



OLIVE FINANCIAL MARKETS

Financial Services Guide

Version: 11
Issued: 1st May 2016

1. About this document

This Financial Services Guide (“FSG”) is an important document. You should read it carefully and make sure you understand it.

This FSG is dated 1st May 2016 and is provided to you by Olive Financial Markets Pty Ltd A.C.N 145551739 AFSL 390906 (“Olive”, we, our, us) to inform you of the financial services we are able to provide and to assist you in deciding whether to use any of the services offered in this FSG. We may change our financial services including features of products and advice from time to time and such changes will be incorporated in our updated FSG and posted on our website. When we are providing you with Financial Services, we will provide you with our current FSG. This FSG replaces all prior versions.

This FSG explains:

- Who we are and how you can contact us
- Where does Olive provide services
- Other disclosure documents we may give you
- Financial services and products we are authorised to provide
- How you can instruct us
- How we get paid (remuneration, commissions, benefits) and compensation arrangements
- How we deal with customer complaints and where you can go for further help
- Potential conflicts of interest
- Records we keep and privacy policy

This FSG contains general information. If you have further questions after reading it please contact our operations team on jrichmond@olivefinancialmarkets.com.au and they will assist you.

2. Who we are

Olive is responsible for the Financial Services described in this guide. Olive holds an Australian Financial Services Licence (“AFSL”) AFSL Number 390906. Olive is licensed in Australia to provide a diversified range of financial services including: financial advice; life insurance; dealing and issuing of securities, including interests in managed investments schemes, and derivatives and foreign exchange contracts; operating managed investment schemes and managed discretionary accounts; superannuation; and retirement savings accounts.

Your client advisor is a representative, employee, officer or director of, and acts on behalf of, Olive. Olive does not act as a representative of any other licensee in relation to the services or products we provide.

Our contact details

Contact:	Operations Team		
Address:	Suite 31, Level 2, 650 George St Sydney NSW 2000 Australia	Phone:	1300 941 852
Email:	jrichmond@olivefinancialmarkets.com.au	Website:	www.olivefinancialmarkets.com.au

3. Where may Olive provide Financial Services

We are licensed by the Australian Securities and Investments Commission to operate in Australia, and where we are providing Financial Services to you these are being provided in Australia. We never accept clients that are citizens of the United States of America or the Republic of Iran.

4. Other Disclosure Documents we may give you

Olive will provide clients with documentation to facilitate transactions including client agreements, terms and conditions and confirmations. Olive can provide you with information and research, and facilitate execution requests.

Where we make a recommendation on a product (other than securities listed on the Australian Securities Exchange) to a retail client, we will provide a **Product Disclosure Statement** ("PDS") which will assist you in deciding whether to acquire the financial product. The PDS contains important information about the product features, benefits, risks and fees associated with that product. The PDS should be read carefully to enable you to make an informed decision about whether to utilise the product.

You are entitled to receive a **Statement of Advice** ("SOA") when we give you personal advice as a retail client. Personal advice is advice that takes into account your personal objectives, financial situation and needs. The SOA will set out the advice and will include information regarding the basis on which the advice was given, any fees or commissions received in providing the advice and a warning where the advice has been provided based on incomplete information. If we provide you with additional advice we may give you a **Statement of Additional Advice** ("SOAA"). The Statement of Advice and Statement of Additional Advice present the advice and basis on which it was given, and will wholly be in writing.

Where you maintain the advice relationship with us, a Statement of Advice may not be provided for further advice situations provided that your circumstances and the basis of the advice are not significantly different. However, in these circumstances we will prepare and you will receive a record of the advice known as the **Record of Advice** ("ROA") which we keep up to 7 years after the advice was given. Where your personal circumstances change, we request that you advise us in writing as it may change our advice.

Examples of where we will provide you with a statement of advice include where we provide you with a financial plan or are seeking to provide you with managed discretionary account services.

