

# Financial Services Guide

Aruda Pty Ltd  
ACN 084 146 403  
AFSL 338674

## Details

This Financial Services Guide (FSG) dated 1 September 2009 and is provided to you by Aruda Pty Ltd (Aruda, we, our, us) to inform you of the financial services provided by us and to comply with our obligations as the holder of an Australian Financial Services Licence (AFSL No 338674). This FSG is provided for the use of persons classified as retail clients only.

## Purpose and Contents of this FSG

This FSG is meant to assist you in deciding whether to use our services and to explain:

- who we are;
- what financial services we provide and the products to which those services relate;
- what our responsibilities are and what type of advice we give;
- how you can instruct us;
- what you can expect to pay for the financial services we provide;
- what remuneration and other benefits may be paid to us, our employees or others;
- what to do if you have a complaint, and how it will be dealt with;
- any (potential) conflicts of interest we may have;
- for what purpose we use your contact data;
- how you can contact us

This FSG contains only general information about the services we offer. If you still have any questions after reading this FSG, please contact us. Our contact details are listed at the end of this document.

## Who we are and What Services are we Authorised to Provide

Aruda holds a current Australian Financial Services Licence (AFSL) No 338674 authorises us to provide you with the following range of financial services:

- (a) provide general and personal financial product advice for the following classes of financial products: (i) derivatives; and (ii) securities;
- (b) deal in a financial product by:
  - (i) issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products: (A) derivatives; and
  - (ii) applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products: (A) derivatives; and (B) securities; and
- (c) make a market for the following financial products: (i) derivatives; to retail and wholesale clients.

We act on our own behalf when providing a service to you. We act under our own AFSL when we provide services to you.

The Service Provider is Aruda Pty Ltd ACN 084 146 403 (Aruda, we, our, us). Aruda registered office in Australia is located at 15A Prince Albert Street, Mosman, NSW 2000.

## What information do we offer you as our Client

We can offer you factual market data and information, including general advice, regarding those products and services our AFS Licence permits us to provide. The products on which we may provide this information include:

- OTC Derivatives (for commodities such as physical wool, grains, electricity) including Contracts for Difference (including over securities);
- Securities traded on the ASX;
- Foreign Currencies (CFD or margin traded);
- Futures and options traded on approved exchanges around the world;
- Options on securities traded on approved exchanges around the world; and
- Client education seminars (product awareness and trading skills).

## How you can instruct us and your obligations

We will accept order instructions in any of the following ways:

- via telephone (please note that telephone calls may be recorded);
- in writing (including email or facsimile, where authorised by Aruda). You must check and confirm with us that orders sent via fax or email have in fact been received by us; and
- electronically, via Aruda's electronic trading platform.

You must review any confirmation or statement we send to you immediately upon receipt to ensure its accuracy and report any discrepancies to us.

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# Financial Services Guide

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## Nature of Advice and our Responsibilities

Please note that in the event of Aruda providing you with personal advice (advice which takes into consideration one of more of your financial objectives circumstances or needs) we shall provide you with a Statement of Advice, except where you are classified a wholesale client or in the limited circumstances detailed below. The Statement of Advice will set out the personal advice which we have given you (including any recommendations), the basis for our advice and information about any fees, commissions, associations or relationships which may reasonably be expected to be capable of influencing the provision of that advice.

### Further Market Related Advice

You will not receive a Statement of Advice where:

- we give you "further market-related" advice over the telephone, electronically via ARUDA's electronic trading platform, by fax or by email about financial products that derive their value or are traded on a licensed or other approved market ("live markets") and you need to act on the advice promptly and we have previously provided you with a Statement of Advice and we have not been advised of any significant change to your personal circumstances and the basis of our prior advice. You may still request a copy of the Statement of Advice within 90 days of such advice being provided;

or

- you have elected not to supply sufficient information concerning your personal financial circumstances, needs and objectives, and have acknowledged only general advice will be provided by ARUDA. Please note that where only general advice has been provided to you by ARUDA, you should take appropriate steps to assure yourself this transaction is suitable for your specific objectives, financial situation and needs.

