

1. CMC Markets Singapore Pte. Ltd.

CMC Markets Singapore Pte. Ltd. is a member of the CMC Markets group of companies. The CMC Markets group has offices in Australia, Hong Kong, Beijing, Sydney, London, Frankfurt, Toronto and New York.

Our details are set out below. "We", "us", "our" or "CMC Markets" in this Financial Services Guide ("FSG") refers to CMC Markets Singapore Pte. Ltd..

Business Address

CMC Markets Singapore Pte. Ltd.
50 Raffles Place #14-06
Singapore Land Tower
Singapore 048623

Company Registration Number: 200605050E

Phone: 1800 559 6000 (within Singapore only)

Direct: + 65 6559 6000

Facsimile: + 65 6559 6099

Email: sales@cmcmarkets.com.sg

Website: www.cmcmarkets.com.sg

Postal Address

CMC Markets Singapore Pte. Ltd.
50 Raffles Place #14-06
Singapore Land Tower
Singapore 048623

2. Purpose and content of this FSG

This FSG 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 CMC Markets when it provides retail customers with the financial services described in Sections 4.1 and 5. Those financial services relate to the derivative products ("CMC Products") that you deal in with CMC Markets.

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; and
- our internal and external dispute resolution procedures and how you can access them.

The key information is set out in answers to the questions below.

If you need more information or clarification, please telephone the Sales Department on 1800 559 6000 (within Singapore only) or + 65 6559 6000.

3. Product Disclosure Statement, Terms of Business and other documents

You may receive our Product Disclosure Statement ("PDS") and Terms of Business ("TOB") if we offer to issue a CMC Product to you. Before you can open an account with us to trade CMC Products you must have received the PDS and TOB, and acknowledged that you have read the Risk Disclosure Statement provided to you pursuant to Section 128(1) of the Securities and Futures Act (Cap. 289) ("SFA RDS"). You must also acknowledge that you have read the separate risk disclosure statement provided to you which sets out the risks of dealing in CFDs, including CFDs on commodities (the "CFD RDS"). The PDS contains information about CMC Products, including risks and benefits, costs, fees and charges, how to trade in CMC Products, dispute resolution, and significant characteristics and features of CMC Products,, while the TOB set out the terms and conditions on which CMC Markets will provide its services to you. The PDS and the TOB are available from our website or by telephoning us.

This FSG, the PDS and the TOB are important documents and should be read in their entirety in deciding whether to acquire or to continue to hold CMC Products. You should keep this FSG, the PDS, the TOB, all other documents described in Section 4.2, and any updated information that is provided to you ("CMC Documents"), for future reference.

4. Dealing in CMC Products

4.1 CMC Products

CMC Markets may offer following financial products to its customers in Singapore:

- Contracts for Difference ("CFDs") on individual Shares and other securities;
- CFDs on indices and sectors;
- CFDs on gold and silver;
- CFDs on foreign exchange;
- CFDs on treasuries and commodities;
- such other products as are notified to you from time to time.

In general terms, a CFD is an agreement between you and CMC Markets which allows you to make a profit or loss from fluctuations in the price of the CFD. The price of the CFD will be based on the price of the underlying asset or index. See our PDS for further details on CMC Products.

4.2 Dealing in CMC Products

Your dealing in CMC Products with CMC Markets will be undertaken in accordance with the following documents that you will have received from CMC Markets (eg by downloading from its website):

- this FSG;
- the application form and its appendices;
- the PDS;
- the TOB; and
- the **MarketMaker**[®] end-user licence agreement.

This FSG should be read in conjunction with the above documents before you commence dealing in CMC Products.

4.3 Consult your financial adviser

Before dealing in CMC Products you should give consideration to your objectives, financial situation, needs and the risks of loss associated with dealing in CMC Products, in order to assist you in deciding whether CMC Products are suitable for your purposes.

CMC Markets recommends that potential customers seek advice from an appropriately qualified independent financial advisor before deciding to make an application to open an account with CMC Markets.

4.4 Who regulates CMC Markets?

CMC Markets is regulated in Singapore by the Monetary Authority of Singapore (the "MAS") and holds a Capital Markets Services Licence.