5. Financial Services we are authorised to provide

Olive is authorised under its AFSL to provide you with the following range of financial services:

1. provide advice on the following classes of financial products:
 - deposit and payment products;
 - derivatives;
 - foreign exchange contracts;
 - debentures, stocks or bonds issued or proposed to be issued by the government;
 - life products including investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of their statutory funds, and life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
 - interests in managed investment schemes (including investor directed portfolio services);
 - interests in managed investment schemes limited to managed discretionary account services;
 - retirement savings account products;
 - securities;
 - standard margin lending facility; and
 - superannuation;

2. deal in the following classes of financial products by issuing, applying for, acquiring, varying or disposing of those products:
 - derivatives;
 - foreign exchange contracts;
 - interests in managed investment schemes (excluding investor directed portfolio services);

- interests in managed investment schemes limited to managed discretionary account services; and
 - securities;
3. deal in the following classes of financial products by applying for, acquiring, varying or disposing of those products on behalf of another person:
- deposit and payment products;
 - derivatives;
 - foreign exchange contracts;
 - debentures, stocks or bonds issued or proposed to be issued by the government;
 - life products including investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of their statutory funds, and life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
 - interests in managed investment schemes (including investor directed portfolio services);
 - interests in managed investment schemes limited to managed discretionary account services;
 - retirement savings account products;
 - securities;
 - standard margin lending facility; and
 - superannuation;
4. make a market in:
- foreign exchange contracts; and
 - derivatives; and
5. provide custodial and depository services (other than investor directed portfolio services).

Our AFSL authorises us to provide the above services to retail and wholesale clients (within the definitions contained in the Corporations Act).

6. Nature of Services, Advice and our Responsibilities

Olive provides both personal advice and general advice in relation to securities. Personal advice is advice that takes into account one or more of your objectives, financial situation and needs (“your Personal Circumstances”). You should immediately notify your client adviser if your Personal Circumstances change. Each time you receive any personal advice, you will be asked to confirm whether your Personal Circumstances have changed. Your client adviser can only make recommendations based on the information provided by you. Without all the necessary information, the advice given may not be appropriate for your Personal Circumstances.

Please note that although authorised to do so, Olive does not usually provide personal advice in relation to other financial products, such as derivatives and foreign exchange contracts (other than under Olive’s managed discretionary account service, discussed in section 7 below). Any general advice we provide to you as a retail client does not take account of your Personal Circumstances. Before acting on any general advice, you must consider the appropriateness of the advice in light of your Personal Circumstances. Newsletters, trade alerts and research papers are examples of general advice we may give you but where our contractual arrangements with you are stated to be general advice we will not be providing you with personal advice and therefore not taking into account your Personal Circumstances.

Before taking any action to acquire any of the financial products or services mentioned in this FSG you should consider whether the product or service is appropriate having regard to your Personal Circumstances. You should also consult the relevant PDS and ensure that you understand the risks associated with the financial products and services you enter into with Olive.

In providing personal and general advice or any other service, Olive discloses that it does not completely survey the market in providing financial products but provides products issued by it and third parties with which it has a relationship. It believes that its products are competitive but there may be at times products that are more competitive for particular clients.

7. Products we provide

Olive provides an execution service and/or provides you with general or personal advice in relation to securities, exchange traded derivatives (futures, options, warrants), over-the-counter derivatives and over-the-counter foreign exchange products (such as CFDs on FX and margin FX).

Olive may act as a market maker when dealing in foreign exchange contracts and derivatives. Accordingly, when Olive is the market maker, Olive will quote a buy and a sell price at which it is willing to trade with clients on a principal to principal basis in all transactions with you in respect of margin foreign exchange contracts ("Margin FX") and contracts for difference ("CFD"). As the market maker, Olive sells to and buys from its clients and is compensated by means of price differentials for the service of providing pricing and facilitating trades. Olive can provide you with general or personal advice in relation to foreign exchange contracts and derivatives.

Olive may also arrange for you to be supplied with financial services and products issued by non-related or third party product providers. Olive may receive a fee or commission payment from these non-related or third party product providers as a result of you investing in one of their products or services. When these fees and commissions are paid to Olive, these are being paid by the non-related or third party as agent for you and in many instances from your account. These fees and commissions are payments you make to Olive to compensate it for introducing you to the non-related or third party and / or executing trades on your behalf. Any remuneration that Olive may derive is included in the fees and commissions you pay as outlined under the heading "How do we get paid".