### Execution-related Telephone Advice

You may request a record of execution-related telephone advice (as that term is used in the Corporations Act) which we will provide to you. Such a request must be made within 90 days after the day on which the execution-related telephone advice is provided, if you have not already been given details of that advice (which may be in the form of a copy of a tape recording or a written transcript). You may request a copy of the record by Telephone, Email, Fax, or Post. Where a request is made, Aruda will seek to carry out your request within two business days.

## Documentation we provide

### Transaction Documentation:

ARUDA will provide clients with the relevant (client agreement, Terms of Business and confirmation) documentation to facilitate requested transactions.

### Factual information/Deal execution only:

ARUDA can provide you with factual information and research, and facilitate execution only requests.

### Product Disclosure Statements:

If we make a recommendation for you to acquire a particular financial product or offer to provide or arrange for the provision of a particular financial product, you should also receive a Product Disclosure Statement which contains details of the particular financial product so that you can make an informed decision whether to acquire the product.

## ARUDA's Record Keeping Obligations

ARUDA will seek to ensure that comprehensive and accurate records of client profiles, together with all advice/recommendations provided, are properly maintained.

## Who do we act for?

ARUDA is responsible for the financial services we provide to you under our Australian Financial Services Licence.

ARUDA is a market maker, not an agent, when dealing in Contracts for Difference and margin foreign exchange contracts, i.e. off-market Over-The-Counter (OTC) derivatives. Accordingly, ARUDA acts as principal in all transactions with you in respect of these specific financial products. ARUDA may also arrange for you to be supplied with financial services and products issued by non-related product providers. ARUDA may receive a fee or commission payment from these non-related issuers as a result of you investing in one of their products or services.

ARUDA does not act as a representative of any other licensee in relation to the services or products we provide.

## Remuneration/commission/benefits expected to be received by ARUDA for the provision of financial Services

ARUDA is remunerated through the fees and commissions that we charge you. With certain products, we are also directly remunerated by non-related product issuers through ongoing commissions.

Fees and commissions charged to you will depend on the type of financial product being traded, the frequency of your trading activity, the type and level of service required and the size of the transaction. Rates are subject to negotiation by you with ARUDA prior to transacting any business. Fees and commissions, once disclosed and agreed, will be charged to your trading account at the time your transaction is executed.

The tables attached in the Annexure to this FSG, provide an indication of standard commission rates which are subject to change from time to time. All rates are quoted exclusive of any Goods and Services Tax plus exchange and transaction fees.

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## Financial Services Guide

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Aruda Pty Ltd  
ACN 084 146 403  
AFSL 338674

A description of the fees, charges and commissions payable to ARUDA for each of the financial products offered by ARUDA can be found in the Product Disclosure Statement for the relevant financial product.

ARUDA's employees and directors are remunerated by way of salary and other employee benefits. They may also be eligible for a discretionary bonus which is based on achievement of pre-determined business objectives such as contribution to profit, client service, risk management and leadership/team contribution.

Certain employees, directors and representatives may also receive 0% to 70% of all fees and commissions generated from their clients depending on the level of salary and the aggregate revenue that they earn for ARUDA.

If you receive personal advice from a representative of ARUDA, more detailed information about fees, commissions and other benefits payable to ARUDA or our representative will be contained in or with your Statement of Advice.

ARUDA is also entitled to retain any interest it earns on client money held in the segregated accounts it must maintain pursuant to the Corporations Act. The rate of interest is determined by the provider of each segregated account.

### Disclosure of any Relevant Conflicts of Interest

ARUDA does not have any relationships or associations which might influence us in providing you with our services.

### Dispute Resolution

ARUDA has an internal dispute resolution process in place to resolve any complaints or concerns you may have, quickly and fairly. Any complaints or concerns should be directed to the Complaints Officer (by telephone, facsimile, or letter) at the address and telephone/fax numbers provided in this FSG, or by email to [complaints@aruda.com.au](mailto:complaints@aruda.com.au)

We will provide acknowledgement of receipt of written complaints within 5 business days, and seek to resolve and respond to complaints within 30 business days of receipt. We will investigate your complaint, and provide you with our decision, and the reasons on which it is based, in writing.