4.5 CMC Markets' Privacy Policy

All information that CMC Markets collects about you will be treated in accordance with our privacy policy which can be found in the PDS and online at www.cmcmarkets.com.sg.

CMC Markets ensures that all personal and private information collected will be kept confidential and secure and will not be disclosed to any third party without permission, save as otherwise provided in the PDS.

5. What financial services does CMC Markets provide?

CMC Markets is authorised under its Capital Markets Services Licence to conduct dealing in CFDs and leveraged foreign exchange trading.

We are authorised to provide these financial services to retail customers.

Please note that CMC Markets is not regulated by the MAS in respect of its dealing in CFDs on commodities or CFDs on any other underlying instruments where such CFDs are not subject to regulation under the Securities and Futures Act (Cap. 289). CMC Markets is also not regulated by IE Singapore pursuant to the Commodity Trading Act (Cap. 48A) in respect of its dealings in CFDs on commodities or CFDs on any other underlying instruments.

CMC Markets will often provide information to its customers about CMC Products. This information will only be **general** in nature because it will not take into account your personal financial situation, objectives or needs. This type of information is discussed in more detail in Section 5.1.

CMC Markets will **not** provide you with **personal financial 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 Sections 5.1 and 5.2.

5.1 What is general information?

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

General information can include information about CMC Products.

If you require **personal financial advice** specific to your particular financial situation, objectives or needs, you will need to speak to your financial adviser. CMC Markets does not give **personal financial advice**.

5.2 What is personal financial advice?

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

5.3 How do I deal in CMC Products?

You may place orders to deal in CMC Products by using the electronic dealing platform known as **MarketMaker**[®] through a computer connected to the internet or your compatible mobile telephone. You can also place orders by telephoning CMC Markets' dealing desk on 1800 559 6000 (within Singapore only) or + 65 6559 6000.

There are special types of orders that you can place when dealing in CMC Products. Some of those orders are described in detail in the PDS. Should you require further information about the types of orders that you can place when trading CMC Products, ask a CMC Markets employee.

When using **MarketMaker**[®] dealing software through your computer you may view all your positions at any point in real-time, as well as all deals, orders, pending orders and statements using the online back office facility. In the first instance you should use the electronic facility to confirm all dealings undertaken with CMC Markets and to monitor your obligations. CMC Markets will also send you communications, including daily and monthly statements and margin call advice in electronic form. More information about **MarketMaker**[®] can be found in the PDS.

5.4 What is CMC Markets' position when dealing in CMC Products with you?

CMC Markets is a market maker and an issuer of CMC Products, not a broker. CMC Markets therefore acts as principal on our own behalf when providing financial services to you. We do not act as your agent.

5.5 Who is responsible for the general information given to me?

When you speak with us, you are dealing with one of CMC Markets' employees. CMC Markets is therefore responsible to you for any general information given to you.

6. How will I pay for the financial services?

CMC Markets will not charge any fee for giving you information about CMC Products.

CMC Markets as issuer of the CMC Products will receive the following amounts, all of which are described in more detail in the PDS for CMC Products. This FSG only contains a general summary of the common fees, costs and charges. You should refer to the PDS for further details. All fees, costs and charges and other amounts payable are subject to change from time to time.

The fees and charges that you pay to CMC Markets may ultimately benefit other members of the CMC Markets group and their associates.

6.1 What are the common fees, costs and charges that I will pay when trading with CMC Markets?

Type	Description
Commissions – Share CFDs	<p>Commissions are charged on each share CFD trade and are debited from your account on completion of the execution of the trade.</p> <p>The commission charged will depend on the type of contract being traded. It will be either:</p> <ul style="list-style-type: none"> • the minimum specified amount for that contract type; or • the relevant commission rate multiplied by the notional value of

