



# FTX Australia Pty Ltd – FINANCIAL SERVICES GUIDE

## Issue date

1. 21 March 2022.

## Purpose and contents of this Financial Services Guide (FSG)

2. This FSG is intended to provide you with important general information regarding our services prior to providing you with a financial service, and to assist you in deciding whether to use any of our financial services offered in the FSG. It includes the following:
  - 2.1 who we are and how you can contact us;
  - 2.2 what services we are authorised to provide;
  - 2.3 how we are remunerated for these services;
  - 2.4 the disclosure documents and statements you will receive;
  - 2.5 any conflicts of interest we may have; and
  - 2.6 our dispute resolution process.
3. If you require further information beyond this FSG please contact us.

## Who we are

4. The financial services and products referred to in this FSG are provided by FTX Australia Pty Ltd ABN 84 129 217 812 (**FTX Australia, we, us or our**) the holder of Australian Financial Services Licence (**AFSL**) number 323193.

## Our contact details

5. Our business address: Level 6, 228 Pitt Street, Sydney NSW 2000.
6. Our telephone number: 02 9048 3800.
7. Our website: <https://www.ftx.com/>.
8. Our email: [legal@ftx.com](mailto:legal@ftx.com)

## Financial services we can offer

9. FTX Australia holds an AFSL which authorises us to provide the following financial services to retail and wholesale clients:
  - 9.1 deal in foreign exchange contracts and derivatives;
  - 9.2 provide general financial product advice in relation to foreign exchange contracts and derivatives; and
  - 9.3 make a market in foreign exchange contracts and derivatives.

### **Financial products we offer**

10. Under this FSG, FTX Australia offers the following financial products, which are over the counter derivative products, to its clients:
  - 10.1 contracts for difference in respect of underlying digital assets;
  - 10.2 options contracts in respect of underlying digital assets;
  - 10.3 futures contracts in respect of underlying digital assets;
  - 10.4 leveraged tokens; and
  - 10.5 such other products as are notified to you from time to time.

Leveraged tokens are not available for retail clients at this time.

### **Our advice policy**

11. FTX Australia will provide you with general information only. Please note that the information contained in this FSG and those provided by our representatives do not constitute a recommendation, advice or opinion regarding our services and products and do not take into account your individual objectives, financial situation, needs or circumstances.
12. We also do not provide managed discretionary account services. We act only as executing broker and our liability is limited to our conduct in that capacity. We do not accept any risks associated with third-party appointing to manage accounts.
13. We recommend that you obtain independent advice to ensure our services are appropriate for your particular financial objectives, needs and circumstances.

### **Other documents you may receive**

14. FTX Australia will provide clients with the relevant documentation to facilitate the provision of transactions, including a terms and conditions on which clients trade and our product disclosure statement (**PDS**) which sets out important information about our products.

### **Method of providing financial services**

15. If you wish to use FTX Australia services you must create an account which is subject to acceptance of our PDS, Target Market Determination, and our terms and conditions. Our PDS and terms and conditions documents contain detailed terms of use applicable to our trading platform.
16. Once you have an account you will be able to access our trading platform where you will be able to access FTX Australia services.

### **Who do FTX Australia act for?**

17. FTX Australia is responsible for the financial services it provides to you under its AFS Licence and does not act for any other financial services licensee.

18. FTX Australia is a market maker, not an agent, when dealing in its financial products which are off-market over-the-counter derivatives. We act as principal in all transactions with you in respect of these financial products.
19. We never take possession of your digital assets which you provide as collateral for opening any positions in our products which have margin requirements. Any digital assets you provide as collateral are held in your digital wallet which is managed by our related entity, FTX Trading Limited.

