



About this document

This document is a Financial Services Guide (**FSG**) and is an important document. It is designed to assist you in deciding whether to use any of the financial services offered by VRGK Tech Pty Ltd also trading as FTMO Australia; ACN 640 619 521; AFSL 525757 (**VRGK, FTMO Australia, our, we, us**), a company incorporated in Australia and holder of an Australian Financial Services License issued by the Australian Securities & Investments Commission (**ASIC**).

We are the issuer of this document and it was prepared on 30 September 2024.

As the provider of these financial services to retail clients, we are required to provide you with this FSG, and we are responsible for its content and distribution.

This FSG provides you with important information about:

- Who we are.
- Other disclosure documents that you may receive.
- The types of financial services and products we can offer you, including the financial product advice you may receive.
- How to instruct us.
- What fees/charges/commissions are payable to us for providing these services and products.
- How we and third parties are remunerated.
- Compensation arrangements.
- Significant relationships and associations we have.
- Disclosure of relevant conflicts of interest.
- Our privacy policy and how we protect your personal information.
- Our complaints handling procedures and how you can use them.
- Records we keep.
- How can you contact us.

Please retain this FSG for your reference in any future dealings with us. We may also update this FSG at a later date with other documents, which should be read together with this FSG as appropriate.

A. Who we are?

We are licensed as a financial services provider that issues and deals in financial products, including (but not limited to) derivatives and foreign exchange contracts. We are the licensee for the financial services provided to you and are responsible for these services as the providing entity

We do not act as a representative of any other licensee in relation to the services or products we provide. We are an Australian registered company whose office is located at Three International Towers, Level 24, 300 Barangaroo Avenue, Sydney, NSW, 2000, Australia.

We are responsible for the content and distribution of the FSG. Our License details are as follows:





Licensee name: VRGK Tech Pty Ltd.
ABN: 18 640619 521
AFSL number: 525757
Version: 2 August 2024

B. Other disclosure documents you may receive

In addition to this FSG, we are also required to give retail clients a product disclosure statement (**PDS**) and make available a target market determination (**TMD**) for each of the financial products we offer.

The PDS contains important information regarding the features, benefits, fees, charges and risks associated with that financial product to assist you in making an informed decision about whether to invest in the financial product. You should consult with your licensed financial adviser if required.

The TMD outlines the class of clients that comprise the target market for each of the financial products offered by us. We have in place arrangements designed to ensure that a retail client who acquires a financial product from us is within the relevant target market for the product, as described in the TMD.

We will provide you with a copy of the PDS and the TMD before an offer is made to issue a financial product.

The PDS, TMD and the terms and conditions Customer Agreement governing each of the financial products are available on our website at www.vrgkbroker.com.au for the VRGK Contracts for difference product and www.ftmo.com/au for the FTMO Account product.

C. The types of financial services and products we can offer you, including the financial product advice you may receive.

Financial Services

We are licensed by ASIC to provide the following financial services with respect to the following financial products to wholesale and retail clients:

- 1) Provide Financial Product Advice to retail and wholesale clients for the following classes of financial products:
 - a) Deposit and payment products limited to basic deposit products;
 - b) Derivatives; and
 - c) Foreign exchange contracts.
- 2) Deal in a financial product to retail and wholesale clients by issuing, applying for, acquiring, varying, or disposing of a financial product on behalf of another person in respect of the following classes of products:
 - a) Deposit and payment products limited to basic deposit products;
 - b) Derivatives, and
 - c) Foreign exchange contracts.





- 3) Make a market to retail and wholesale clients for the following classes of financial products:
 - a) Foreign exchange contracts; and
 - b) Derivatives.

Financial Products

We offer the following products:

- **VRGK Contracts for Difference (CFDs)** products over a range of financial assets including Australian and international stock indices, commodities, and Margined FX Contracts; and
- **Our FTMO Account** product, which provides users with access to demo (i.e. simulated) trading in a range of CFDs, but with the opportunity to become entitled to a real monetary reward as a portion of the demo trading profits.

