



## FINANCIAL SERVICES GUIDE

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This **Financial Services Guide (FSG)** is dated on the 2<sup>nd</sup> day of March 2018 and is issued to you by **EightCap Pty Ltd ("EightCap")** (AFSL #391441) trading as **Blueberry Markets Group**.

The purpose of this FSG is to provide you with key information about the financial services provided by Blueberry Markets Group. It is designed to give you information required to make an informed decision about whether to use those financial services. If you receive an electronic copy of this FSG, you should download or otherwise receive all of this FSG.

## ABOUT THIS DOCUMENT

This FSG contains information about:

- ✓ who Blueberry Markets Group is and how you can contact Blueberry Markets Group;
- ✓ the type of financial services and products Blueberry Markets Group is authorised to provide;
- ✓ how you can instruct Blueberry Markets Group;
- ✓ how Blueberry Markets Group is remunerated for these services;
- ✓ additional documents Blueberry Markets Group may give you;
- ✓ associations and relationships Blueberry Markets Group may have;
- ✓ how Blueberry Markets Group deals with customer complaints and where clients can go for further help; and
- ✓ records Blueberry Markets Group keeps and its privacy policy.

Note this FSG contains general information only. If you have further questions, please contact Blueberry Markets Group directly.

## ADDITIONAL DOCUMENTATION

In addition to this FSG, Blueberry Markets Group will provide you with other documentation prior to investing in any OTC derivative products.

This includes a Product Disclosure Statement (PDS) which contains important information about the features, benefits, risks and fees applicable for the products and services offered – this must be read carefully in order to make an informed decision prior to investing, and a Client Agreement which governs the relationship between you and Blueberry Markets Group.

## WHO WE ARE

Blueberry Markets Group is a company registered in Australia offering a wide range of financial products to an extensive client base.

## CONTACT DETAILS

Address: Level 11, 356 Collins Street, Melbourne  
VIC 3000, AU

Phone: +61 3 8373 4800

Email: [support@blueberrymarkets.com](mailto:support@blueberrymarkets.com)

Internet: [www.blueberrymarkets.com](http://www.blueberrymarkets.com)

## WHO WE ACT FOR

Blueberry Markets Group holds an *Australian Financial Services Licence* (AFSL) Number 391441 and is regulated by the *Australian Securities and Investment Commission* (ASIC) and thus is responsible for all the financial services and products issued to you.

Blueberry Markets Group acts for itself when providing its financial services to you and is the principal when issuing *over-the-counter* (OTC) financial derivative products to you.

## AUTHORISATIONS AND SERVICES PROVIDED

Blueberry Markets Group is authorised under its AFSL to provide dealing and execution services in OTC financial derivative products, principally in margined *Foreign Exchange (Forex, FX)* as well as *Contracts for Differences (CFDs)* on shares, stock indices, and commodities, and to give general financial product advice.

Blueberry Markets Group's services are available to retail, wholesale and professional investors.

## NATURE OF ADVICE

**Blueberry Markets Group only provides clients with general financial product advice – we do not provide personal advice.**

The advice provided by Blueberry Markets Group relates only to the product and will not be based on your personal circumstances. Newsletters, trade alerts and research papers are examples of general advice Blueberry Markets Group may give you.

You should, therefore, before acting on any advice, consider the appropriateness of the advice and the products, having regard to your own personal objectives, financial situation, and needs. You should obtain a *Product Disclosure Statement (PDS)* and consider the contents in the PDS relating to the product before making any decision about whether to use the products or services.

You should also obtain professional financial advice regarding the suitability of the products and services offered in light of your personal financial needs, objectives and circumstances from a licensed professional.

## INSTRUCTIONS

You may give Blueberry Markets Group dealing instructions either by telephone or via the electronic trading platform.

Any other form of communication which is not a dealing instruction may be made by telephone, in person, or in writing by post or email. It should be noted that telephone lines may be recorded in order to provide a record of transactions.

## ASSOCIATIONS & RELATIONSHIPS

Blueberry Markets Group has a relationship with providers of broking, settlement and clearing services however these relationships do not materially influence the provision of financial services by Blueberry Markets Group to you.

## REMUNERATION, COMMISSION & BENEFITS

There are no fees, charges or costs for the services and products covered in this FSG. The fees, costs and charges for transactions are disclosed in the PDS for those products.

Blueberry Markets Group may also arrange for you to be supplied with financial services and products issued by third-party or non-related product providers, and consequently receive a fee, commission or other type of remuneration or benefits from these non-related issuers as a result of you investing in one of their products or services. Any remuneration or benefits that Blueberry Markets Group may derive from these non-related issuers is included in the fees and commissions agreed with you – you do not pay extra.

All Blueberry Markets Group staff are remunerated by way of salary and other employee benefits. They may also be eligible for a discretionary bonus which is based on achievement of pre-determined business objectives such as a contribution to profit, client services, risk management and leadership/team contribution.

If you need further information relating to remuneration, the range of amounts or rates of remuneration, please contact Blueberry Markets Group directly.

## DISPUTE RESOLUTION

Blueberry Markets Group has both internal and external dispute resolution procedures in place to resolve complaints or concerns from clients.

All complaints will be initially handled and investigated internally by Blueberry Markets Group. If you have a complaint about the financial services provided to you, please advise Blueberry Markets Group either by telephone, email or letter – all complaints and queries will be investigated promptly and fully.

Alternatively, if you are not satisfied with the outcome, you have the ability to escalate your concerns to an external dispute resolution scheme and write an appeal to the *Financial Ombudsman Service (FOS)* at 1300 780 808 or [info@fos.org.au](mailto:info@fos.org.au).

## RECORD-KEEPING OBLIGATIONS

Blueberry Markets Group undertakes to ensure that comprehensive and accurate records of clients are properly maintained.

As a financial services provider, Blueberry Markets Group has an obligation under the *Anti-Money Laundering and Counter Terrorism Financing Act (AML/CTF Act) 2006* to verify your identity and the source of any funds. This means that Blueberry Markets Group will ask you to provide identification documents such as a valid passport or a driver's licence before setting up your trading account with Blueberry Markets Group – your information will be held securely.

Please be advised that Blueberry Markets Group may not be able to provide any services to you if you are unwilling to provide the required documentation to Blueberry Markets Group.

## **PRIVACY POLICY**

All information that Blueberry Markets Group collects about you will be treated in accordance with its Privacy Policy which can be found on its website at [blueberrymarkets.com](http://blueberrymarkets.com).

Blueberry Markets Group only discloses personal information to external parties for the purposes of execution, clearing and settlement of transactions, or those who act on its behalf in the operation of its 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, Blueberry Markets Group takes reasonable steps to ensure that to the maximum extent reasonably possibly any information sent has the same level of privacy protection as it provides here in Australia.

Blueberry Markets Group will not otherwise disclose your personal information without your consent, except as authorised or require by privacy laws. When Blueberry Markets Group collects, uses, discloses or handles your personal information, it is committed to compliance with the *Privacy Act 1988* and the *National Privacy Principles*.