8. Managed Discretionary Accounts

A "managed discretionary account", or MDA, is an arrangement whereby you authorise Olive to operate your account and conduct trading activities on your behalf without prior reference to you. Olive offers an MDA service for securities, derivatives (exchange traded and over-the-counter), and foreign exchange contracts.

Clients must enter into a formal "MDA Contract" before Olive can provide MDA services.

Pursuant to ASIC Class Order 04/194, the "MDA Contract" with a retail client will be in writing and include an Investment Program prepared by Olive that complies with Division 3 of Part 7.7 of the Corporations Act (concerning Statements of Advice) and will contain information about the following:

- the nature and scope of the discretions Olive will be authorised and required to exercise and the investment strategy that is to be applied in exercising those discretions;
- any significant risks associated with the MDA service;
- the basis on which we consider the MDA service to be suitable for the client;
- contact details for the MDA adviser and the MDA operator;
- the manner in which the Investment Program is to be reviewed including an assessment of whether the Investment Program remains suitable to you; and
- warnings that the Investment Program may not be suitable for the client if the client has provided us with limited or inaccurate information, and that the Investment Program may cease to be suitable if the client's relevant personal circumstances change.

Olive will review the suitability of the Investment Program for the client once every 12 months, however a change in the client's personal circumstances may mean an earlier review is required and it is a condition of our contract with you that you inform us if your personal circumstances change.

There are significant risks associated with entering into an MDA Contract. In general the risks of an MDA correspond to the risks of the underlying investments, being derivatives, securities and foreign exchange contracts. Derivatives and foreign exchange contract trading in particular has a very high degree of risk, and a client could sustain a total loss of capital and be liable for substantial losses in excess of a client's capital. The risks associated with any particular derivative product

or foreign exchange contract traded as part of an MDA service are set out in the relevant PDS for that particular product. There are additional risks associated with the MDA. The client will not control the day-to-day investment decisions in relation to the account, and will be bound by Olive's trading decisions. Olive may undertake a large number of trades for a client, incurring substantial transaction costs. While it is the intention of Olive to make profits every time we trade the markets, Olive's judgment on a particular trade may be incorrect and result in a loss.

Managed discretionary account service arrangements in relation to derivatives and foreign exchange products are usually suitable for clients who understand financial markets and the risks associated with trading in these markets. Olive recommends that all clients obtain independent advice before entering into an MDA Contract with us. If you wish to instruct Olive in relation to the financial assets held in your managed discretionary account portfolio, you must do so in accordance with the methods set out in this Financial Services Guide.

In the case of the securities MDAs, the client may hold custody of portfolio assets as part of their CHESS holdings with the execution and clearing broker. The name and contact details of the execution and clearing broker (which may change from time to time) will be specified in the MDA Contract. Olive does not provide custodial or depository services in relation to a client's portfolio assets under the securities MDAs.

In the case of some derivatives MDAs, derivatives will be acquired on exchanges by licensed participants on behalf of the client, and client funds will be held by Olive in its client segregated account established under the Corporations Act. In the case of other derivatives MDAs, derivatives may be held by the client in a third party execution and clearing broker account or by the third party execution and clearing broker on behalf of the client. Where derivatives are being held by a third party execution and clearing broker or in or to their account, the client will have a credit risk to that third party for which Olive is not responsible.

The manner in which positions are held impact the risk of default by any party including Olive or a third party execution and clearing broker, on the client. This FSG complies with the requirements of ASIC Class Order 04/194 and Regulatory Guide 179.

9. Camori Pty Ltd

Olive provides financial planning and advice, superannuation and investments, derivatives and securities dealing and other services, education, training, mentoring, trading alert and trading services to or for traders and investors through our corporate authorised representative Camori Pty Limited (ABN: 51163991428, CAR#: 441932), as well as managed discretionary account services.

Camori Pty Ltd may introduce clients to Olive for its MDA Service and assist clients in accessing Olive's MDA Service. In these circumstances, Olive is issuing the MDA and the sections of this FSG pertaining to MDAs and personal advice are applicable.