You should read and understand the PDS and the TMD we have issued in respect of each of these products before making any decision about whether to use each product.

In providing the services to you, we act as principal on our own behalf. We do not act as your agent.

In providing our services to you, other financial issues may arise, such as how to invest money or taxation issues. You should seek specific advice from the appropriate professionals if you require additional advice in relation to these issues.

Financial Product Advice

We may occasionally provide general advice regarding our financial products and services. If we provide you with such general advice, it does not take into account your objectives, financial situation and needs, and you should consider the appropriateness of the advice, having considered your personal objectives, financial situation and needs before choosing to proceed with using our products. Before investing in any financial product through our platform, you should consider whether the product is appropriate for you, and you may wish to also consult with a suitably licensed financial adviser if required. You should be aware that general advice or information is not complete and it might lose currency or accuracy.

D. How to instruct us?

We will accept your dealing instructions for the VRGK product and FTMO Account product via our relevant online trading platforms.

Any other form of communication which is not a dealing instruction may be made by telephone, by email, via website, or in person.

It is your obligation to review any statement we send to you to ensure its accuracy and report any discrepancies to us immediately. If you wish to discuss your account, or to update your personal information, you should contact us.

E. What fees and charges are payable to us for providing these services and





products?

Fees and charges for providing you with the financial products and services are received by us. All fees and charges are charged in the currency of the account you hold with us.

We accept credit/debit card payments made by Visa and MasterCard and other payment service provider credit/debit cards. Please also note that your bank may treat payments by credit card as a cash advance, which may incur additional fees, so you should contact your bank to confirm if this applies.

I. FTMO Account product

There are no fees or charges payable by you for participating in the FTMO Account. You will have paid a fee when you first signed up for the Challenge phase of the FTMO offering, before acquiring the FTMO Account.

In case of the FTMO Account, only simulated fees apply as part of the emulation of real market conditions. You should refer to the FTMO Account PDS as well as our Terms and Conditions, for further details.

II. VRGK CFD products

There are a number of costs, fees and charges that will apply to VRGK CFD product. The fees and charges vary, depending on which CFDs are traded. This FSG only contains a general summary of the common fees and charges. You should refer to the PDS and Customer Agreement for further details. All fees, costs, charges and other amounts payable are subject to change from time to time. If our remuneration is not ascertainable at the time of issue of the FSG, you may request particulars of the fees and charges payable to us within a reasonable time after you were given the FSG and before we provide the financial products to you.

You should refer to the VRGK CFD PDS as well as our Terms and Conditions, for further details.

The types of fees and charges we may charge you in relation to the VRGK CFD product include:

a) Spread

In respect of CFDs over indices, commodity, or Margined FX Contracts, we do not charge a transaction fee. Rather, we derive remuneration through charging a "spread" when we quote prices to you to buy or sell a product. The difference between the buying and selling price of a product, as quoted by us, is known as the bid-offer spread.

The bid-offer spread will vary depending on market conditions and the product concerned and is subject to variation, especially in volatile market conditions. We may adjust the bid and offer spread from time to time. This spread is paid by you, but is incorporated into the quoted rates and is not an additional charge or free payable by you above those quoted rates. We earn a spread whenever you trade with us. Of course, all buying and selling is notional, because we typically do not actually deliver





the underlying asset.

b) Commission/Transaction Fee

Transaction fees may accrue immediately upon execution of a transaction, i.e., when you open and close out a position. The transaction fee will either be reflected in the execution price as an additional component to the spread pricing, or separately, i.e., not included in the spread pricing.

