

# Financial Services Guide (FSG)



## Macro Global Markets Pty Ltd

ABN: 142 210 179

AFSL: 363972

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## 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. What is General Advice?

Macro Global Markets may provide general financial product advice. This type of advice does **not** take into account your personal objectives, financial situation, or needs. It is typically limited to information about financial products or markets and is intended to help you make your own informed decisions.

#### 4.1 Examples of General Advice We May Provide:

- Providing information about the features of an equity, ETF, or derivative product.
- Sharing market news, research, or educational content that discusses trading strategies or market conditions.
- Hosting webinars or content that explains how the ASX Stock Market Open Time affects trading opportunities, without recommending specific trades or strategies tailored to you.

#### 4.2 What is Not General Advice (and what we don't do):

- Recommending a particular security, trade, or investment strategy based on your financial goals or circumstances.
- Suggesting you buy or sell a specific asset based on your risk profile or investment history.
- Tailoring content, analysis, or portfolio suggestions specifically for your personal situation.

We do not provide personal advice. If you require financial advice tailored to your individual circumstances, you should consult a licensed financial adviser who is authorised to provide personal advice.

## 5. 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.

## 6. 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.

## 7. 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.

## 8. 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.

## 9. 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](http://www.afca.org.au)

Phone: 1800 931 678

AFCA Member ID: 24293

## 10. Compensation Arrangements

Macro Global Markets maintains professional indemnity insurance that satisfies the requirements under section 912B of the Corporations Act 2001. This insurance is designed to cover claims relating to the financial services provided under our Australian Financial Services Licence, including those arising from the conduct of current and former employees and representatives.

## 11. Contact Us

### **Macro Global Markets**

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