



Halifax Financial Services Guide

HALIFAX INVESTMENT SERVICES

BROKING & FIDUCIARY SERVICES

Halifax Investment Services Ltd

ABN 52 096 980 522

AFS Licence Number 225973

Governor Phillip Tower

Level 40, 1 Farrer Place, Sydney NSW 2000

Investors Service Centre 1300 363 505

Version 08-09-2011

Contents

Section 1 – Purpose of this Financial Services Guide	3
Section 2 – Overview of Halifax Investment Services Limited	4
Section 3 – Financial Services and Financial Products	4
Section 4 – Fee Structure	5
Section 5 – Associations and Relationships	6
Section 6 – Complaints	7
Section 7 – Compensation Arrangements	8

Section 1

Purpose of this Financial Services Guide

A. Financial Services Guide

This Financial Services Guide has been prepared by Halifax Investment Services Ltd ACN 096 980 522 (**Halifax, we, us, our**). Halifax holds an Australian Financial Services Licence (licence number 225973). The purpose of this Financial Services Guide is to:

- ensure that you receive important information about the type of financial services we are authorised to provide to you;
- assist you in deciding whether to use any of the financial services that we are authorised to provide to you;
- provide you with information about the remuneration that we may receive in relation to financial services offered; and
- provide you with details in relation to our complaints and dispute resolutions procedures.

B. Other Documents

In addition to this Financial Services Guide, you may receive other documents from us.

If we make a recommendation to you in relation to a financial product (other than securities, government debentures, stocks and bonds), we will provide you with a Product Disclosure Statement in relation to that financial product.

The Product Disclosure Statement will contain information in relation to the features, benefits, risks and fees associated with the financial product and should assist you in deciding whether to acquire the financial product.

A copy of the Product Disclosure Statement is available at www.halifax.com.au – listed under “Product Disclosure Statement” on the home page. We provide both general and personal advice.

If we provide you with personal financial product advice, we will provide you with a Statement of Advice, which will take into consideration your personal considerations, objectives, financial situation and needs. The Statement of Advice will contain the advice, the basis on which the advice is given and information about fees, commissions and associations.

If we provide additional advice that adds to the Statement of Advice, we will provide you with a Statement of Additional Advice.

If we provide further advice:

- you may request a record of that advice (Record of Advice) if you have not already been provided with that record by providing us with instructions as outlined in section 3; and
- a request for a Record of Advice has to be made within 7 years from the date of when the further advice was provided.

Some of our financial services are provided by our Authorised Representatives. If there are special features of that service, we will give you a Supplementary Financial Services Guide for those features and detail the identity and contact details of the Authorised Representative, the remuneration they receive and the services they are authorised to provide.

Section 2

Overview of Halifax Investment Services Ltd

A. Contact Details

Business Name: Halifax Investment Services Ltd
A.B.N.: 52 096 980 522
Australian Financial Service Licence: 225973
Office Location: Governor Phillip Tower
Level 40
1 Farrer Place
Sydney NSW 2000
Australia
Telephone: +61 2 9241 4321
Facsimile: +61 2 9241 4331
Email address: operations@halifax.com.au
Website: www.halifaxonline.com.au

B. Business Description

Halifax provides financial product advice and arranges for the execution of trades in Securities, Derivatives, Futures, CFDs and Foreign Exchange products to retail and wholesale clients. Halifax's services allow you to trade throughout Australasia, the United States and Europe. Execution and clearing services for transactions executed through Halifax are provided by both Halifax and external parties.

Section 3

Financial Services and Financial Products

Halifax holds an Australian Financial Services Licence, under which we are authorised to provide financial product advice in:

- Deposit and payment products limited to:
 - Basic deposit products;
- Derivatives;
- Foreign exchange contracts;
- Interests in managed investment schemes excluding investor directed portfolio services;
- Securities; and
- Financial products limited to:
 - Miscellaneous financial investment products.

Halifax is also authorised to deal in:

- Derivatives;
- Foreign exchange contracts; and
- Apply for, acquire, vary or dispose of a financial product on behalf of another person in respect of the following classes of products:
 - Basic deposit and payment products;
 - Derivatives;
 - Foreign exchange contracts;
 - Interests in managed investment schemes excluding investor directed portfolio services;
 - Securities; and
 - Miscellaneous financial investment products; and

Halifax is authorised to make a market for:

- Foreign exchange contracts; and
- Derivatives.

Halifax is authorised to provide the above financial services to retail and wholesale clients.