The managed discretionary account services will be provided by Olive and Camori Pty Ltd in accordance with the policies and procedures of Olive which comply with relevant ASIC requirements including Regulatory Guide 179 and ASIC Class Order 04/194. Please refer to other sections of the Financial Services Guide in relation to the services provided by Olive and Camori Pty Ltd.

10. Financial Advice, Financial Plans, IDPS, Superannuation, Life Insurance and Retirement Savings Accounts

Where we are providing financial advice to you it will generally be based on personal information that you provide to us and we will develop plans or advice in conjunction with you to achieve one or more of your financial objectives and this may include consideration of investments that are appropriate to your objectives, risk profile and appetite, income level and stability, asset base, and stage in life including age.

In providing financial advice and plans we recommend, where appropriate, the use of superannuation products including self-managed superannuation funds and retail superannuation funds and platforms provided by third parties and retirement savings accounts. Olive also provides administrative and compliance support services for self-managed superannuation funds which is intended to assist you in coordinating the professionals that are required to comply with the legal requirements of having and operating a self-managed superannuation fund.

In providing financial advice and plans, we provide advice on products issued by Registered Life Insurance Companies, including investment life insurance products, life risk insurance products and products issued by Registered Life Insurance Companies and backed by statutory funds. Olive may recommend clients to invest or manage or administer their investment funds including but not limited to superannuation capital on IDPS.

In this FSG, when we refer to financial planning and advice we mean the range of financial products and services that we make available to our clients including but not limited to deposit and payment products, securities, derivatives, foreign exchange contracts, debentures, stocks and bonds issued or proposed to be issued by the government, managed investments schemes (subject to various limitations), IDPS (subject to various limitations), superannuation, life products and insurance, standard margin lending facilities, and retirement savings accounts.

If we are providing general advice, we will provide you advice on the products that we are offering you but will not take into account your personal circumstances such as the benefits of your existing financial products. If we state that we are providing general advice and you want personal advice then you will need to instruct us in writing.

Olive discloses that it is not an expert tax advisor so while its financial advice may take account of tax issues, Olive seeks only to take reasonable account of tax issues and incorporate these issues into its advice as would be viewed as reasonably expected of a competent financial planner or financial adviser. Olive does not advise on tax structures which may be viewed as aggressive and clients should consider engaging their own tax advisers to advise on tax issues.

11. How to instruct us

Before transacting with Olive you must open an account with us or a third party to whom we introduce to you.

You may then give instructions to us in any of the following ways:

- by the telephone (note your telephone calls to us may be recorded);
- in writing including email or facsimile by prior arrangement, however you must confirm with us that such instructions have in fact been received by us; and
- electronically via Olive's internet trading platform or via other third party electronic trading applications by prior arrangement in writing, however you must confirm with us that such instructions have in fact been received by us.

12. How do we get paid?

The following fees and commissions outline, as a guide, how we charge and how much we charge. For particular products we will sometimes discount our fees and commissions.

a. Transaction based fees for products we execute on your behalf

Olive is remunerated through the fees and commissions that we charge you for executing transactions on your behalf. 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 your transaction. Rates are subject to negotiation prior to transacting any business. Fees and commissions, once disclosed and agreed, will be charged to your Trading Account at the time any transaction is executed.

The brokerage rates below are the maximum that Olive may charge unless otherwise agreed in writing with you and are provided as a guide only. A detailed description of the fees, charges and commissions payable are contained in the PDS for the relevant financial product. Olive will provide you with details of the rates applicable to you at the time you enter into the client agreement.

Type of Product	Basis	Maximum fee
Securities - domestic	per transaction	up to AUD\$110 or 2.25% (including GST*) of the transaction value (whichever is greater)
Securities - International	per transaction	up to AUD\$200 equivalent or 2.25% (including GST*) of the transaction value (whichever is greater);
Exchange traded options	per transaction	up to AUD\$110 (including GST*);
Warrants	per transaction	up to AUD\$110 or 2.25% (including GST*) of the transaction value (whichever is greater);
Futures	per transaction	up to AUD\$99 (including GST*) per lot

Where Olive charges transaction fees in relation to an MDA or any other service in which it is providing personal advice, it does so as a customer service fee which includes an introduction fee and / or execution fee. These fees are payable by you, and where a third party pays these fees to Olive, it does so as agent for you. Olive receives these fees from you as consideration for introducing you to the third party and / or executing trades on your behalf. These fees will generally come out of your account.

