

# Financial Services Guide

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## 1. **What is a Financial Services Guide?**

This Financial Services Guide (**FSG**) is an important document to help you understand and decide if you wish to use the financial services we are able to offer you.

It provides you with information about Macrovue Limited (**Macrovue, us, our, we**) and the services we provide. Its purpose is to help you decide whether to use any financial service we offer and includes:

- Who we are and how we can be contacted;
- What financial services and products we are authorised to provide to you;
- The costs of any services we may provide to you;
- How we (and any other relevant parties) are paid and any remuneration we may receive;
- Any relationships we have with any other organisations affiliated with us or with product issuers, which might influence us in providing financial services to you;
- Who to contact if you have a complaint and how such complaints may be dealt with; and
- Our compensation arrangements.

Any advice given by Macrovue is general advice only and does not take into account your specific needs or objectives. All of our commentary, statements of opinion and recommendations in relation to financial products have been prepared without taking into account your personal objectives, financial situations or needs. It is up to you to decide whether this is appropriate for you. Accordingly, a Statement of Advice will not be provided.

Investment in securities involves risk. Share prices rise and fall. The payment of dividends and the return of capital are not guaranteed. Investing in overseas markets exposes you to additional risks including those related to movements in foreign currency exchange rates.

Further details about risk can be found in the Client Contract and on the Macrovue website ([www.macrovue.com.au](http://www.macrovue.com.au))

## 2. **Who will be providing the Financial Services to you?**

Macrovue provides clients in Australia with the ability to purchase listed financial products in markets in several countries around the world. We make it simple and convenient to invest in international shares via thematic portfolios of multiple stocks, each called a Vue (**Vue**). We also allow you to create and trade your own Vue.

We act on your behalf when arranging the purchase and sale of securities on an applicable exchange and the ongoing holding of those securities.

To use our services, you need to agree to our Client Contract. The terms are available on our website. It is important that you read the Client Contract before investing.

Macrovue has entered into a Consolidated Account Clearing Agreement with Interactive Brokers Australia Pty Ltd (IB) under which IB will provide execution, clearing, and custody services to customers of Macrovue. IB is registered with the Australian Securities and Investment Commission (ASIC) and is a participant of ASX, ASX 24 and Chi-X Australia. IB does not endorse or recommend any introducing brokers, third-party financial advisors or hedge funds, including Macrovue Limited. None of the information contained herein constitutes a recommendation, offer, or solicitation of an offer by IB to buy, sell or hold any security, financial product or instrument or to engage in any specific investment strategy. IB makes no representation, and assumes no liability to the accuracy or completeness of the information provided in this FSG. For more information regarding IB, please visit [www.interactivebrokers.com](http://www.interactivebrokers.com).

Macrovue is not a broker or a participant of an exchange and will always engage a licensed third party executing broker to effect transactions. These executing brokers are clearing participants or they will engage a clearing participant to settle your trades. Under their terms of engagement, these executing brokers have placed limits on their liability, do not guarantee the availability of their services and have rights in relation to the securities that are purchased through them which they might be able to exercise contrary to your interests. Accordingly, Macrovue cannot guarantee that your trades will be executed either at all, within a particular timeframe or at a particular price.

Macrovue and its related bodies corporate do not have any relationships with the issuers of financial products that might reasonably be expected to influence Macrovue in providing any of the authorised services listed in part 4 below.

### **3. *How you may provide instructions to us***

If you wish to execute transactions using our services, you can give us instructions through our website. The method by which Macrovue will accept your instructions is subject to the terms and conditions of trading with Macrovue (accessible from the Macrovue website).

Macrovue will not accept instructions from you to execute transactions on your behalf that are received by e-mail or post.

Should you wish to contact us for reasons other than the execution of a transaction on your behalf, you may also contact us on or write to us at:

Telephone: +61 1300 720 292  
Internet: [www.macrovue.com.au](http://www.macrovue.com.au)

Macrovue Limited  
Level 13, 124-130 Pitt Street Sydney NSW 2000  
Email: [support@macrovue.com.au](mailto:support@macrovue.com.au)

### **4. *What services and products are we authorised to provide to you?***

Macrovue is authorised to offer the following financial services to retail and wholesale clients:

- Provide General Financial Product Advice; and
- Deal in Financial Products; and
- Provide Custodial and Depository Services.