	<p>the CFDs traded, whichever is higher.</p> <p>For example, the commission on an individual share CFD trade will (subject to the minimum commission) be calculated as a percentage of the notional value of the trade.</p> <p>The minimum commission amount and the commission rate for share CFDs will vary depending on which underlying market the underlying security is traded, and are set out in the PDS.</p> <p>Commissions are charged in the currency in which the instrument is denominated.</p>
Financing charges on long share, index and sector CFDs	<p>If you hold a long share, index or sector CFD overnight we will charge you interest for the total notional value of the position at the relevant financing rate. The rate is determined by adding a percentage rate for the particular type of CFD, to a country specific relevant interest rate (eg the Reserve Bank Overnight Rate for Australian Share CFDs), which is determined by CMC Markets from time to time (the "Relevant Interest Rate").</p> <p>The financing rates are set out in the PDS.</p> <p>Financing charges are debited from your account on a daily basis.</p>
Rollover charges on forex spot CFDs and long bullion CFDs	<p>Forex spot CFDs and long bullion CFDs that are rolled over may incur a rollover charge. The rollover charge is calculated according to the applicable rate in the interbank markets, the size of the position, the duration of the rollover period, the spread applied by CMC Markets, and (for forex CFDs only) the currency pair ("Rollover Rate").</p> <p>The charge you pay at the Rollover Rate is reflected in the price at which your open position is rolled forward.</p> <p>Rollover Rates are calculated on an ongoing basis by CMC Markets.</p>
Interest charges on a debit account balance	<p>If you have a debit balance on your currency ledger account after the total margins for CFDs valued in that currency have been taken</p>

	into account, interest will be charged on the debit balance (notwithstanding the cash balance in your account or any collateral that you may have provided to CMC Markets). The interest rate used is based on the Relevant Interest Rate (see above) for that currency, plus 3%. Any interest due is deducted from your account on a daily basis.
Exchange fees	<p>If you deal in Australian share or sector CFDs, you will be required to pay at minimum an exchange fee of AUD41.25 per calendar month. The exchange fee covers fees that CMC must pay to the Australian Stock Exchange for use of real-time ASX prices in the online trading platform. The exchange fee is debited from your account at the end of each month.</p> <p>You will not have to pay an exchange fee for any given month if the total commission you incur for any given calendar month is AUD50 or greater.</p>

You may also be required to pay certain other amounts to us being:

- **Dividend adjustments:** If you hold a short CFD position, with a share as its underlying reference instrument, your account will be charged an amount equal to any cash dividend paid on the underlying share.
- **Premiums for guaranteed stop-loss orders relating to share CFDs, index CFDs and sector CFDs:** The amount of the premium that you must pay is calculated by multiplying the premium, which may be expressed in points or as a percentage, for the relevant CFD, by the notional value of the relevant CFD order. The premium points or percentage for each type of share, index and sector CFD is set out in Section 4 of the PDS. The premium is charged to your account at the time the order is accepted;
- **Minimum account opening amount:** To open an account a minimum amount of S\$1,000 or its currency equivalent must be deposited. Note that you are also required to maintain a minimum equity balance in your account or we may close out some or all of your positions (refer to the PDS for further details of when we may close out your positions);

- **Margin:** You must maintain an amount in your account on an on-going basis sufficient to satisfy margin requirements. The amount of margin required is generally calculated as a percentage of the notional contract value. For forex CFDs the margin is calculated as a percentage of the notional value of the position. Initial margin is payable on acceptance of your order and margin requirements are calculated on an on-going basis. Margin rates are set out in the PDS. They vary depending on the type of CFD and the underlying market.

Fees and charges that you pay in connection with a CMC Product will be shown on your daily statement.

In addition, being a market maker, CMC Markets may charge a bid / offer spread in respect of its CFDs, which will also affect the profits or losses you make when dealing in CFDs.

6.2 What administration charges will I pay?

CMC Markets will also charge the following administrative charges in respect of CMC Products:

Administration service	Fee
Withdrawals	SGD1.50
Foreign Currency Telegraphic Transfers	SGD10
Credit Card Receipts	2.8% of the transaction
Duplicate Statements by post	SGD40.00
Transcripts of Telephone Conversations	Upon application
Returned Cheque Fee	Upon application
Audit Certificates	Upon application
Debt Collection	First Call SGD25.00 (plus GST) Second Call SGD50.00 (plus GST) Referral to Agency SGD150.00 (plus GST)

Administration charges are subject to change from time to time and are deducted from your account on or shortly following occurrence of the relevant event.

