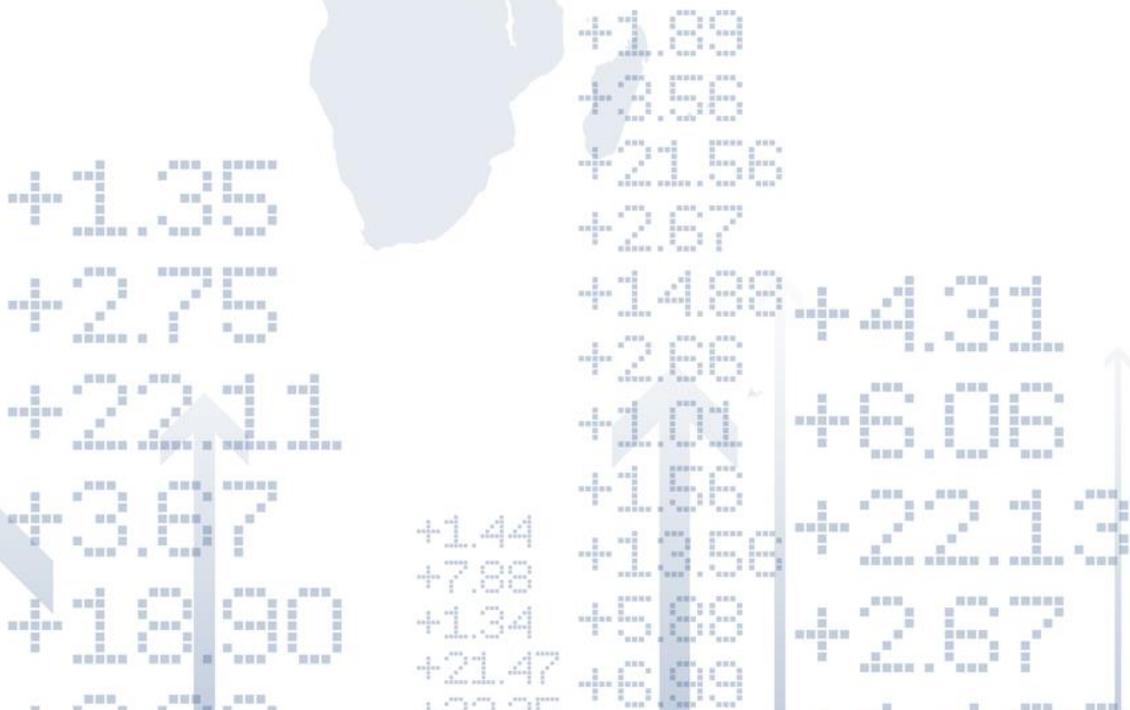


Plus500AU Pty Ltd

Plus500

World's Trading Machine



Product Disclosure Statement





(c) requires that Plus500AU maintain records of its client assessments.

In assessing a prospective client's knowledge of key product concepts, their understanding of processes and technologies and previous trading and investment experience, Plus500AU will use a series of multiple choice questions about CFD trading. These multiple choice questions will ascertain the client's understanding of concepts such as leverage, volatility, margins and the nature, processes and technologies of trading CFDs e.g. that trading in CFDs does not provide you with rights or interest in the Reference Instrument. Prospective clients are also required to acknowledge that they are prepared to monitor and manage the risks of trading CFDs. We will not use your answers or any other information you provide us to tailor recommendations to you, as we do not provide personal advice.

You should refer to our Privacy Policy on our Website which explains how we collect, use and disclose personal information. If prospective clients do not meet the minimum qualification criteria, they will not be able to open an account. When this occurs, Plus500AU will provide these potential clients with access to a CFD demo account on which they can practice trading CFDs before being able to re-apply for an account.

Step 3: You can deposit a minimum amount of \$100 of a Base Currency (Australians must deposit AUD) as stated on the Trading Platform into your newly established PLUS500AU account before you start trading. The deposit will go to your available balance (defined below).

Upon opening a position, you will be immediately required to lodge an Initial Margin with us, which will be a percentage of the opening value of the contract. We will tell you what Initial Margin is required before you trade, and the rates used to calculate the Initial Margin can be viewed on our Trading Platform.