For a complete list of the financial services Halifax is authorised to offer, please refer to ASIC's website (www.asic.gov.au). If you are having trouble finding this on ASIC's website, please call us and we will take you through the steps.

How to provide instructions

The method by which you will instruct us will vary depending on what type of financial service we are providing to you.

We will agree on an appropriate means for you to provide us with instructions (for example, the type of electronic trading platform you wish to use). Other methods of instructions are telephone orders within specified hours, or in the case of prior approval facsimile, email or in person before we provide you with any financial services.

Section 4

Fee Structure

A. How does Halifax get paid?

Brokerage or commission is charged when you buy and sell most financial products.

The brokerage rates below are the maximum that Halifax could charge. Brokerage rates are negotiable for active clients and/or on large transactions and you could receive cheaper rates. The rates below should be used as the maximum guide only. Please call for our most competitive rate.

All figures are quoted in Australian dollars unless otherwise stated.

Our standard brokerage rates applicable to transactions are as follows:

- Securities transactions are charged per transaction, a fee of up to \$93.50 or 1.1% (including GST) of the transaction value (whichever is greater);
- Transactions for Exchange Traded Options are charged a fee of up to \$93.50 (including GST) per transaction up to 40 option contracts and \$2.20 (including GST) per contract thereafter. This does not include Australian Clearing House (ACH) fees. For a full description of ACH fees please refer to www.asx.com.au; and
- Futures transactions are charged as follows:
 - ASX/SFE transactions are \$55 (including GST) 'per side'; that is, buying and selling a domestic contract has a combined cost of \$110 (including GST). For all Futures Contracts outside of Australia transactions are charged at the equivalent foreign exchange rate of up to \$55 AUD (including GST) 'per side'. Subsequent volume are charged at the same additional prevailing rate on both domestic and foreign transactions; and
 - Options on Futures transactions are charged up to \$55 (including GST) per option contract; that is, buying and selling a domestic Option contract has a combined cost of \$110 (including GST). For all Option on Futures Contracts outside of Australia transactions are charged at the equivalent foreign exchange rate of up to \$55 AUD (including GST) per contract. Subsequent volume are charged at the same additional prevailing rate on both domestic and foreign transactions; and

Contract For Difference (CFD's)

Commission is based on the full notional value of your CFD transaction and expressed as a percentage of the contract value with a fixed minimum charge. Commission is directly based on the volume transacted by you.

The commission rates for both Market Made and Direct Market Access varies depending on the type of CFD you trade, however the maximum fee you will pay is 2% of the full notional value of the transaction. For the comprehensive fee schedule with respect to commission levels please refer to Annexure B of the CFD Product Disclosure Statement (PDS) located on the Halifax web site www.halifax.com.au or phone the office for a free copy on 1300 363 505.

Foreign Exchange

For Margin FX Contracts based on the full notional value of your Foreign Exchange transaction and expressed as a percentage of the contract value with a fixed minimum charge, commission is directly based on the volume transacted by you.

The commission rate maximum fee you will pay is 1% of the full notional value of the transaction.

The minimum Transaction Fee can be up to \$20 per transaction at the equivalent foreign exchange rate. Commission is only charged when the Margin FX Contract is initially opened and closed and not each day when it is 'rolled'. For roll over fees and definition, refer to section titled 'Roll Over Fee' of the Foreign Exchange PDS located on the Halifax web site www.halifax.com.au or phone the office for a free copy on 1300 363 505.

FX Option commission is based on the face value of the underlying Margin FX Contract and is based on the full notional value of your Foreign Exchange transaction and expressed as a percentage of the contract value with a fixed \$20 minimum charge at the equivalent foreign exchange rate. Commission is directly based on the volume transacted by you. The commission rate maximum fee you will pay is 1% of the full notional value of the underlying Margin FX Contract.

Data Fees

If you require 'live' data, then, depending on the product you are trading, and where that product is based may then determine if you will be required to enter into a subscription agreement with the associated exchange. Halifax may provide you with this agreement. Halifax does not earn any income from data fee subscription. You are not obligated to enter into a data subscription to open an account with Halifax.

Interest on Credit and Debit Balances

Unless otherwise negotiated with Halifax, there is no interest applied where your account balance is in credit. If, through negotiation, Halifax offers any interest on your credit balance, then factors which may affect the amount of interest includes the currency in which the account is denominated, a discount to the relevant reference interest rate (for example, if your account is denominated in AUD, the RBA cash rate) and the amount of monies held in excess of your Margin Requirements.

Interest is charged where your account balance is in debit. In this case Halifax may charge up to 3% above the Reserve Bank of Australia (RBA)'s official cash rate.

