

Appfx Limited

# Financial Services Guide (FSG)

25 March 2020 version 1.6

VFSC 40293

## 1 Appfx Limited

Appfx Limited is an Vanuatu registered company. The trading name is APPFX.

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

Registered & business address	Customer Service Team Appfx Limited 1276 Kumul Hwy, Port Vila Vanuatu
Postal address	Customer Service Team Appfx Limited 1276 Kumul Hwy, Port Vila Vanuatu
VFSC	40293
Phone	+678 24404
Email	<a href="mailto:info@appfx.com">info@appfx.com</a>

## 2 Purpose and content of this FSG

This FSG is dated 25 March 2020. It is designed to help you to decide whether or not to use any of the services we offer in this FSG. It aims to clearly define the role and responsibility of APPFX when it provides retail clients with the financial services described in section 5. Those financial services relate to the derivative products (margin FX or CFDs) that you trade through our product issuer's MT4 platform.

This FSG contains important information about:

- the financial services we offer;
- how we and other relevant persons are paid for those services;
- the capacity in which we act when we provide financial services;
- our internal and external dispute resolution procedures and how you can access them; and
- how you can contact us.

The key information is set out in answers to the questions below. If you need more information or clarification, please contact us.

## 3 Product Disclosure Statement

Please refer to our PDS document which contains information about the relevant Products, including risks and benefits, costs, fees and charges, how to trade the Products, dispute resolution, significant characteristics, and tax considerations. The PDS is available from our website or by phoning us.

This FSG and PDS are important documents and should be read entirety before deciding whether to acquire or to continue to hold the relevant Products. You should keep this FSG, the PDS, and any updated information that is provided to you ('Appfx Legal Documents') for future reference.

Before you can open an account with us to trade, you must have received and read the relevant Appfx Legal Documents.

## 4 Trading with Appfx Limited

### 4.1 Appfx's Role

Appfx is the product issuer of margin FX and CFDs. We are authorized by Vanuatu Financial Services Commission. We are your trading product issuer and counterparty. All clients open accounts with Appfx will be trading through our MT4 platform. In general terms, margin FX and CFD is an agreement between you and The Product Issuer which allows you to make a profit or loss from fluctuations in the price of the underlying asset. See the relevant PDS for further details.

## 4.2 Consult your financial adviser

Before trading, you should give consideration to your objectives, financial situation, needs and the risks of loss associated with trading in order to assist you in deciding whether margin FX and CFDs are suitable for your purposes. Appfx recommends that potential customers seek advice from an appropriately qualified independent financial adviser before deciding to open an account.

## 4.3 Appfx Privacy Statement

The Appfx Privacy Statement ("Privacy Statement") explains how we collect personal information about you and how we maintain, use and disclose that information. All information that Appfx collects about you will be treated in accordance with our Privacy Statement. The Privacy Statement can be found online at [acyfx.com](http://acyfx.com). The Privacy Statement complies with the Privacy Act 1998 (Cth) and the National Privacy Principles under this Act.

## 5 What financial services does Appfx provide?

Appfx is authorized under its Vanuatu Financial Services License to:

- Provide general advice about FX and Derivatives.

We are authorized to provide these financial services to retail and wholesale clients.

Appfx will often provide information and advice to its clients. This information and advice will only be general in nature because it will not take into account your personal financial situation, objectives or needs. This type of advice is discussed in more detail in section 5.1.

Appfx will not provide you with personal advice. In particular, we will not advise you when and if to open, maintain or close a position. We discuss this in more detail in section 5.2.

### 5.1 What is general advice?

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

General advice under Vanuatu law can include information about Products offer by our product issuer, and Appfx's opinions about, or outlook for.

Any information you have discussed with an Appfx's employee, 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.

Appfx' policy is to not give personal advice.

Any discussions with Appfx employees about their view of current or future market conditions should not be seen as personal advice, as they will not have taken into account your particular financial circumstances, objectives or needs. Rather, it should be regarded as general information for your consideration prior to making any decision to trade.

