

# St.George Directshares

## Financial Services Guide (FSG)

22 January 2020

A service provided by CMC Markets Stockbroking Limited

AFSL No. 246381 and ABN 69 081 002 851



Directshares



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## 01 Who are we?

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 Ltd	
Registered & Business address	Level 20, Tower Three International Towers 300 Barangaroo Avenue Sydney NSW 2000 Australia
Postal address	Client Services St.George Directshares GPO Box 5351 Sydney NSW 2001
ABN	69 081 002 851
AFS Licence	246381
Phone	1300 133 500
Fax	+61 (0)2 9221 9365
Email	<a href="mailto:service@directshares.com.au">service@directshares.com.au</a>
Web	<a href="http://directshares.com.au">directshares.com.au</a>

## 02 Purpose and content of this FSG

This FSG is in respect of financial services provided to users of the St.George Directshares service. The Directshares service is provided by CMC Markets Stockbroking, at the request of St. George Bank – A Division of Westpac Banking Corporation (ABN 33 007 457 141).

This FSG is dated 22 January 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 St.George Directshares Terms and Conditions in deciding whether or not to acquire any of the financial products offered by us.

## 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 our 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 our employees 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. Our policy is to not give personal advice.

Any discussions with our 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. We 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 do we 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 Market) 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 Our 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 **Directshares.com.au**.

Our 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 our brokerage rates. In addition to the fees set out in this section 7, we may charge a fee of up to \$2.42 (including GST), for the printing and postage of confirmations where you have the ability to receive electronic confirmations but have chosen not to do so.

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

#### Australian listed products

Online orders		
Brokerage fee/rate (including GST)*		
Trade Value	1st order placed ^ in the calendar month	2nd & subsequent orders placed ^ in the calendar month
Up to \$5,000	\$19.95	\$19.95
\$5,001-\$10,000	\$24.45	\$19.95
\$10,001-\$18,000	\$29.95	\$19.95
\$18,001-\$28,000	\$29.95	Greater of \$19.95 or 0.11% of the trade value
Over \$28,000	0.11% of the trade value	0.11% of the trade value

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

^ If the first order placed in the month does not result in the first trade or does not result in a trade, CMC Markets Stockbroking reserves the right to apply an adjustment to the brokerage fee/rate for the first order, being the difference between the brokerage fee/rate applicable to the 1st order and 2nd and subsequent orders.

Trades placed through the St. George Directshares online trading platform will be charged the applicable rate shown above at the time the order is placed.

ASX & Chi-X Telephone orders	
Value of shares	Brokerage fee/rate (including GST)
Up to \$15,000	\$69.95
\$15,001-\$55,000	0.40% of the trade value
\$55,000-\$1,000,000	0.35% of the trade value
Over \$1,000,000	0.13% of the trade value

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%

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

Exchange traded options Online orders	
Premium	Brokerage fee/rate (including GST)
All	Greater of \$34.95 or 0.33% of trade value
Exercise or Assignment of Equity Options	\$19.95 or 0.11% of trade value plus an ASX Clear fee of \$0.055 multiplied by the number of contracts Exercised / Assigned
Exercise Index Option	ASX Clear fee of \$0.385 multiplied by the number of in the money contracts settled

Exchange traded options Telephone orders	
Premium	Brokerage fee/rate (including GST)
Executed Single-Leg option order	Standard brokerage rates set out above, plus \$38.50

Unlisted managed funds (mFunds)	
Value of funds	Brokerage fee/rate (including GST)
All	\$29.95 or 0.11% of the fund value

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

We charge you the following rate when trading International Securities:

Global Share Service	
Trade value	Brokerage*
Up to \$10,000	\$59
Over \$10,000	0.59% of the trade value

\* Brokerage on international trades is exempt from GST

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.

## 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

### Miscellaneous fees and charges on Australian listed products

Service	Fees & Charges (Including GST)
Exchange Traded Option ASX Clear registration fee	\$0.143 per Equity Option contract traded \$0.055 per Equity Option exercise/assignment \$0.495 per Index Option contract traded \$0.385 per Index Option exercise/assignment
Deceased estates share transfer	\$55 per stock
Change of trustee off market	\$110 for portfolio
Off Market Transfer	\$55 per stock
SRN requests to share registries	\$22 (minimum)

Service	Fees & Charges (Including GST)
Fail fee	\$55 + ASX fee <sup>^</sup> per failed day
Late settlement fee	\$55 + 0.1% of value of trade fee per failed day
Non-Australian Resident Issuer to CHES Conversion	\$20
IPO booking fee	\$55 per HIN
Rebookings	\$27.50
Postage of confirmation contract note	\$2.42 per confirmation contract note
SMS confirmation contract note	\$0.33 per confirmation contract note

Note: We reserve the right to pass on any other fee incurred by us in respect of client activities.

<sup>^</sup> 0.11% up to \$5,000, or \$110.

### Miscellaneous fees and charges on International Shares

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 <sup>^^</sup> will be displayed at the time of placing the order on the order ticket
FX spread	Up to 0.60% of the FX Rate <sup>^^</sup>
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 <sup>^</sup>
Exchange trading fees & taxes (including Stamp Duty)	Displayed on the order ticket if applicable

\* Applied monthly based on foreign asset holdings value excluding cash. This fee may be waived if client has placed a trade on International Securities in the previous 12 months. Charged Monthly.

<sup>^</sup> 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.

<sup>^^</sup> 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. We offer various market data subscriptions and you can nominate within the platform 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. We reserve 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 & News 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	Free for non-professional investors \$104.50 for professional investors
ASX ComNews	Live-refreshes automatically	Free for non-professional investors \$38.50 - for professional investors

Note: We will charge more for these fees where the fee charged to us by the exchange exceeds this amount.

## 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* (includes dynamic data for non-professional investors)	\$49.00

\* Trade 5 times or more in a calendar month and the Pro Platform fee will be waived. If you do not logon to the Pro Platform during a calendar month, the Pro platform fee will not be charged.

Fees applied in arrears per calendar month.

## Tax Tools

Please refer to the platform for details about applicable advanced tax tools fees.

## 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 may we receive?

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

## 7.7 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 do we provide our financial services in relation to our products?

We provide our financial services to you through our 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.

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 What can I do if I have a complaint about CMC Markets' 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 133 500

Email: [service@directshares.com.au](mailto:service@directshares.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.

Mail: Australian Financial Complaints Authority  
GPO Box 3 Melbourne VIC 3001 Australia

Phone: 1800 931 678

Email: [info@afca.org.au](mailto:info@afca.org.au)

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

For further information, please refer to the St George Directshares 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 freecall Infoline 1300 300 630.

If the complaint does not fall within the rules of AFCA, you may request us to submit the complaint to arbitration. If we agree 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 we do not agree to your request, you may not submit the dispute or difference to arbitration, although you may commence legal proceedings against us, 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 St. George Directshares 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 our employees

We may record telephone conversations between you and our employees. Such recordings, or transcripts from such recordings, may be used as evidence in any dispute or anticipated dispute between us and you.

# 10 Professional Indemnity Insurance

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



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International Towers  
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