Olive, acting reasonably may change these rates from time to time. Such changes will be notified to you by email, in writing or where you have agreed by us posting a notice to our website, www.olivefinancialmarkets.com.au. We recommend that you seek advice from a professional tax agent.

*In some cases fees may be exempt from GST where the supply is made to a non-Australian resident.

b. Transaction based fees for products issued by Olive

For products issued by Olive we will charge you a per transaction fee. Fees 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 your transaction. Rates are subject to negotiation prior to transacting any business. Fees, once disclosed and agreed, will be charged to your trading account when you buy and sell at the time your transaction is executed.

The fees below are the maximum that Olive may charge unless otherwise agreed in writing with you and are provided as a guide only. A detailed description of the fees, charges and commissions payable are contained in the PDS for the relevant financial product. Olive will provide you with details of the rates applicable to you at the time you enter into the client agreement.

Type of Product	Basis	Maximum fee
Contracts for Difference	per transaction	up to 2.0% of the notional value* (including GST**)
Margin FX	per transaction	up to 2.0% of the notional value* (including GST**)

Where Olive charges transaction fees in relation to an MDA or any other service in which it is providing personal advice, it does so as a customer service fee which includes an introduction fee and / or execution fee. These fees are payable by you, and where a third party pays these fees to Olive, it does so as agent for you. Olive receives these fees from you as consideration for introducing you to the third party and / or executing trades on your behalf. These fees will generally come out of your account as the whole or part of amounts charged to your account and / or paid or payable by you in the form of: a commission; a widening of the bid-ask spread; and / or interest.

Olive, acting reasonably may change these fees from time to time. Such changes will be notified to you by email, in writing or where you have agreed by us posting a notice to our website, www.olivefinancialmarkets.com.au. For a full list of all relevant charges including interest, financing charges and other service fees (if applicable), please view the relevant product PDS. We recommend that you seek advice from a professional tax agent.

*Notional value means the gross value of the position that a client is exposed including actual or implied leverage, for instance if the client has a position of \$100,000 with a margin of \$1,000 so leverage of 100:1 then the commission is calculated on \$100,000.

**In some cases fees may be exempt from GST where the supply is made to a non-Australian resident.

c. Fees for our Managed Discretionary Account service

The fees below are the maximum that Olive may charge in respect of our managed discretionary account service unless otherwise agreed with you. These fees are provided as a guide only. A detailed description of the fees, charges and commissions payable in respect of the financial product traded under the managed discretionary account service will be detailed in the MDA Contract or in writing prior to the commencement of the service. Olive will provide you with details of the rates applicable to you at the time you enter into the MDA Contract.

Type of Fee	Basis	Maximum fee
Execution and Introduction fee	Per transaction	Based on product transacted as noted in parts a) and b) of this section above; to the extent such fees are paid by a third party these will be disclosed and agreed with you, and the third party pays this fee to Olive as your agent; you are paying this fee to Olive for introducing you to the third party and / or executing trades on your behalf
Management / Administration fee	Charged monthly as specified in the MDA Investment Program	Up to 3% p.a (including GST*) calculated on the daily account balance
Statement of Advice Fee or Statement of Additional Advice Fee	Per Statement of Advice or Statement of Additional Advice	Up to \$2,000 for each Statement of Advice and each Statement of Additional Advice although this fee is sometimes waived
Account Opening Fee	Per account	Under some selected Investment Strategies there may be a one off \$100 account opening fee.
Account Keeping Fee	Per account	Under some selected Investment Strategies there may be an account keeping fee of \$150.00 per quarter.
Performance fee	Charged monthly as specified in the MDA Investment Program	Up to 30% (including GST*) of monthly profit

Where Olive charges transaction fees in relation to an MDA or any other service in which it is providing personal advice, it does so as a customer service fee which includes an introduction fee and / or execution fee. These fees are payable by you, and where a third party pays these fees to Olive, it does so as agent for you. Olive receives these fees from you as consideration for introducing you to the third party and / or executing trades on your behalf. These fees will generally come out of your account.