### 5.2 What is personal advice?

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

### 5.3 What is Appfx' position when you are trading?

Appfx is the product issuer and your trading counterparty. Appfx is acting as a principal on your trades.

### 5.4 Who is responsible for the advice given to me?

When you speak with us, you are dealing with one of Appfx's employees. Appfx is therefore responsible to you for any general advice given to you.

## 6 How will I pay for the financial services?

Appfx will not charge fee for giving you information and general advice about trading and product information. All fees, costs and charges and other amounts payable are subject to change from time to time.

### 6.1 What are the common fees, costs and charges that I will pay when trading FX?

Please refer to our PDS & FSG for detailed fees and charges.

### 6.2 What benefits are paid by/to Appfx to/by introducing brokers?

Appfx may pay all or a portion of the fees, costs and charges charged by Appfx as described in item 3 of Schedules 1, or provide other benefits to introducing brokers for the introduction or referral of customers to us. We may receive commission from third parties where an ACY Capital customer utilizes the third party's product in connection with their trading with us.

Any amount paid to introducing brokers is negotiated on an individual basis and is typically based on:

- The number of trades made by customers introduced or referred to Appfx.

### 6.3 Can I ask for further information about fees and charges?

You may request particulars of the remuneration (including commission) or other benefits described in this FSG. That request must, however, 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.

## 7 What should I know about the risks of trading?

You should carefully consider whether trading in margin FX and CFDs is appropriate for you in the light of your financial circumstances.

In deciding whether or not you wish to become involved in trading margin FX and CFDs with our product issuer, you should be aware CFDs are speculative products that are highly leveraged and carry significantly greater risk than non-leveraged investments such as share trading, and you could both gain and lose large amounts of money. You may sustain total losses in excess of the moneys you initially deposit. In certain circumstances, Appfx may exercise its discretion to close out your position. You should not invest in margin FX and CFDs unless you understand and are comfortable with the risks. You should refer to the PDS for further details.

## 8 If you have any complaints

### 8.1 Who can I complain to if I have a complaint about Appfx' financial service?

Appfx is committed to providing a high standard of service to its customers. If you have a query about the quality or level of service, or if we have failed to meet your expectations, we would like to hear from you.

Firstly, contact Appfx and speak to an employee. Explain carefully the nature of your problem and tell us how you would like us to fix the problem. Usually problems can be quickly rectified and the sooner you refer the issue to us the better.

If your complaint cannot be resolved at the first point of contact, you should write to:

Complaints Officer  
Appfx Limited  
1276 Kumul Hwy, Port Vila  
Vanuatu

If Appfx does not resolve your complaint to your satisfaction, you may lodge a complaint with the Vanuatu Financial Services Commission, which is an independent disputes resolution scheme.

Before VFSC deals with your complaint you must have first lodged a formal complaint with us and given us time to resolve the complaint internally. This generally takes 45 days, although we may extend this time in complex cases.

To lodge a complaint with VFSC you should send the necessary documents and information to:

Vanuatu Financial Services Commission

Companies House  
PMB 9023 Rue Bougainville, Port Vila, Vanuatu  
Phone: +678 22247  
Website: [www.vfsc.vu](http://www.vfsc.vu)

What is the effect of a determination by Vanuatu Financial Services Commission

We agree to accept the determination of VFSC as final and binding.

## 9 Appfx' representatives

### 9.1 How does Appfx provide its financial services?

Appfx provides its financial services to you through its employees.

## 9.2 How are Appfx's employees and directors paid?

Appfx's employees 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.

In addition, some Appfx employees earn a performance-based commission and/or other monetary rewards calculated in relation to the financial products they sell and whether they achieve or exceed their sales targets. For example, employees may earn commission for new accounts opened. Such commissions are based on the volume of trading turnover per month and the amount of such commission earned will vary between employees

You can request further information regarding remuneration, commission and other benefits received by Appfx employees 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.

## 10 Professional indemnity insurance

Appfx has professional indemnity insurance in place which satisfies the requirements for compensation arrangements pursuant to the Corporations Act 2001 (Cth). This policy covers claims made against Appfx in relation to professional services provided by our current and former employees.