We will deduct the Initial Margin from your available balance. We may vary the Initial Margin at our own discretion but that won't change the



We accept deposits via wire transfer from your account, into our accounts, or via credit card, debit card and E-Wallets. It is suggested that a limit of \$1,000 be accepted for opening payments made by credit card.

Plus500AU does not meet this Benchmark to the extent that it accepts credit card payments in excess of \$ 1000 as opening collateral in order to provide efficient and flexible payment options. However, Plus500AU places internal daily, weekly and monthly limits on the number of payments and amounts that clients can deposit by Credit Card.

You should be aware that by using a credit card as opening collateral, you may be exposed to the risk of “double leverage”. This means that you are borrowing from your credit card provider (and possibly paying interest), which is a type of leverage.

You are also buying one of our products, all of which have inbuilt gearing, so it is a second form of leverage. Opening collateral is referred to in this PDS as Initial Margin.

Step 4: You are now ready to trade. When you log in to the Trading Platform, you will see prices which reflect different Reference Instruments.

Example:

An example of a currency pair is EUR/USD. EUR/USD 1.31591 means that one euro is exchanged for 1.31591 US dollars. The currency on the left of a pair is the Base Currency.

You can buy or sell a Margin FX Contract. If you buy or sell as your first transaction, you are opening your position. When you buy, you buy at the “offer” price, and when you sell, you sell at the “bid” price.

Example:

If the EUR/USD currency pair is quoted at 1.3157/1.3159 then this is showing the bid/offer price. To buy (offer), you would pay 1.3159 x contract size. To sell (bid), you would receive 1.3157 x contract size. The difference between the two prices is, in this example, 0.0002 which, is the Spread.

Each Margin FX contract’s size can be any amount equal to or greater than 1,000 of a particular trading currency. Note: For CFDs other than Margin



equivalent), or your available balance. The minimum withdrawal amount for bank transfers is the lesser of \$100USD (or equivalent), or your available balance.

4. Balances on your account

Balances on your account are calculated on real time:

Balance is calculated using the following formula

Deposits - Withdrawals + the sum of all of the Profit/Loss of your closed positions.

The Balance does not include the profit or loss of your current open positions.

Available Balance is the amount available to be used for new positions or to withdraw *subject to the minimum withdrawal amount*. It is calculated using the following formula:

Balance + Profit/Loss of open positions - the sum of all Initial Margins

Profit/Loss is the profit and loss for all open positions. It is calculated using the following formula:

For all open positions, the sum of (Profit/Loss + daily Overnight Funding × number of days)

Equity is the current account valuation when all positions are liquidated. It is calculated using the following formula:

Balance + Profit/Loss

During the day on a real time basis your Account balance(s), including all open positions, are valued against our current quoted prices for CFDs. Therefore, your 'Equity', 'Available Balance' and 'Profit/Loss' are constantly calculated in line with movements in the quoted prices of our CFDs.

The value of your Equity must exceed the Maintenance Margin Amount at all times or your positions may be closed out without further notice to you.

The 'Available Balance' is used to assess your available funds for use to meet the margin requirement against current positions and to meet margin requirements on any new positions you may wish to take.

It is your responsibility to ensure that your account is sufficiently funded at all times, especially during volatile periods.

If the 'Available Balance' on your account falls below the required deposit limit, you will only be allowed to close or reduce open positions, until the 'Available Balance' on your account is back in excess of the required margin percentage for all open positions.

If any of your positions are denominated in a currency other than the Base Currency of your account, they will be continually valued at the applicable Plus500AU foreign



exchange rate. Your statement will then value all your positions in your Base Currency.

Example of an account balance:

Jim signed up and deposited \$1,000 via credit card

Balance: \$1,000. (Deposits - Withdrawals + Profit/Loss of closed positions)

Profit/Loss = \$0. (Total profit and loss of all open positions including daily Overnight Funding)

Available Balance: \$1,000 (Balance + Profit/Loss of open positions - Initial Margins)

Equity: \$1,000 (Balance + Profit/Loss of open positions)

1.00pm Jim buys 100 Oil CFDs at a market price of \$60.00 with a Limit Order when the price reaches \$66.00.