Olive, acting reasonably may change these fees from time to time. Such changes will be notified to you by email, in writing or where you have agreed by us posting a notice to our website, www.olivefinancialmarkets.com.au. We recommend that you seek advice from a professional tax agent.

*In some cases fees may be exempt from GST where the supply is made to a non-Australian resident.

d. Fees for some limited Full Service Accounts

The fees below are the maximum that Olive may charge unless otherwise agreed with you, in respect of some limited full service accounts operated by Olive on a non-discretionary, general advice basis. These fees are provided as a guide only. Olive will provide you with details of the rates applicable to you at the time you enter into the service.

Type of Fee	Basis	Maximum fee
Execution and Introduction fee	per transaction	Based on product transacted as noted in parts a) and b) of this section above; to the extent such fees are paid by a third party these will be disclosed and agreed with you, and the third party pays this fee to Olive as your agent; you are paying this fee to Olive for introducing you to the third party and / or executing trades on your behalf
Management fee	Charged monthly (or annually as an upfront fee)	Up to 3% p.a (including GST*) calculated on the daily account balance, or opening investment value.
Performance fee	Charged monthly or quarterly	Up to 25% (including GST*) of monthly profit

Olive, acting reasonably may change these fees from time to time. Such changes will be notified to you by email, in writing or where you have agreed by us posting a notice to our website, www.olivefinancialmarkets.com.au. We recommend that you seek advice from a professional tax agent.

*In some cases fees may be exempt from GST where the supply is made to a non-Australian resident.

e. Fees for advising on and arranging dealing in securities

Brokerage will be charged to your account by Olive's Execution and Clearing Broker. Brokerage will be between 0.02% and 1.25% of the contract value (depending on the size of the contract value), subject to a minimum brokerage (all inclusive of GST) unless otherwise agreed with you. The minimum brokerage charge may be lowered depending on the product and the manner in which trading is to be undertaken. The brokerage will be shared between Olive and Olive's Execution and Clearing Broker such that Olive will receive from its Execution and Clearing Broker a commission equal to the brokerage less an amount to be retained by its Execution and Clearing Broker. Some trade examples are detailed below which show the impact of brokerage and the commission Olive may receive. Where a payment is made by an Execution and Clearing Broker, it is done so on your behalf by the Execution and Clearing Broker as agent for you. This is a payment made by you to Olive for introducing you to the Execution and Clearing Broker and / or executing trades on your behalf.

Examples

You expect SUNCORP-METWAY LIMITED (SUN) to announce good profit results to the market and anticipate its price could rise by 7% over the next sixteen days.

Open Position

Buy Quantity	5,000
Price	\$9.10
Contract Value	\$45,500.00
Brokerage at 0.145%	\$65.98 (inclusive of GST)

Close Position

Sell Quantity	5,000
Price	\$9.74
Contract Value	\$48,700.00
Gross Profit	\$3,200.00
Brokerage at 0.145%	\$70.62 (inclusive of GST)

Net Profit \$3063.41

Alternatively: your expectations prove to be incorrect and your stop loss is triggered

Close Position

Sell Quantity	5,000
Price	\$8.92
Contract Value	\$44,600.00
Gross Profit (Loss)	(\$900.00)
Brokerage at 0.145%	\$64.67 (inclusive of GST)

Net Profit (loss) (\$1,030.65)

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There may be other charges applicable to a securities trading account that are passed on by Olive's Execution and Clearing broker. These fees and charges will be fully noted in the Agreement that will be signed with Olive's Execution and Clearing Broker.

There may be numerous other fees that may triggered depending on the style of your account.

f. Administration Charges

Administrative services provided by Olive to which fees may apply are outlined in the following table.