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 CMC Products?

Carefully consider whether dealing in CFDs is appropriate for you in the light of your financial circumstances. In deciding whether or not you wish to become involved in dealing in CFDs with CMC Markets, you should be aware CFDs are speculative products that are highly leveraged and carry significantly greater risk than non-g geared investments such as share trading and you could both gain and lose large amounts of money. You may sustain losses in excess of the moneys you initially deposit and also in excess of the margin required to establish and maintain a CFD position with CMC. In certain circumstances, CMC Markets may exercise its discretion to close out your CFD position.

You should not invest in CFDs unless you understand and are comfortable with the risks of dealing in CFDs. 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 CMC Markets' financial service?

CMC Markets 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 CMC Markets and speak to an employee. Explain carefully the nature of your problem and tell us how you would like us to fix the problem. Most often, problems can be quickly rectified and the sooner you refer an issue to us the better for everyone.

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

Complaints Officer
CMC Markets Singapore Pte. Ltd.
50 Raffles Place #14-06
Singapore Land Tower
Singapore 048623

At this stage it will help us if you complete a customer feedback form which is available on our website. If CMC Markets does not resolve your complaint to your satisfaction, you may lodge a complaint with the Financial Industry Disputes Resolution Centre ("FIDReC"), which is an independent disputes resolution scheme of which CMC Markets is a member.

Before you can refer a dispute to FIDReC, you must have submitted a complaint to us which is not resolved to your satisfaction within four weeks of our receiving such complaint.

To file your claim with FIDReC you should send the necessary documents and information to:

Financial Industry Disputes Resolution Centre
112 Robinson Road #13-03
HB Robinson
Singapore 068902

Alternatively, you may email your claim to FidRec at info@fidrec.com.sg or fax your claim to (65) 63278488.

The dispute resolution process at FIDReC would consist of two stages. At the first stage, FIDReC's Case Manager may mediate the dispute between you and CMC Markets. Where the dispute is not settled by mediation, the case is heard and adjudicated by a FIDReC Adjudicator or a Panel of Adjudicators.

If the dispute or difference does not fall within the jurisdiction of FIDReC, you may request CMC Markets to submit the dispute or difference to arbitration. If CMC Markets agrees to your request, the arbitration referred to and finally resolved by arbitration at the Singapore International Arbitration Centre ("SIAC") in accordance with the International Arbitration Rules of the SIAC ("SIAC Rules") for the time being in force (and not the SIAC Domestic Arbitration Rules) by a single arbitrator appointed in accordance with the SIAC Rules.

If CMC Markets does not agree to your request, you may not submit the dispute or difference to arbitration, although you may commence legal proceedings against CMC Markets, in which case you agree to submit the dispute or difference to the courts of Singapore.

To the maximum extent permitted by law, any dispute or difference whatsoever raised by you in connection with the CMC Documents and CMC Products must be dealt with in Singapore as described above. The CMC Documents are governed by the laws of Singapore.

8.2 What is the effect of a determination by FIDReC or the arbitrator?

You and we agree to accept the determination of FIDReC or the arbitrator, as the case requires, as final and binding and submit to the non-exclusive jurisdiction of the Courts in Singapore for the enforcement of any such determination.

8.3 Am I able to obtain a copy of any recordings of my telephone conversations with CMC Markets employees?

CMC Markets may record telephone conversations between you and its employees. Such recordings, or transcripts from such recordings, may be used as evidence in any dispute or anticipated dispute between CMC Markets and you. Recordings or transcripts made by CMC Markets of your telephone conversations may be destroyed under CMC Markets' normal practice, which is to destroy them usually, but not necessarily, two calendar months after the date of the conversation.

Please note that CMC Markets may charge you an administration charge for any recording or transcript that you request. The charges for such services are available from CMC Markets upon request.

9. CMC Markets' employees

9.1 How does CMC Markets provide its financial services in relation to CMC Products?

CMC Markets provides its financial services to you through its employees/representatives.

9.2 How are CMC Markets' employees and directors paid?

CMC Markets' 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 and/or the performance of CMC Markets as a whole.