Opening the position

Buy 100 Oil CFDs at offer price: As noted in the earlier example, we earn a Spread which is built in to the price when Jim clicked “buy”. That is, the price you pay at the point of execution of a trade is an “all in” price. You do not separately pay us the Spread.	$100 \times \$60 = \$6,000 \text{ USD}$
We require an Initial Margin from Jim to be deposited into our account, which is 10% of the value.	$100 \times 60 \times 0.10 = \$600 \text{ USD (Initial Margin)}$
The Maintenance Margin that is needed to maintain an Oil CFD position is 5%.	$100 \times 60 \times 0.05 = \$300 \text{ USD (Maintenance Margin)}$
If Jim’s equity falls below the Maintenance Margin, he will get a margin call. Jim’s Balance is \$1,000 Profit/Loss = \$0 Available Balance after Jim bought the Oil CFDs is \$400.	$(\$1,000 - (6,000 \times 0.10)) = \400

Unrealised profit on the position

2:05pm Oil CFDs jump to \$64.

Jim’s Balance is \$1,000	
Jim’s Profit/Loss = \$400	$(100 \times 64) - (100 \times 60) = \400



Example:

Julie buys 10 JKLM Ltd Shares CFDs at \$540.00.

Initial Margin: 10%, Maintenance Margin 2%

The total amount bought is: $10 \times \$540.00 = \$5,400$

The Initial Margin that is needed is 10%: \$540

The Maintenance Margin that is needed to maintain the position is 2%: \$108

If Julie's Equity falls below: $\$237.6 (108 + (540 - 108) \times 0.3)$ we will try and send her an SMS and email alerting her that she needs to deposit more funds.

6. Margin Call (Forced Liquidation)

To avoid Forced Liquidation, Equity must be greater than or equal to the sum of all Maintenance Margin.

It is your responsibility to constantly monitor your open positions on the Trading Platform to ensure that you maintain sufficient Maintenance Margin on open positions. To assess whether you are due to pay margin, you must add up the Maintenance Margin requirements for all open positions on your account.

While we may endeavour to notify you of margin calls it is your obligation to monitor your margin position and pay any shortfall. If you do not pay us any shortfall immediately, whether or not we notify you, the User Agreement gives us significant rights against you that you should be fully aware of. These rights include, but are not limited to, closing your open positions without prior notice to you. Where you have more than one open position, the positions will start closing out according to their Maintenance Margin. We have these rights as soon as you have a margin shortfall, however large or small. Payments of margin are not a cost per se, but you should be aware that we will not pay interest on margin payments.

Margin payments are required in the form of cleared funds in our bank account or instant deposit methods such as credit cards, debit cards, PayPal or Skrill.

For example, if 10 days after you open your KokoMoko Ltd CFD position, the price of KokoMoko Ltd has risen to \$27.60, then your Initial Margin and Maintenance Margin will not change as they rely solely on the opening position value.

We will specify the margin percentage value required on your CFD at the time that you open the CFD. Even if we alter the percentage value of the margins at any time during which the CFD remains open, the margin amount won't change for open positions.

We can change the margin amount in order to minimise trading risk and deduct the resulting realised loss from your remaining funds held by us.

With Plus500AU you will not be liable to pay any amounts which cannot be covered by the closing out of all of your positions.



	Sum of all Maintenance Margin = \$21.4 USD = \$21.4 AUD
His total loss is the gross loss less the costs.	Net Profit/Loss = -99.5 - 1.3 = -100.8 USD = -100.8 AUD

Summary: In the above example, Bill deposited 110 AUD and lost 100.8 AUD.

Note: More detailed explanations are set out under the heading “The Costs in Using our products” below.

In addition to Forced Liquidation, we may margin call your position while a trade is open as discussed above.

7. Share and ETF CFDs

Trading individual shares or ETFs on margin using a CFD allows you to take a position over a share or ETF without putting up the full contract value and without you taking physical delivery of the shares or ETFs.

The examples below are based on share CFD transactions. However, ETF CFD transactions are essentially the same.

‘Buying’ a share CFD replicates the economic effect of buying a share position where you receive the benefit of all rises in the share price (and bear the cost of all falls in the share price). However, you do not take physical delivery of the underlying shares.

If a cash dividend is paid on the underlying share a positive adjustment is made to your account as a notional representation of that dividend. A negative adjustment is made to your account as a notional representation of the cost of funding an equivalent share position. The adjustment is based on the dividend gross amount received from third party providers.