Products on which we are authorised to provide general financial product advice and deal in are:

- Interests in Managed Investment Schemes; and
- Securities.

In providing our service, other financial issues may arise, such as how to invest money, or taxation issues. However, we are not authorised to provide advice relating to those financial issues, or any other issues except those explained above. You should seek specific advice from the appropriate professionals if these issues are relevant to you.

## **5. *What remuneration or other benefits do we receive?***

There are a number of costs, fees and commissions that you may be required to pay us, in order to use our services, [which](#) are remuneration to Macrovue. [These are set out in the sections below:](#)

### **5.1 Brokerage Fees**

Brokerage fees are payable each time an Australian or international share is traded (bought or sold) including for all shares in a Vue. The remuneration earned by Macrovue is a maximum of 1% of the trade value with a minimum in the range of \$15 AUD - \$50 AUD.

### **5.2 Foreign exchange conversion fees**

If you trade in foreign shares, a foreign currency conversion will take place that may attract a conversion fee. We may waive these conversion fees for conversion of small amounts of foreign currency. A foreign currency conversion may also require multiple transactions in order to get filled.

The foreign exchange conversion rate shown to you after your trades have been executed includes a spread of up to 50 bps of which up to 100% is retained by Macrovue as remuneration.

Some foreign exchange conversions may require an additional transaction in a third currency if a direct currency pair is not available (e.g. if you buy a Swedish stock then your AUD balance will first be converted to USD before it can be converted to Swedish Krona). This may result in two foreign exchange conversion fees.

### **5.3 Research fees**

Research fees are payable to Macrovue for the services provided to research the shares in a Vue established by Macrovue. The research fees are calculated daily for the market value of the holdings in the Vue on the close of the previous day. The fees are then charged on a monthly basis from your account. The remuneration retained by Macrovue in relation to research fees is up to 0.8% pa of the funds invested in a Vue.

## **6. *How are our people and third parties remunerated?***

Our directors and employees who provide the financial services described in this FSG are remunerated by way of salary and other employee benefits. They may also be eligible for a discretionary bonus.

If you have been referred to us by another party, that other party may receive an introductory fee and/or an ongoing commission on every transaction. This fee will usually be calculated as a percentage of Macrovue's fees but will be fully disclosed to you upon request and will not be an additional cost to you.

You may request further details of the fees and benefits (including any commissions) that may be payable at any time by contacting Macrovue via email or phone.

## **7. *Compensation Arrangements***

We are covered by professional indemnity insurance which is taken out to ensure sufficient resources will be available to meet any potential claims against us, as required by s912B of the Corporations Act 2001. This insurance provides cover for claims made against Macrovue and its representatives/employees including claims in relation to the conduct of employees who no longer work for Macrovue but who did so at the time of the relevant conduct.

## **8. *What should you do if you have a complaint?***

If you are not satisfied with any aspect of the service that has been provided by us, you are entitled to complain. We have established procedures to ensure that all enquiries and complaints are dealt with. Please contact our Complaints Manager on:

Phone: +61 1300 720 292

Email address: [complaints@macrovue.com.au](mailto:complaints@macrovue.com.au)

Postal address: Level 13, 124-130 Pitt Street Sydney NSW 2000

We will try and resolve your complaint quickly and fairly and within prescribed time frames.

If the complaint cannot be resolved to your satisfaction you have the right to refer the matter to the Australian Financial Complaints Authority (**AFCA**) which is an external complaints service, of which Macrovue is a member (member number 38153).

You can contact AFCA on 1800 931 678 (if in Australia) or +61 1800 931 678 (if outside Australia) or in writing at GPO Box 3, Melbourne, Victoria 3001, Australia. You can also contact AFCA through their website: [www.afca.org.au](http://www.afca.org.au), by email: [info@afca.org.au](mailto:info@afca.org.au), or by facsimile (03) 9613 6399

<p><b>We record inbound and outbound telephone conversations to the Macrovue office for compliance and training purposes.</b></p>
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Please retain this FSG for your reference and any future dealings with us.