For a complete description of these products and the terms used, please download a copy of the relevant Product Disclosure Statement (PDS) from the Halifax website www.halifax.com.au or phone the office for a free copy on 1300 363 505.

- Currently, there are no account or management fees involved in opening and maintaining an account with Halifax.
- There is no minimum balance or activity that would incur a fee.

Should there be a change in the fee structure, Halifax will notify you by email, or post a notice to your account or Halifax's website.

B. How do Halifax's representatives get paid?

Halifax's representatives are remunerated by way of a share in the revenue earned by Halifax based on a number of factors relating to their (and Halifax's) overall performance during the year, this can range from 0% to 100% of fee revenue.

Section 5

Associations and Relationships

A. Privacy Policy

We recognise the importance of ensuring that you have confidence in the way we handle your personal information. Personal information is any information about an individual that identifies the individual or by which their identity can reasonably be ascertained. We will collect personal information from you and use it to provide financial services to you.

We abide by the National Privacy Principles established under the Privacy Amendment Act 2004.

We may disclose your personal information to external contractors for the following purposes:

- execution, clearing and settlement of financial products transactions;
- accounting for financial products transactions;
- causing statutory audits to be conducted as required by law;
- maintenance and service of our information technology systems; and
- in the course of reviews by external consultants.

You can be assured that your information will be maintained on a confidential basis by any contractor to whom it is disclosed.

B. Associations with other Financial Service Providers

Halifax has established relationships with other service providers to conduct business on your behalf. This does not affect your rights and obligations that you have with Halifax.

Halifax may offer you financial products issued by its associates or third parties, amongst other organizations they may include Margin Lenders, Banks, Brokers, and AFSL holders. Halifax may earn commission on financial products presented to you, which will be disclosed at the time of the offer. Halifax may earn brokerage and other fees at a rate of 1% to 100% of the fee revenue charged by that entity.

If you choose to use a margin lending facility, Halifax will not give you personal advice or take into consideration your personal financial situation. Halifax only gives general advice on the financial products you use for the margin lending. Please refer to the offer document of the Margin Lender to understand all appropriate risks of margin lending. We may receive referral fees from time to time from Margin Lenders. These will vary depending on the Margin Lender and the balance of your loan. Generally we may earn a fee of up to 1.5% per annum of the notional value.

C. Associations with Authorised Representatives

Halifax has relationships with a number of persons whom it has appointed as authorised representatives (**Authorised Representatives**). Most of those Authorised Representatives provide training and information sessions in relation to financial products. Authorised Representatives may receive commission from us in respect of referrals made to Halifax of your business. The commission they receive will be described in the relevant Supplementary Financial Services Guide given to you.

Section 6 Complaints

We want to know about any problems you may have with the services we provide to you so we can take steps to resolve the issue.

All complaints will be properly handled and investigated promptly. Should you still feel dissatisfied with the outcome, you may take your concerns to an external body for a resolution.

If you have a complaint about the financial services provided to you, please take the following steps:

1. Please contact the Halifax Complaints Officer by telephone, facsimile, email or letter:

Complaints Officer: Attn: Compliance Officer
Office Location: Governor Phillip Tower
Level 40
1 Farrer Place
Sydney NSW 2000
Australia

Telephone: +61 2 9241 4321

Facsimile: +61 2 9241 4331

Email address compliance@halifaxonline.com.au

We have internal dispute resolution procedures that meet the essential elements of Australian Standard 4269-1995 and other minimum requirements set out in ASIC Regulatory Guide 165 (Licensing: Internal and External Dispute Resolution). A copy of these dispute resolution procedures may be obtained by contacting Halifax and requesting a copy.

2. You can also complain to the Financial Ombudsman Service (FOS) in writing at:

Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
Telephone: 1300 780 808

Halifax is a member of FICS's complaints resolution scheme and its membership number is F-3307.

3. If you are still dissatisfied with the outcome, then you can contact the Australian Securities and Investments Commission (ASIC) on 1300 300 630. This is a Freecall Infoline. This is another alternative that you may use to make a complaint and obtain information about your rights.

Section 7

Compensation Arrangements

Halifax is covered by a Professional Indemnity Insurance Policy which satisfies the requirements of section 912B of the Corporations Act 2001 (Commonwealth).

Subject to its terms and conditions, the Policy covers certain clients for loss or damage suffered as a result of breaches of the relevant obligations of Halifax, its employees and representatives in relation to its AFS licence.

Subject to its terms and conditions, the Policy also covers certain breaches by the employees and representatives employed by Halifax at the relevant time.