Buying or selling a share CFD is similar to normal share dealing except:

- You deal at the ‘buy’ or ‘sell’ price quoted on our Trading Platform. The price quoted on our Trading Platform is set by us and is not taken directly from any one source. This means that the price we set for a CFD over a Reference Instrument (in this example, shares) may be different to any current exchange or market price, or a competitor’s price for that Reference Instrument;
- You don’t pay commission.

Unlike normal share trading, instead of paying the full value of the transaction, you make a payment of margin which will be a percentage of the underlying contract value. In the case of leading USA shares, margins start from 10% of the value of the underlying share (see below). Details of the margin percentage requirements for the products we offer are set out in the details of each CFD on the Trading Platform.



Jack's gross profit on the trade is calculated as follows:

Opening level: 4,975
Closing level: 5,022
Difference: 47
Gross Profit on Trade= 47x10= \$470

To calculate Jack's overall (or net profit) you also have to take into account the Overnight Funding. In this example, assume the Overnight Funding is -0.075% or -\$37.31 (\$49,750 x 0.075%) per day. (Jack kept his position open for two days, so the total Overnight Funding payable= \$37.31 x 2=\$74.62).

Gross Profit: \$470
Overnight Funding= (\$74.62)
Net Profit = \$395.38

9. CFDs on Options

General explanation:

In traditional financial markets (not the CFD market), options are contracts through which a seller gives a buyer the right, but not the obligation, to buy or sell a specified quantity (number of contracts/shares) at a predetermined price within a set time period.

Options are derivatives, which mean their value is derived from the value of an underlying instrument. Most frequently the underlying instrument on which an option is based is the equity shares in a publicly listed company. Other underlying instruments on which options can be based include stock indices, Exchange Traded Funds (ETFs), government securities, foreign currencies or commodities like agricultural or industrial products.

Options are traded on securities marketplaces among institutional investors, individual investors, and professional traders and trades can be for one contract or for many. Fractional contracts are generally not traded.

An option contract is defined by the following elements: type (Put or Call), underlying security, unit of trade (number of shares), strike price, implied volatility and expiration date. In the special language of options, contracts fall into two categories - Calls and Puts. A Call represents the right of the holder to buy the underlying product. A Put represents the right of the holder to sell the underlying product.

Call Options (General explanation):

A Call option is a contract that gives the holder the right, but not the obligation, to buy a predetermined quantity of the underlying instrument. For example, 100 shares of an underlying stock at a predetermined price (the strike price) for a pre-set period of time. The seller of a Call option is obligated to sell the underlying security if the Call buyer exercises his or her option to buy on or before the option expiration date. For example, an American-style WXYZ Corporation May 21, 2016 60 Call entitles the



How do the “Call/Put” functions affect users’ positions?

In the above example, if the trader buys a “Call” option, the trader will profit if the underlying price of the option CFD reaches a rate higher than 9,850 since with a “Call” option the profit is generated when the market price at expiration is higher than the price at which it was trading when the user bought the option CFD.

10. Commodities CFDs

We also offer a range of CFDs on the price of various commodity futures. These are often generically referred to by us as Commodity CFDs. Details of these products are listed in the instrument details on the Trading Platform.

There is no commission to pay on these types of CFDs; we quote an ‘all-in’ price, so the only charge is the Spread - the difference between our ‘buy’ and ‘sell’ quotes.

The margin requirements are also set out in the instrument details on the Trading Platform.

Example

Kerry believes that the price of gold is undervalued and she decides to enter into a CFD contract in respect of gold in the expectation that the gold price will rise. Our Trading Platform is showing the price of Gold CFDs as being USD 1,621.85 (bid) / 1,622.35 (offer). Our minimum Unit Amount is 100 ounces. Kerry buys 100 ounces.

