

Emerald Financial Group

Financial Services Guide

Issue Date: 19 October 2022

The provider of the services described in this Financial Services Guide is the Australian Financial Services Licensee Emerald Financial Group Pty Ltd ABN 85 106 823 741 Australian Financial Services Licence Number: 241041.

Registered Office: Level 2, 353 Flinders Lane Melbourne 3000



WHAT IS A FINANCIAL SERVICES GUIDE?

This Financial Services Guide (FSG) is designed to:

- Help you decide whether to use any of our financial services;
- Inform you about the remuneration and benefits received by us or any related person; and
- Inform you about how we handle complaints.

If we make a recommendation for you to acquire a particular financial product or offer to arrange the issue of a financial product to you, where applicable we will also provide you with a Product Disclosure Statement (PDS), Product Information Statement (PIS), or a Prospectus. These documents contain information about the particular financial product to assist you in making an informed decision about that product.

WHO ARE WE?

Emerald Financial Group Pty Ltd and its Representatives (sometimes referred to as “The Licensee”, “Emerald”, “we”, “us” or “our” throughout this FSG) provide the financial services set out in this Guide.

Emerald Portfolio, Emerald Equities Australia, Emerald Equities Research and Emerald Direct are all registered business names of Emerald Financial Group Pty Ltd and are covered by this FSG.

Our representatives include employees, consultants or directors of Emerald or our related companies TradersCircle Pty Ltd a Corporate Authorised Representative of Emerald (Authorised Number 303987; ABN 65 120 660 497) and Principal Investor Relations Pty Ltd (ABN: 51 633 750 928).

Emerald Financial Group has authorised the distribution of this FSG.

Please be aware that your telephone calls may be recorded for training and compliance purposes. Please tell us if you do not wish for your call to be recorded.

WHAT FINANCIAL SERVICES AND PRODUCTS DO WE OFFER?

We are authorised to provide advice on and deal in securities, derivatives (such as options) and deposit products. This means we can provide you with:

- Advice on securities, options and deposit products; and
- Assistance in arranging execution of security and option trades.

Other services we provide include:

- Education courses
- Subscription services
- Portfolio management

Any advice we provide is general only. This means that any advice is prepared without taking into account your objectives, financial situation or needs, and you should consider the appropriateness of the advice before acting on it. If the information relates to the acquisition of a particular financial product, where applicable you should obtain a copy of and consider the PDS, PIS or Prospectus for that product, before making any decisions in relation to it. If

trading equity products, you should conduct your own research, before making any decision. When we provide these services, we are acting on behalf of Emerald, who is acting on its own behalf. It does not act on behalf of any other product provider.

WHAT FEES AND REMUNERATIONS DO WE RECEIVE?

By using or continuing to use our services, you agree that:

- All fees and charges received by us as described in this FSG are a benefit given to us by you, in exchange for the services provided by us;
- Representatives are paid by these fees; and
- You understand, consent to, authorise and direct us to charge you in this way.

Transaction Fees

If Emerald arranges for the execution of your Security or Option trade, you will receive a contract note from the Exchange member.

The contract note will indicate the fees charged by Emerald and retained by the Exchange Participants.

The fee will be either a flat fee or a fee that is a percentage of the trade. The Participant will retain some of that fee.

The contract note will indicate the fees charged by The Licensee and retained by the Participant. This varies depending on the market traded. All fees and charges are outlined in the PDS provided.

For costs of trading on other global markets please review the PDS or alternatively speak to us – please note that all fees are in local currency.

Emerald Portfolio Management Fees

If you invest in an Emerald Portfolio a management fee of up to 1.1% per annum (including GST) is charged based on the net asset value of your portfolio. The management fee is paid monthly or quarterly in arrears in a method agreed to at the commencement of the service e.g. directly debited from a linked Cash account, bank transfer. Please note this is discussed with you prior to investing.

Exchange Traded Fund (ETF) Fees

Where you invest in an Emerald Portfolio - ETF, the ETF's may incur a management and administration fee such as a Management Expense Ratio, these are fully outlined in the applicable Product Disclosure Statement (PDS) provided to you.

Commissions Payable - Placement of Capital Investments

Where you subscribe to a Capital Investment and we are an adviser on the offer, we may receive commission of up to 6% of amounts subscribed in excess of \$5,000 per application and 8% in respect of amounts subscribed less than \$5,000 per application. Please note this is out of the company's own resources and not from your application money.

