

## FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG), dated 31 March, 2011, is designed to assist you in deciding whether to use any of the financial services offered by Rivkin Securities Pty Ltd (AFSL 332802) (us, we, our). Any FSG issued by us previously is replaced by this document.

The purpose of the FSG is to explain:

- What type of advice you might receive from us;
- How you can give us instructions;
- The kinds of financial services that we provide and the financial products to which those services relate;
- Who we act for in providing financial services;
- Risks involved when using financial products and services;
- How we, our staff and other relevant persons are paid for the financial services offered;
- The associations or relationships between us and any related persons and issuers of financial products that might influence how we provide the financial services; and
- How complaints against us are dealt with.

While it is our mandate to provide non-advisory dealing services, we are licensed to offer general financial advice. We do not provide, and are not licensed to provide, personal financial advice to our clients. Any general financial advice that we provide has been prepared without taking account of any particular person's investment objectives, financial situation or needs. Therefore, before acting on the advice, you should consider the appropriateness of the advice, having regard to your objectives, financial situation and needs.

There may be a product disclosure statement or other offer document for the securities and financial products discussed by our staff members or communicated via written, verbal or electronic means. You should obtain a copy of the product disclosure statement or offer document before making any decision about whether to acquire the security or product.

### HOW TO GIVE US INSTRUCTIONS

We accept instructions from you in person, by telephone, facsimile, post, electronically via our website's straight through processing facility or email.

### AUTHORISED FINANCIAL SERVICES

We are authorised to:

- deal in: deposit and payment products, limited to basic and non-basic deposit products; derivatives; securities; and
- advise in relation to the products listed above

### WHO WILL BE PROVIDING FINANCIAL SERVICES?

We act for you on our own behalf when we provide the financial services detailed above and not as an agent or representative for anyone else.

Other Australian Financial Services Licensees may provide services in relation to products issued by Rivkin Securities. For information about services provided by licensees other than Rivkin Securities, you should consult the relevant FSG.

Execution, settlement and clearing operations for Rivkin Securities' equity, options and warrants business are outsourced to CMC Markets Stockbroking Limited (ABN 69 081 002 851).

OTC (Market Maker) and DMA CFD products and services are provided by CMC Markets Asia Pacific Pty Ltd (ACN 11 100 058 213).

CMC Markets Asia Pacific Pty Ltd's FSGs are available at [www.rivkinsecurities.com.au](http://www.rivkinsecurities.com.au) or can be requested by contacting our office on 1300 748 546.

Please note that the information in relation to "Brokerage fees and rates" and "Other fees and charges" in this document will prevail if there are inconsistencies between this document and the CMC Markets Stockbroking FSG.

### RISKS INVOLVED WHEN USING FINANCIAL PRODUCTS AND SERVICES

The securities and derivatives that Rivkin Securities is licensed to advise and deal in include: ASX-listed equities (or shares), exchange-traded options, warrants and contracts for difference (CFDs). All of these types of securities and derivatives carry financial risks.

Fully-paid ASX equities may lose up to 100% of their initial purchase value, or 100% of your initial investment. Certain types of ASX equities and ASX warrants can also carry a future liability, meaning you might be required to contribute future payments under the terms of the security being traded.

Certain exchange-traded options strategies can lose value by a sum greater than your initial investment.

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CFDs are considered risky products. All CFD products are leveraged, meaning that your total trade exposure is greater than your initial investment. In most cases, your total trade exposure is many times greater than your initial investment. This means that you can lose more than your initial investment.

## HOW WE ARE PAID AND OTHER BENEFITS

Rivkin Securities is remunerated through the fees, interest, financing, spreads and commissions that are paid by its clients when issuing advice or dealing in securities and derivatives. Fees, interest, financing, spreads and commissions payable by you will vary, depending on the security or derivative type.

**ASX equities:** Between 0% and 1% of the total trade consideration, with a minimum of AUD\$9.90, if placed online, or \$59.95, if placed over the phone (includes warrants, interest rate securities and listed managed investments)

**Options:** Between 0% and 1% of the total trade consideration, with a minimum of AUD\$44.00 plus Australian Clearing House fees

**Share CFDs:** Between 0% and 1% of the total trade consideration, with a minimum of AUD\$7.00

**Other CFDs:** A spread of between 0 and 100 pips (one hundredths of a cent) of the total trade consideration. A minimum fee may also apply. Please refer to the CFD Fees and Charges document in the Fees and Charges section of the Rivkin Securities website.

**CFD financing:** For CFD positions (excluding foreign exchange, commodities and treasuries) held longer than a duration of one trading session, a financing charge of between 2.75% and 4.00% plus the local cash rate (per annum, divided by 365 days) will be charged at the end of each session. For example, if the Reserve Bank of Australia's cash rate target is 4%, then a charge of between 6.75% and 8% will apply.

**Interest:** Between 0% and 3.00% of interest payable on funds deposited in a Rivkin Securities Cash Account, BankWest Cash Management Trust, BankWest Cash Management Account or Macquarie Cash Management Account or between 0% and 1% of interest paid on Leveraged Equity margin loan accounts

**Rivkin Super:** Rivkin Super is a trading name of Rivkin Securities Pty Ltd. Rivkin Super will charge between \$0 and \$1,000 in one-off establishment costs and between \$0 and \$1,000 per month in ongoing costs, associated with the administration of accounting, auditing and taxation services relating to self-managed superannuation trusts.

**Fees:** Fees for securities and derivatives products vary. Please refer to the rates schedule, PDS or terms and conditions associated with the account you intend to open

## CLIENTS INTRODUCED BY RIVKIN SECURITIES OR TO RIVKIN SECURITIES

If a client is introduced to Rivkin Securities by an Australian Financial Services Licensee, Rivkin Securities may provide a one-off fee and/or percentage commission of client revenue to that licensee. If Rivkin Securities introduces a client to an Australian Financial Services Licensee, Rivkin Securities may receive a one-off fee and/or percentage of commission of client revenue from that licensee.

## EMPLOYEES

Our Advisors are remunerated on a base salary and may receive a discretionary bonus and other rewards for the financial services they provide and referrals they make. In addition they can receive between 0% and 100% of all fees and charges generated from a client introduced by them to Rivkin Securities. The quantum of these additional payments will usually depend on the performance of employees against pre-determined business objectives.

## COMPLAINTS

If you have a complaint or concern, you should contact us on + 61 2 8302 3650 or by email on [concerns@rivkin.com.au](mailto:concerns@rivkin.com.au). If your complaint or concern has not been resolved satisfactorily, you may wish to contact the independent industry arbiter, the Financial Ombudsman Service (FOS). The contact details for FOS are set out below.

### Financial Ombudsman Service

GPO Box 3 MELBOURNE VIC 3002

Phone: 1300 78 08 08 Facsimile: (03) 9613 6399

Website: <http://www.fos.org.au>

## PROFESSIONAL INDEMNITY INSURANCE

Rivkin Securities has Professional Indemnity insurance in place as required by law to support its obligations in relation to the compensation of clients should we breach the financial service provisions of the Corporations Act. This includes conduct of current and former representatives and employees.

## CONTACT DETAILS

### Rivkin Securities Pty Ltd

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Darlinghurst, New South Wales 2010

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