Opening the position

Kerry "buys" a CFD in respect of 100 ounces of gold at the offer price:	$1,622.35 \times 100 = \$162,235 \text{ USD}$
The contract is leveraged on a 1:200 ratio. That means that we require an Initial Margin from Kerry to be deposited into our account, which is 0.5% of the contract value.	$162,235 \times 0.005 = \$811.18 \text{ USD}$
We earn a Spread. In this example, the difference is \$0.50, which amounts to \$50 USD.	$(1,621.85 - 1,621.35) \times 100 \text{ ounces} = \50 USD

Daily Overnight Funding

When a position is held more than a certain time specified in the instrument details screen on the Trading Platform, you are credited or debited Overnight Funding. In this example, assume the overnight financing cost is -0.018%	$162,185 \times -0.018\% = -\$29.19 \text{ USD Daily Overnight Funding}$
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set out in the instrument details on the Trading Platform). We quote him 0.9172/0.9177 and he buys 5 contracts at 0.9177. There is no commission to pay on Forex CFD trades.

Overnight Funding (Interest adjustments)

While the position remains open, an overnight adjustment based on interest rate differentials is debited or credited to your account. The applicable rate appears in the instrument details on the Trading Platform. Please note that this rate remains the same for as long as the position is open.

In this example, the rate is -0.02% per day (the minus sign means you pay Plus500AU). $\text{USD } 25,000 \times 0.02\% = \$5 = \text{CHF } 4.58$.

Closing the position

23 days later, the USD/CHF has risen to 0.9333/0.9338, and Robert takes his profit by Selling 5 units at 0.9333. Robert's gross profit on the trade is calculated as follows:

Closing transaction: $\text{USD } 25,000$ (5 units) $\times 0.9333 = \text{CHF } 23,332.5$
 Opening transaction: $\text{USD } 25,000$ (5 units) $\times 0.9177 = \text{CHF } 22,942.5$
 Gross profit on trade: = CHF 390

Calculating the overall result

To calculate the overall or net profit, you also have to take account of the Overnight Funding. In this example, Robert held the position for 23 days, owing a total Overnight Funding of $\text{USD } 5 \times 23 = \text{USD } 115 = \text{CHF } 107.32$.

Gross profit on trade: CHF 390
 Overnight Funding debit: CHF 107.32
 Net profit: CHF 282.68 = USD 302.88 equivalent
 Each country holds user account balances in specific currency (i.e. Australia AUD, Hungary HUF etc.).

Conversions will be at the rate in the Trading Platform at the time of conversion. Exchange rates are subject to fluctuations and clients should always be aware of the effect that exchange rates will have on their positions.

Example 2: Selling GBP/USD CFD

Opening the position

Robert decides to go short on the British Pound (GBP) against the US dollar (USD), and to sell 10 units, the equivalent of GBP 50,000. Plus500AU quotes on the Trading Platform are 1.5750 / 1.5754 and Robert sells 10 units at 1.5750.

Robert decides to put his Stop Loss Order at 1.6224. This means that, should the market move against him, his position will try to close at 1.6224, although market 'gaps' can occur from say 1.6224 to 1.6322 on unexpected news. So, the most Robert can lose on the position is theoretically limited only by the amount of his initial deposit.



The cryptocurrencies we currently offer CFDs on are found at <https://www.plus500.com.au/Instruments#Crypto>.

13. Managing Risks by using Stops and Limits

We offer features on our Trading Platform that help you control trading losses. We also offer various Orders such as Stop Loss Orders (including conventional Stop Loss Orders and Trailing Stops) and Limit Orders, each called an “Order”, that allow you to open or close a CFD when our quote for that product reaches or goes beyond a certain price that you have selected (The Trigger Price). These Orders are live until cancelled by you (GTC - good till cancelled).

You can only place an Order using the Trading Platform (either via a computer or mobile device). Telephone and email orders are not accepted at Plus500AU.

If we accept one of these Orders, then when our bid (in case of Sells) or our offer (in case of Buys) reaches or exceeds the Trigger Price, your instruction to close-out your position will be executed.

It is your responsibility to understand how an Order operates before you place any such Order with us. Examples are set out below and further information can be found on our Website or by asking our support team via the chat functionality on the Trading Platform. By placing an Order with us you acknowledge that you understand the terms and conditions attached to such an Order.

You should note that your Order may be executed irrespective of the length of time that the bid price quoted on the Trading Platform (in case of sells) or the offer price quoted on the Trading Platform (in case of buys) for a CFD over a particular Reference Instrument has reached or exceeded the Trigger Price. In volatile markets our quote might ‘gap’ through the Trigger Price, so that the closing or the opening price for a particular Reference Instrument may be beyond the exact Trigger Price specified by you.