How are Representatives Paid?

Emerald and the Licensee's directors and representatives are paid a salary and/or a portion of the fees received from clients. From time-to-time bonuses may also be paid depending on the company and the individuals' performance.

Please contact us if you would like further information on our fees and charges or remuneration and other benefits received by Emerald or our representatives. Your request, however, must be made within a reasonable time after you are given this FSG and before any financial service is provided to you.

NOTE: Transaction fees are inclusive of GST

ASX HIN TRADING		
	Online	Full Service
Equities and Warrants	Min \$19.80 or 0.11%	Min \$82.50 or 0.22%
Options	Min \$49.50 or 0.385%	Min \$82.50 or 0.55%
*Includes GST **Does not include exchange fees		

*Foreign exchange fees may be charged by our ASX Participant. This will be disclosed in the contract note

INTERNATIONAL CUSTODIAL TRADING		
	Online	Full Service
Equities and Warrants	AUD = Min \$19.80 or 0.11% USD = Min \$15.00 0.075 per share	AUD = Min \$33.00 or 0.22% USD = Min \$25.00 or 0.075 per share
Options	AUD = \$33 and 0.33c per contract USD = \$25 and 0.65c per contract	AUD = \$33 and 0.66c per contract USD = \$25 and \$2.50 per contract
Index Options, Futures, Options on Futures	AUD = \$33 and \$2.75 per contract USD = \$25 and \$2.50 per contract	AUD = \$33 and \$5.50 per contract USD = \$25 and \$5.00 per contract
*Includes GST **Does not include exchange fees		

PORTFOLIO RATES	
Equities and Warrant Transactions	
Portfolio Rates	Up to \$75 or 0.20% (whichever is higher)

Further details on fees and charges are outlined in the PDS provided.

PRIVACY STATEMENT

We are committed to ensuring the confidentiality and security of your personal information.

If you do not provide some or all the personal information requested by us, we may be unable to provide you with our products or services.

We collect information about you for the following purposes;

- to assist us in providing requested products or services to you;
- to consider and assess your request for a product or service;
- to provide you with information about a product or service and invite you to marketing events;
- to protect our business and other customers from fraudulent or unlawful activity;
- to conduct our business and perform other management and administration tasks;
- to consider any concerns or complaints you may have;
- to manage any legal actions involving Emerald;
- to comply with relevant laws, regulations and other legal obligations, including the Anti-Money Laundering and Counter-Terrorism Act 2006 and Corporations Act 2001; and
- to help us improve the products and services offered to our customers, and to enhance our overall business.

We may need to disclose your personal information to;

- a related entity of Emerald;
- an agent, contractor or service provider we engage to carry out our functions and activities, such as our lawyers, accountants, trading platform providers and portfolio service providers;
- organisations involved in a transfer or sale of all or part of our assets or business;
- organisations involved in managing our payments, payment merchants and other financial institutions such as banks;
- regulatory bodies, government agencies, law enforcement bodies and courts; and
- anyone else to whom you authorise us to disclose it or as required by law.

We may disclose personal information to recipients that are located outside Australia in some circumstances. We use cloud data storage providers that operate internationally and therefore your personal information may be sent to servers that are located overseas.

It is impracticable for us to list the locations in which these servers may be located.

Our Privacy Policy (available at www.emeraldfinancial.com.au) contains information about how:

- you may access the personal information we hold about you;
- you may seek the correction of your personal information; and
- to make a privacy complaint and how we will deal with your complaint.



COMPLAINTS PROCEDURE AND COMPENSATION ARRANGEMENTS

What should you do if you have a complaint?

If you have a complaint, you can contact us and discuss your complaint.

Please contact the Complaints Manager of our Licensee using any of the contact details at the start of this FSG. We will try and resolve your complaint quickly, fairly and within prescribed timeframes.

If the complaint cannot be resolved to your satisfaction within 30 days, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001

Compensation arrangements

We have arrangements in place to maintain adequate professional indemnity insurance as required by s912B of the Act. This insurance provides cover for claims made against us and our representatives, including claims in relation to the conduct of representatives who no longer work for us but who did so at the time of the relevant conduct.

