

Financial Services Guide (FSG)

Macro Global Markets Pty Ltd

ABN: 142 210 179

AFSL: 363972

Version 1.0 | Effective Date: 15/04/2025

1. Purpose of this Financial Services Guide

This Financial Services Guide (FSG) is issued by **Macro Global Markets** to provide you with key information about:

- Who we are and the services we offer
- How we are remunerated
- Any conflicts of interest we may have
- Our dispute resolution procedures
- How you can contact us

This guide is designed to help you decide whether to use our financial services.

2. About Us

Macro Global Markets is an Australian-based financial services provider offering self-directed clients access to global financial markets via a white-label Interactive Brokers trading platform. We are licensed by the Australian Securities and Investments Commission (ASIC) under **AFSL 363972**.

We do **not** provide personal advice. All services are offered on an **execution-only basis**.

3. Our Services

We are authorised under our AFSL to provide the following services to retail and wholesale clients:

- Dealing in a financial product:
 - Securities (e.g., shares, ETFs)
 - Derivatives (e.g., options, futures)
 - Foreign exchange contracts
- Arranging for clients to access third-party trading platforms
- Providing general advice (limited to factual or general product information)

We do **not** provide:

- Personal advice tailored to your financial situation or objectives
- Portfolio management or discretionary trading

4. How You Can Give Instructions

You may give trading instructions through the trading platform (web or mobile), or by contacting us directly if support is needed. We do not accept instructions by fax, SMS, or social media.

5. Fees and Charges

We may receive fees or commissions in the form of:

- **Brokerage fees** on each transaction you make
- **Platform or data fees** (as charged by the platform provider)
- **Interest or margin fees** (if margin trading is used)

All fees are disclosed on our website or within the trading platform at the time of transaction. You may also request a full fee schedule from us.

6. Relationships and Conflicts of Interest

We operate under a **white-label agreement with Interactive Brokers**. While we may benefit commercially from this relationship, we do not receive conflicted remuneration or commissions that could influence the advice or service you receive.

All staff are salaried or paid under transparent incentive structures that comply with RG 246.

7. Privacy

We are committed to protecting your personal information. Our full **Privacy Policy** is available on our website and complies with the Privacy Act 1988 and the Australian Privacy Principles.

8. Complaints Handling

If you have a concern or complaint, please contact us:

Email: support@macrogm.com.au

Phone: (02) 9136 99 36

Mail:

Suite 02, Level 30
25 Bligh Street
Sydney NSW 2000

We will acknowledge receipt of your complaint within **24 hours** (or one business day) and aim to resolve all issues within **30 calendar days**.

If you are not satisfied with our response, you may lodge a complaint with:

Australian Financial Complaints Authority (AFCA)

Website: www.afca.org.au

Phone: 1800 931 678

AFCA Member ID: 24293

9. Compensation Arrangements

We maintain professional indemnity insurance in accordance with s912B of the Corporations Act to cover the services we provide under our licence.

10. Contact Us

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Phone: (02) 9136 99 36