complaints or concerns should be directed to the dispute resolutions officer:

email: support@fxopen.com.au

phone: (02) 82110434

mail: FXOpen AU Pty Ltd, Level 25, 108 St Georges Terrace, Perth WA 6000, Australia

FXOpen will acknowledge receipt of all complaints within 24 hours (or one business day) of receiving them, or as soon as practicable. We then aim to resolve your complaints within 30 calendar days and provide you with our decision, and the reasons on which it is based, in writing.

If you are not satisfied that your complaint has satisfactorily been resolved by our internal process you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA), an external dispute resolution scheme approved by ASIC, of which FXOpen is a member.

phone: 1800 931 678 (free call within Australia)



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www.fxopen.com.au

fax: (03) 9613 6399
email: info@afca.org.au
mail: Australian Financial Complaints Authority Limited
GPO Box 3 Melbourne VIC 3001

Compensation Arrangements

FXOpen's insurance policy provides professional indemnity and fraud cover which satisfies the requirements for compensation arrangements under section 912B of the Corporations Act.

The insurance policy covers the financial services we are authorised to provide under our AFSL, including where financial services are provided by our representatives. These arrangements are in place to compensate individuals who suffer loss or damage as a result of a breach of our obligations. Our insurance policy also covers claims in relation to the conduct of representatives and employees who no longer work for us but did so at the time of the relevant conduct.

Privacy Policy

We value the privacy of your personal information. In general, we collect information about you in accordance with the law, to help us manage our relationship with you and to ensure that we provide the product and services most appropriate to your needs. Our Privacy Policy can be found on our website.