If you are dissatisfied with the outcome, you have the right to lodge a complaint with the Financial Ombudsman Service Ltd [contact details below], an approved external dispute resolution scheme, of which ARUDA is a member. You may also make a complaint via the ASIC freecall Infoline on 1300 300 630.

#### Financial Ombudsman Service Ltd

GPO Box 3,  
Melbourne VIC 3001  
Telephone: 1300 780 808  
Facsimile: +613 9621 2291  
Website: [www.fos.org.au](http://www.fos.org.au)  
Email: [info@fos.org.au](mailto:info@fos.org.au)

### Professional Indemnity Insurance

Aruda maintains professional indemnity insurance for the financial services it provides in compliance with the requirements of s912B of the Corporations Act (and related Corporations Regulations and ASIC Policy). The professional indemnity insurance covers claims made in relation to the conduct of representatives/employees who no longer work for Aruda (but who did at the time of the relevant conduct).

### Privacy

Your privacy is important to us and we are committed to compliance with the Privacy Act and the National Privacy Principles. We maintain a record of your personal profile which includes your personal details and details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

We may disclose your personal information to external parties, such as our financial service providers, for the purposes of arranging/facilitating your investments or transactions. Such external parties are required and committed to protecting your privacy.

If you wish to access information we hold about you, please ask us and we will make arrangements for you to do so. A copy of our privacy policy detailed in our PDS and Account opening documents is also available from us upon request.

### Contacting Us

Aruda Pty Ltd  
Tel: (02) 8004 0234  
Fax: (02) 9969 7097  
Mail: PO BOX 3794 Mosman NSW 2088  
Website: [www.aruda.com.au](http://www.aruda.com.au)  
Email: [info@aruda.com.au](mailto:info@aruda.com.au)

## Financial Services Guide

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### ANNEXURE to Financial Services Guide dated 1<sup>st</sup> September 2009

The below tables attached in this Annexure to this FSG, provide an indication of our standard commission rates which are subject to change from time to time. All rates are quoted exclusive of any Goods and Services Tax plus exchange and transaction fees. Rates are subject to negotiation with Aruda prior to transacting any business.

<b>FINANCIAL PRODUCTS ISSUED BY ARUDA</b>	<b>MINIMUM DUE TO ARUDA</b>	<b>MAXIMUM DUE TO ARUDA</b>
Contracts For Difference (OTC)	0.10% of gross transaction value or AUD \$10.00 per transaction whichever is greater	2.00% of gross transaction value or AUD \$80.00 per transaction whichever is greater
Margin foreign exchange contracts including foreign exchange options (OTC)	1 basis point	40 basis points

<b>FINANCIAL PRODUCTS ISSUED BY NON-RELATED PROVIDERS</b>	<b>MINIMUM DUE TO ARUDA</b>	<b>MAXIMUM DUE TO ARUDA</b>
Domestic futures listed on SFE & ASX	AUD \$3.50 per side	AUD \$90.00 per side
International futures	USD \$3.50 per side	USD \$90.00 per side
International equities	USD \$18 per side	3.00% of gross transaction value in USD
ASX listed financial products (excluding futures, options & capital raisings)	0.11% of gross transaction value or AUD \$16.00 per transaction whichever is greater	2.00% of gross transaction value or AUD \$90.00 per transaction whichever is greater
ASX listed options	0.11% of gross transaction value or AUD \$16.00 per transaction whichever is greater	3.00% of gross transaction value or AUD \$90.00 per transaction whichever is greater

Certain products we may also receive ongoing commission from the product issuer generally between 10 to 50 basis points.

A description of the fees, charges and commissions payable to ARUDA for each of the financial products offered by ARUDA can be found in the Product Disclosure Statement for the relevant financial product.