### **Fees and Charges, Remuneration and other benefits received by us and our employees**

20. Our fees and charges, that we are charged by us, are disclosed and updated from time to time on our website: <https://help.ftx.com/hc/en-us/articles/360024479432-Fees>.
21. FTX has a tiered fee structure for all [futures](#) and [spot](#)\* markets, as follows:

Tier	30 D Volume (USD)	Maker Fees	Taker Fees
1	0	0.020%	0.070%
2	> 2,000,000	0.015%	0.060%
3	> 5,000,000	0.010%	0.055%
4	> 10,000,000	0.005%	0.050%
5	> 25,000,000	0.000%	0.045%
6	> 50,000,000	0.000%	0.040%

22. In addition, there are fee discounts for holders of the FTT token, which is the native token of the FTX Exchange.

FTT Holding (USD)	Discount on FTX Fees	Other Privilege
\$100	3%	N/A
\$1,000	5%	N/A
\$5,000	10%	N/A
\$10,000	15%	N/A
\$50,000	20%	N/A
\$100,000	25%	N/A
\$200,000	30%	N/A
\$500,000	35%	N/A
\$1,000,000	40%	Automatically become Tier 4
\$2,500,000	50%	Automatically become VIP 1
\$5,000,000	60%	Automatically become VIP 2

23. FTT holdings cannot decrease taker fees below 0.015%.
24. FTT stakers receive maker rebates up to 0.0030%, and it costs only 25 FTT to have 0 maker fees.
25. FTX Australia charges no fees on Futures Settlement.

26. Other fees may apply and will be notified to you in relation to any administrative matters, including withdrawal fees charged by FTX Trading or conversion fees charged by the DCE if you are converting digital assets to fiat currency.
27. FTX Australia employees and representatives that provide you with general advice and execution services receive remuneration for the provision of those services.
28. Our employees and representatives receive remuneration, performance bonuses and other benefits which may in part based on profitability, which includes earnings from our trading. The payment of such benefits is subject to compliance with the conflicted remuneration provisions set out in the Corporations Act and ASIC guidelines.

#### **Benefits of other service providers**

29. You may have been referred to the FTX Australia platform by a service provider who may receive a financial benefit from us. This should have been disclosed to you by the relevant service provider.
30. We can provide details of any referral benefits that relate to your transactions upon reasonable request.

#### **Conflict of interest disclosure**

31. FTX Australia does not consider that there are any existing relationships or associations which might influence us when providing our services.
32. FTX Australia may arrange for you to be supplied with financial services and products issued by non-related product providers. We may receive a fee, commission payment or other remuneration or benefit from these non-related issuers as a result of you investing in one of their products or services. Any remuneration or benefits that we may derive from non-related issuers is included in the fees and commissions agreed with you.

#### **Dispute Resolution**

33. FTX Australia has an internal dispute resolution process in place to resolve any complaints or concerns you may have. Any complaints or concerns should be directed to the Complaints Officer (by telephone, email, or letter).
34. We will provide acknowledgement of receipt of written complaints within 1 business day and seeks to resolve and respond to your complaints within 30 days of receipt. We will investigate your complaint, and provide you with our decision, and the reasons on which it is based, in writing.
35. If you wish to lodge a complaint with the Complaints Officer see the contact details set out in this FSG.
36. If you are dissatisfied with the outcome, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA) which is an external dispute resolution scheme to deal with complaints from consumers in the financial system. To access AFCA see the following:
  - 36.1 Online: [www.afca.org.au](http://www.afca.org.au)
  - 36.2 Email: [info@afca.org.au](mailto:info@afca.org.au)

36.3 Phone: 1800 931 678

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

37. You may also want to make a complaint to the Australian Investment Securities and Investment Commission (ASIC) via the free infoline on 1300 300 630.

#### **Compensation arrangements**

38. FTX Australia have professional indemnity insurance in place that is in compliance with section 912B of the *Corporations Act 2001* (Cth) and the ASIC Regulatory Guide 126. The policy covers work done for us by our representatives and employees after they cease to work for us.

#### **Record keeping obligations**

39. FTX Australia will seek to ensure that comprehensive and detailed records of all clients transactions and advice provided, are properly maintained.