The transaction fee that you will actually be charged is disclosed on your statement.

c) Costs, Fees and Charges

Details of the costs, fees and charges which have been charged are included in your statement. This is made available as an online report that can be accessed via the online trading platform or emailed to you that you can access and print upon demand.

d) Daily financing/Swap charges

If you hold a long position, 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 CFDs to a benchmark interest rate, such as the current local interbank offered rate.

If you hold a short position, your account may be credited with a financing charge, calculated at a rate determined by adding a percentage rate for the particular type of CFDs to a benchmark interest rate. The actual interest rates applied in the calculation of financing will vary from time to time. This information is available for each Product traded on the online trading platform.

e) Market making fees

Market making fees will be charged when we do not immediately (or at all) offset or 'hedge' a trading position, instead we are exposed to the outcome of a client's trade. Our Hedging Policy is available on www.vrgkbroker.com.au.

f) Currency Conversion fee

Where a deposit to be posted on your account is not denominated in the base account currency, or a transaction is denominated in a currency that is different to the base account currency, it will automatically be converted into the base currency. We may at our discretion apply a charge to the rate used to convert the deposit postings.

g) Administration fees

You will incur an administration fee when using swap charges when holding transactions for a period of time. The charge amount and the time interval for each admin charge will vary based on the instrument. This information is available for each Product traded on the online trading platform.

h) External Fees, Taxes and Charges

You are responsible for any stamp duty, transaction duty, GST or similar goods and services or value added tax payable in respect of trading.





Bank charges and fees imposed to clear your funds or in respect of your payments will also be charged to your account.

All fees and charges received by us as described in the FSG (other than third party fees and charges) are a benefit given to us by you, in exchange for the market making and dealing services provided by us.

Fees for Financial product advice

We do not charge any fees in regard to the provision of financial product advice.

Changes to fees and charges

Our fees, costs, charges and other amounts payable are subject to change from time to time. If the way we charge fees in relation to a specific financial product is not ascertainable at the time of issue of this FSG, you may request particulars of the fees and charges payable to us within a reasonable time after you were given this FSG and before we provide the financial products to you.

Please refer to the relevant PDS in each case, which contains additional information about the fees applicable to each product.

Third-Party referrals

We may enter into commercial arrangements with external parties or other financial service providers at our discretion, who may directly or indirectly introduce clients to us. We may share a portion of fees to referrals. If you trade with us through such referrals, they may have their own schedule of fees which you should separately check. We may pay remuneration or charges in respect of such referrals as consideration for the services they provide.

F. How we and third parties are remunerated

Our employees and other representatives are remunerated by salary which includes superannuation benefits, bonuses and other benefits and incentives (both monetary and non-monetary) from us and do not directly receive any commissions or fees.

Bonus payments and other benefits are discretionary and are based on achievement of predetermined objectives and may include but are not limited to, business, customer, productivity and risks. Our representatives may also be eligible to indirect benefits or corporate promotion merchandise or similar.

Various third parties including related body corporates, may also provide certain financial, information technology, human resource and other services to us from time to time to enable us to provide the services described in the FSG. You will not be charged for their remuneration. We pay for the costs of providing these services from the fees we receive.

Interest on client moneys

We are entitled to retain any interest it earns on client money held in the Client Money Account or other similarly named account, which is required to be maintained in accordance with our obligations under the Corporations Act 2001 (Cth) or other





regulatory requirements and do not pay it to clients.

Other benefits to us and our representatives

We and our representatives may from time to time receive other benefits from other financial services providers we deal with, including educational seminars, conferences and training days, to the extent the law allows. Details of other benefits will be maintained on a register as required by law.

Further Details

You may request more details about the way we and our representatives are remunerated within a reasonable time after receiving the document and before any financial services are provided to you.

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

- All fees and charges received by us as described in the FSG (other than other benefits described above) are a benefit given to us by you, in exchange for the services provided by us.
- You understand, consent, authorise and direct us to charge you in this way.

This information is subject to change and does not include information in relation to the fees or charges that you may be required to pay when using our platform.