Administrative Service	Fee (incl. GST)
Withdrawal (same day value)	AUD\$35.00
Duplicate Statements	AUD\$20 per statement
Provision of live data feed	At Exchange rates plus any platform charges as advised from time to time
Phone broking charges for CFD and Margin FX transactions	Up to AUD\$110.00 per transaction or 2.25% of the notional value* whichever is the higher

*Notional value means the gross value of the position that a client is exposed including actual or implied leverage, for instance if the client has a position of \$100,000 with a margin of \$1,000 so leverage of 100:1 then the commission is calculated on \$100,000

g. Commissions, remuneration and other benefits received by Olive acting as a referral agent or introducing broker

At times you may be required to open an account with third party service providers for the provision of execution and clearing services. In these circumstances Olive will be acting as the referral agent or introducing broker and on your behalf. Such third party may charge amounts in the form of commission, as a widening of a spread or as interest. Olive will be receiving a percentage of the amounts paid to the third party service provider by you or from your account. The amount received by Olive will vary depending on the contractual arrangements entered into between Olive and the third party service provider. Olive will disclose these details to you when you open your account. Unless stated otherwise in writing, any amount being paid by a third party service provider to Olive will be as agent for you, and the amount being paid from your account or trading is being paid by you for services rendered by Olive or its Authorised Representative, for various reasons including for introducing you to a trading platform, trader or executing trades or servicing your account.

h. Camori Pty Ltd

Olive provides financial planning and advice, superannuation and investments, derivatives and securities dealing and other services, education, training, mentoring, trading alert and trading services to or for traders and investors through our corporate authorised representative Camori Pty Ltd ("Camori"). Traders and Clients that engage the services of Camori and Olive pay a fee of up to \$25,000 upfront for a package that includes some or all of systems, trade alerts, trading services, trading and trading account activation, managed discretionary accounts and intensive trader training. For Managed Discretionary Account service provided by or with Camori reference should be made to the relevant sections for our Managed Discretionary Account services and a full disclosure of fees will be made as part of your contractual arrangements with Olive and Camori. For financial advice financial plans, IDPS, Life Insurance and Retirement Savings please refer to the relevant section.

i. Financial Advice, Financial Plans, IDPS, Superannuation, Life Insurance and Retirement Savings Accounts

The following fees and commissions are payable in respect of financial advice, financial plans, IDPS, superannuation, life insurance and retirement savings account. These are a guide only and where you agree we may charge higher fees and commissions. Any other fees and commissions received by us from time to time will be disclosed to you if required by Australian law.

Type of Fee	Basis	Maximum fee
Financial Advice	Per transaction or advice	We will make arrangements with you in writing depending on the scope of the financial advice
Financial Plans	Per Plan	Up to \$50,000 per plan
Self – Managed Superannuation	Per Fund	Up to \$15,000 per Fund for establishment and up to \$1000 per quarter for compliance and administration support
Life Insurance	Per Policy	Up to 115% of the first year's premium and up to 50% of the premium each year
Retirement Savings Accounts	Charged monthly or quarterly	Up to \$100 per account per month
IDPS, Retail Superannuation and Platforms (e.g. for Superannuation)	Charged daily, monthly, quarterly or yearly	Up to 5.0% upfront and 3.0% per annum

j. Commissions, remuneration and other benefits received by Olive

Olive is entitled to retain any interest (or share of interest) it earns (or receives) on client money held in the segregated (and any other) accounts it (or third parties) must or may maintain pursuant to the Corporations Act or otherwise. The rate of interest and any commission, remuneration and other benefit received by Olive is determined by the provider of each account subject to negotiation with Olive.

Our employees, representatives and directors are remunerated by way of salary and other employee benefits. They may also be eligible for a discretionary bonus related to business objectives. Certain employees, directors and representatives may also receive up to 100% of all fees and commissions generated from their clients depending on the level of salary and the aggregate revenue that they earn for Olive. Such payments are discretionary and are generally made in the form of monetary benefits and are paid monthly, quarterly or annually. Where an Olive makes a payment to an employee, representative or director in relation to you, and you have been or will be provided with personal or general advice, it does so as agent for you. These payments are part of and not in addition to the payment (whether as fees or otherwise) to Olive.

k. Commissions, remuneration and other benefits paid by Olive

You may have been referred to us by a service provider who may receive financial or non-financial benefits from us but these amounts will not be in addition to amounts paid by you or on your behalf to Olive. These are in the nature of marketing and advertising expenses.

l. Soft dollar benefits

Olive may from time to time receive a benefit from preferred product providers including educational seminars, conferences, and training days. Details of benefits valued at AUD\$1000 or above received by us will be maintained on a register.