It is important to understand that when you place an Order, you are dealing with us as principal; you are not dealing on the underlying market. Unless you have placed a Guaranteed Stop Order we do not guarantee your Order will be executed at the Trigger Price. Where these circumstances exist, we will exercise our reasonable discretion to determine when Orders are triggered and the level at which the relevant transaction is opened or closed (as the case may be)

To avoid such risks you may wish to consider placing a Guaranteed Stop Order with Plus500AU. This type of Order is described below.

You can cancel or amend the Trigger Price with our agreement at any time before our quote or the relevant Reference Instrument reaches or exceeds your current specified Trigger Price. Any cancellation or amendment may require you to provide additional funds as margin.



Only certain instruments support a “Guaranteed Stop Order”. For a full explanation please refer to the “Managing Risks by using Stops and Limits” section above.

17. Significant risks

There are a number of risks in trading CFDs. These risks may lead to unfavourable financial outcomes for you. Monitoring of any risks associated with our trading facilities is your responsibility. You should seek independent legal, financial and taxation advice prior to commencing trading activities and should not use our services unless you fully understand the products, and the benefits and risks associated with them.

Please see below some of the risks associated with using our CFD trading facilities:

- **Unforeseen Circumstances**

In unforeseen and extreme situations, Plus500AU reserves the right to suspend the operation of its Website and Trading Platform or any part or sections of them. In such an event, Plus500AU may at its sole discretion (with or without notice), close out your open positions at prices it considers fair and reasonable at such time.

- **Liquidity risk**

In some circumstances it may be difficult or impossible for you to open a position in a CFD (including closing out an existing position) or open a position at the price you wish to trade because of a lack of liquidity in the Reference Instrument. This can happen, for example, when there are not enough trades being made in the market for a Reference Instrument causing a significant change in the price, value or rate of a Reference Instrument over a short period of time or our inability to hedge our own risk. This may give rise to substantial losses, including from being left with an open position you are unable to close.

- **Market volatility**

Markets for Reference Instruments are subject to many influences which may result in rapid fluctuations. Because of this volatility, there may be circumstances where we may be unable to open a position in a CFD (including closing out an existing position) or open a position at the price you wish to trade.

Because of this market volatility, there is no CFD transaction or loss limit Order which is available via our Trading Platform that can be considered “risk free”.

Given the potential levels of volatility in markets, it is recommended that you closely monitor your transactions at all times.



ASIC Benchmark 3 - Counterparty Risk-Hedging

We have adopted a policy in order to manage counterparty risk.

We typically limit our exposure to clients by entering into matching transactions with hedging counterparties as principal. Our hedging Counterparty is our parent company, Plus500 Ltd. Plus500 Ltd. is incorporated in Israel and listed on the AIM section of the London Stock Exchange. Plus500 Ltd. is not presently authorised or licensed to provide financial services. It has licensed subsidiaries in various jurisdictions including Australia.

Plus500AU may use other hedging counterparties depending on lack of liquidity, Force Majeure or other circumstances affecting or potentially affecting reliability of liquidity. If other hedging counterparties are engaged, Plus500AU will comply with its hedging policy, available on the Website.

Providers will be chosen based on their ability to provide liquidity, the strength of their balance sheet, credit rating, compliance arrangements as well as fees and costs involved. We can provide a written hedging policy to clients and prospective clients upon request. This policy is reviewed regularly.

ASIC Benchmark 4 -Financial Resources

We have a written policy to maintain adequate financial resources, which sets out how we monitor compliance with our financial requirements, as well as how we conduct stress testing to ensure we hold sufficient liquid funds to withstand significant adverse market movements. In practice, financial resources requirements are monitored and reported internally on a daily basis.

Further compliance oversight is conducted quarterly and an external audit is conducted annually.



You should satisfy yourself that we are able to meet our obligations to you. You can assess our ability to meet our financial obligations by reviewing our annual financial statements which you can obtain for free by contacting us by using the details at the start of this PDS.