G. Compensation arrangements

We have arrangements in place for compensating clients for loss or damage suffered because of breaches of financial services laws, which includes maintaining professional indemnity insurance cover in respect of financial services provided to our clients. This insurance covers claims in relation to the conduct of our past and present representatives in respect of any loss or damage suffered by you due to a breach by us of our regulatory obligations.

These arrangements comply with the requirements of section 912B of the Corporations Act 2001 (Cth) and ASIC Regulatory Guide 126.

H. Significant relationships and associations we have

We have working arrangements with other entities including liquidity providers, hedging counterparties, market data providers. These entities provide services to us to enable us to provide you the financial services.

I. Disclosure of relevant conflicts of interest

We do not have any relationships or associations which might influence us in providing you with any of our financial services. These conflicts of interest and associations in no way influence the provision of financial services by us to you and is not banned conflicted remuneration.

J. Our privacy policy and how we protect your personal information

Your right to privacy is important to us. We take the confidentiality and security of your personal information seriously. We may collect your personal information when you





visit our websites, when you apply to open an account with us, or when we provide you with financial services. If you do not provide us with this information, we may not be able to open your account or provide our services to you.

Your personal information (including any sensitive information) will be handled in accordance with our Privacy Policy. This policy outlines how the information we collect from you will be used, stored and disclosed consistent with the Privacy Act 1988 (Cth), as amended from time to time and the AML laws.

Our Privacy Policy is available at www.vrgkbroker.com.au and ftmo.com/au.

K. Our complaints handling procedures and how you can use them

We have laid down customer complaints handling procedures which cover the financial services that we provide to retail clients.

If you have a complaint about the financial services we provide, you should first contact our client services team.

We will acknowledge your complaint within 5 business days unless there are exceptional circumstances. All complaints will be investigated promptly, fully and fairly and will try to resolve your complaint and write to you within 30 business days of receipt of your complaint. We will either write regarding the progress, if a decision has not been made by then, or provide a final written response with a sufficient level of detail in order for you to understand the reasons for our decision for you to decide whether to escalate the complaint.

Each complaint received by us is handled on a case-by-case basis and the actions or remedies we will provide you with will also vary due to the circumstances of each case.

We are a member of the Australian Financial Complaints Authority (AFCA), which is an external dispute resolution scheme to which we are a member. If you are ultimately dissatisfied with the outcome of your complaint, you may refer the matter, free of charge, to AFCA.

The contact details for AFCA are:

Phone:	1800 931 678 (free call)
Fax:	+61 1800 931 678
Email:	info@afca.org.au
Mail:	Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001
Website:	www.afca.org.au

In most cases AFCA will then facilitate discussion and, as appropriate, negotiation between the parties. Each dispute is taken on its merits and as such requires time and effort to investigate the issues raised.





If the dispute cannot be resolved through discussion, AFCA may facilitate conciliation between the parties. The conciliation will attempt to assist the parties to identify and discuss the issues in dispute, settle the dispute and agree on the terms of such settlement. If conciliation does not result in a resolution of the dispute, it can be referred to an independent adjudicator or to a panel to make a determination.

As a member of AFCA, any determination by the adjudicator is binding on us if you accept it. However, it is not binding on you and if you decide not to accept the decision, you may pursue your dispute against us in another forum. Further information on AFCA can be found on their website www.afca.org.au.

L. Records we keep

We will seek to ensure that comprehensive and accurate records of all transactions and investments undertaken, and documentation executed, are properly maintained.

M. How can you contact us?

	VRGK Contracts for Difference (CFDs)	FTMO Account
Address:	Three International Towers, Level 24, 300 Barangaroo Avenue, Sydney, NSW 2000, Australia	
Website:	www.vrgkbroker.com.au	www.ftmo.com/au
Telephone:	+61 2 80880716	+61 899 320 009
Email:	service@vrgkbroker.com.au	support@ftmo.com