13. Complaints Resolution

We take every step to ensure we provide you with quality service. Olive has an internal dispute resolution policy in place to resolve any complaints or concerns you may have about the service provided to you. These should be directed to the Complaints Officer (by telephone, facsimile, or letter) at the address shown in this FSG, or by email richmond@olivefinancialmarkets.com.au.

We will provide you with acknowledgement of bona fide written complaints within 10 business days, and seek to resolve and respond to your complaint within 30 days of receipt. We will investigate your complaint, and provide you with our decision, and the reasons for which it is based in writing. We will endeavour to resolve your complaint quickly and fairly.

If the complaint cannot be resolved to your satisfaction within 45 days and you wish to proceed further, you may lodge a complaint with the Financial Ombudsman Service (FOS) via the following means:

Financial Ombudsman Service
GPO Box 3, Melbourne Vic 8007
Email: info@fos.org.au

Website: www.fos.org.au
Toll Free Telephone: 1300 78 08 08
Fax: 03 9613 6399

You may also contact Australian Securities and Investments Commission (ASIC) freecall Infoline on 1300 300 630 to make a complaint and obtain information about your rights.

14. Compensation arrangements

We hold Professional Indemnity Insurance cover for the activities conducted under our AFS licence. The policy provides coverage in the aggregate of up to AUD\$5,000,000 with an excess of AUD\$25,000 to cover claims regarding professional negligence and liability, crime (fraud) and the conduct of representatives (including representatives who no longer work for us but who did at the time of the relevant conduct). Our Professional Indemnity insurance cover is subject to the policy terms and conditions. Olive considers that our insurance cover generally satisfies the requirements of s912B of the Corporations Act.

15. Conflicts of interest and Associations

Conflicts of interest may occur from time to time. Olive will advise you of any material interest that could reasonably be expected to influence our recommendation of a financial product to you, either verbally or within an SOA, SOAA or ROA. However, you should be aware that:

- Olive's client advisors are remunerated wholly or in part on a share of brokerage, remuneration or commission basis
- if you have been referred to us by a third party, that person may receive a share of brokerage charged to you
- Olive, its directors and representatives may have material interests in the shares of companies that we have provided advice on from time to time
- Olive may, under certain circumstances, act as a market maker and your broker at the same time

Olive has an association with a number of third party service providers that provide execution and clearing services to clients. If Olive has referred or introduced you to a third party service provider it may receive a share of brokerage, fees and other amounts charged to you.

16. Forward-looking Statements

In the written material provided or accessed by you in relation to Olive including where it is providing financial advice or products or you are accessing or have access to its marketing and other material such as its websites or those of its authorised representatives or corporate authorised representatives, there may be certain statements by Olive, its authorised representatives or its corporate authorised representatives and their respective directors and employees which relate to future events and expectations and, as such, constitute forward-looking statements.

Forward-looking statements can be identified by the use of predictive, future-tense, or forward-looking terminology, such as "anticipates," "believes," "estimates," "expects," "forecasts," "hopes," "intends," "may," "outlook," "projects," "should," "targets," "will," or other similar expressions. All statements that reflect Olive's expectations, assumptions, or projections about the future other than statements of historical fact are forward-looking statements, including, without limitation, forecasts concerning the financial markets or the performance of financial products whether exchange listed or over the counter products.

Forward-looking statements are subject to a number of known and unknown risks, uncertainties, and other factors that may cause actual results to differ materially from those expressed or implied in the forward-looking statements and are not guarantees of future performance. To the maximum extent permitted by law, Olive disclaims any intention or obligation to

update publicly any forward-looking statements, whether in response to new information, future events, or otherwise, except as required by applicable law.