- **Systems Risks and Access to our Website**

We rely on technology to provide our Trading Platform to you. A disruption to the facility may mean you are unable to trade in any of the products offered by us when you want to and you may suffer loss as a result. Alternatively, an existing transaction may be aborted as a result of a technology failure. An example of disruption includes the “crash” of the computer systems used to operate the online facility. We manage this risk by having state-of-the-art IT systems and backup measures.

You are responsible for providing and maintaining the means by which you access our Website. These may include, without limitation, a personal computer and modem or other online access system available to you.

While the internet is generally reliable, technical problems or other conditions may delay or prevent you from accessing our Website. If you are unable to access the internet and thus, our Trading Platform, it may mean you are unable to trade in any product offered by us when desired and you may suffer a loss as a result.

We reserve the right to suspend the operation of our website and online facility or any part or sections of them. In such an event, we may, at our sole discretion (with or without notice), close out your open positions at prices we consider fair and reasonable.

- **Cyber security risks**

Cyber security risks are nowadays a major threat to businesses around the world. Like any online business we cannot guarantee against third party interference to our Trading Platform. This means that you may be exposed to issues arising from any third-party interference which may occur e.g. unauthorised access to our or your IT systems or devices, data breaches, business interruption and, in the worst-case scenario, financial loss in the event that your trading account is accessed by a third party. Plus500AU takes this risk seriously and manages it by engaging reputable Cyber Security providers, ongoing monitoring of the IT systems and backup measures. You can limit your risk by ensuring that you have up-to-date virus protection software for the devices that you use to access our trading service and ensuring that your passwords are kept confidential and secure.



- **Fees and charges**

It is possible that you enter into a trade with us and the underlying currency rate or asset price moves in your intended direction, but you still end up with less than you started after closing your position. This can happen because of the combined effect of the Spread and any Overnight Funding which could apply on consecutive days that a contract is held open.

- **Suspension or trading halt of the underlying CFDs**

Trading on our Trading Platform may be affected by the suspension or closure of any exchange on which Reference Instruments are traded, or by the imposition of limits or special or unusual terms on the trading on any such market. In such circumstances, we may force immediate closure of your positions (see heading Our right to Force Close section of this PDS) and/or demand additional payment from you as margin (see heading “Maintaining your Position” in this PDS).

*ASIC Benchmark 6 - Suspended or halted
underlying Reference Instruments*

In the event of a Reference Instrument being suspended or is expired, we have discretion to close out positions on the last price. Also, we do not allow new positions to be opened when there is a trading halt over the Reference Instrument, or where trading in the Reference Instrument has otherwise been suspended in accordance with the rules of the relevant market upon which the Reference Instrument is listed.

- **Your trades can be closed automatically**

If prices move against your position, you may be required to make immediate payments to top up your account with sufficient funds to maintain your position. The value of your Equity must exceed the Margin Maintenance Amount at all times or your positions may be closed out without further notice to you. You could sustain a total loss of your account Balance (including the net amount that you deposit with Plus500AU to establish or maintain a position (including “top up” amounts) and any profits).



PLUS500AU is also the service provider. Our Website (and at times, our Representatives) can give you general advice and help you use the trading services. Some services are provided through our parent company, PLUS500 Limited.

25. What should you do if you have a complaint?

In the event you have a complaint about us, you can contact us and discuss your complaint. If you are overseas, we may refer you to an overseas dispute resolution body, which gives you rights in addition to your rights in Australia.

If your complaint is not satisfactorily resolved within 45 days, please contact us using the contact details at the start of this PDS.

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

If the complaint cannot be resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

AFCA website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call) or +61 1800 931 678 (if you are outside Australia)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

26. How to enter into a User Agreement

You can enter into a User Agreement with us by filling out the registration form on our Website. A pre-condition to successful registration is an acknowledgement by you that you have read this PDS, and that you have read and agreed to be bound by the User Agreement provided to you at that time (**'User Agreement'**).

Another pre-condition is that you meet our client qualification criteria. We will use the information that you provide to assess whether trading on our Trading Platform is suitable for you, taking into account your knowledge, experience and level of understanding of CFDs. However, we will not use this information to tailor recommendations to you as we do not provide personal advice. Once you are registered, you will be able to login online to your Trading Account using your username and password.

Before applying to open a Trading Account with us, you should read this PDS, the FSG and the User Agreement carefully, and obtain independent financial, taxation and other professional advice.

