

## E-Trans Australia Pty Ltd

# COMBINED FINANCIAL SERVICES GUIDE AND PRODUCT DISCLOSURE STATEMENT

## Financial Services Guide

Date: 16<sup>th</sup> February 2022

E-Trans Group Pty Ltd ABN 83 132 970 159 AFSL 439303  
E-Trans Australia Pty Ltd ABN 84 124 874 219 Authorised Representation No 457211  
Phone: 03 9602 1669  
Address: Level 8, 2 Queen Street, Melbourne VIC 3000

This document forms Part 1 of the Combined Financial Services Guide and Product Disclosure Statement for E-Trans Group Pty Ltd's foreign exchange products.

**This Financial Services Guide is designed to provide you with important information regarding our services and is typically issued prior to E-Trans Group Pty Ltd ABN 83 132 970 159 AFSL No. 439303 ('E-Trans Group') and its Authorised Representative E-Trans Australia Pty Ltd ABN 84 124 874 219 Authorised Representative No. 439303 ('E-Trans Australia') providing you with a financial product. The information contained within this guide includes the following:**

- **who we are;**
- **what services we are authorised to provide;**
- **how we are remunerated for these services; and**
- **how we resolve complaints about our financial products and services.**

Please contact us if you would like further information on this FSG or on any of our services.

E-Trans Group holds Australian Financial Services Licence AFSL No. 439303 and is authorised to provide the following financial products and services to retail and wholesale clients:

- provide general financial product advice in relation to non-cash payment products and foreign exchange contracts;
  - deal in non-cash payment products and foreign exchange contracts; and
  - make a market in foreign exchange contracts.
- Pursuant to its Australian Financial Services Licence E-Trans Group provides the following products and services:
- entering into spot foreign exchange contracts with retail and wholesale clients; and
  - currency conversion and transfer payment information and support.

E-Trans Australia has been appointed as E-Trans Group's authorised representative to arrange for the provision of each of the financial services and financial products permitted under E-Trans Group's AFSL.

Information in this FSG and the distribution of this FSG by E-Trans Australia has been authorised by E-Trans Group.

### **Our advice policy**

We will generally only provide factual information to you about applicable exchange rates.

Where advice about foreign exchange contracts is provided, the advice will be limited to general advice only. Such advice does not take into account your personal objectives, financial situation or needs. You should seek independent professional advice to ascertain whether our advice is appropriate. We neither collect, nor take into consideration, information regarding your financial circumstances and needs, except to the extent that they are relevant to processing your foreign exchange transaction request.

Please take every reasonable step to fully understand the outcomes of specific foreign exchange trades and strategies adopted in relation to utilising the advice provided by us.

### **Using our services**

If you wish to utilise our services you may issue instructions in person, via the telephone or via such other method (e.g. fax, email or electronic facilities) as may be mutually agreed between us. Other documents you may receive if we recommend you acquire a foreign exchange product is our Product Disclosure Statement ('PDS'), which contains information about foreign exchange products that are issued by us. This will help you make an informed decision about whether to acquire or utilise such products.

## **General transaction documents**

We will provide you with the relevant documentation to facilitate the requested transactions. These may include, but not be limited to account opening forms, PDS, terms and conditions and transaction confirmations.

## **Who we act for**

Any foreign exchange contracts will be entered into between you and E-Trans Group as principal. E-Trans Australia will act as agent for the purposes of arranging for you to enter into the contract. When entering into foreign exchange contracts and making a market, E-Trans Group and E-Trans Australia acts on their own behalf and not as an agent for you.

E-Trans Australia is a related body corporate of E-Trans Group and acts on behalf of E-Trans Group at all times. The association between E-Trans Australia and E-Trans Group does not affect or influence the provision of any services to you.

## **Remuneration of other benefits received by our employees**

Our employees who provide you with advice may receive remuneration for the provision of these services. Our employees also receive salaries, performance-related bonuses and other benefits.

## **Transaction fees**

Our Product Disclosure Statement provides further details regarding specific transaction fees and costs. However, please note that our fee is built into the exchange rates quoted when you seek to transact.

We reserve the right to charge a transaction fee up to \$20 per transaction. Details of all fees and costs will be disclosed to you prior to entering into a transaction.

## **Making a complaint**

We have an internal dispute resolution process in place to resolve any complaints or concerns you may have, quickly and fairly. These should be directed to our Complaints Officer who will seek to resolve your complaint within 14 days. If you are dissatisfied with the outcome, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA is an approved external dispute resolution scheme, of which we are a member, and can be reached on 1800 931 678.

You may also make a complaint via the ASIC Freecall Infoline on 1300 300 630.

## **Compensation arrangements**

We have professional indemnity insurance in place that complies with section 912B of the Corporations Act and ASIC Regulatory Guide 126. The policy will cover work done for us by our representatives and employees after they cease to work for us.

## **Our privacy policy**

We are committed to protecting your privacy. We have systems and processes in place which safeguard against the unauthorised use or disclosure of your personal information.

Please contact us if you have any concerns or if you would like to see a copy of our privacy statement.

# Product Disclosure Statement

Date: 16<sup>th</sup> February 2022

E-Trans Group Pty Ltd ABN 83 132 970 159 AFSL 439303  
E-Trans Australia Pty Ltd ABN 84 124 874 219 Authorised Representation No 457211  
Phone: 03 9602 1669  
Address: Level 8, 2 Queen Street, Melbourne VIC 3000

This document forms Part 2 of the Combined Financial Services Guide and Product Disclosure Statement for E-Trans Group Pty Ltd's foreign exchange products.

## 1 IMPORTANT INFORMATION

This Product Disclosure Statement (**PDS**) has been prepared and issued by E-Trans Group Pty Ltd (ABN 83 132 970 159) (**E-Trans Group**). It provides you with key information about the foreign exchange products we may offer. The offering of foreign exchange products is arranged through our Authorised Representative E-Trans Australia ABN 84 124 874 219 Authorised Representative No. 439303 (**E-Trans Australia**).

A reference in this PDS to "we, us or our" means a reference to E-Trans Group and/or E-Trans Australia depending on the applicable context.

The information contained in this PDS does not constitute a recommendation, advice or opinion and does not take into account your individual objectives, financial situation, needs or circumstances. This is an important document and should be read in its entirety before entering into a foreign exchange transaction or purchasing a foreign exchange product with us.

This document does not form part of the Master FX Agreement, nor should it be read instead of that Agreement. We will provide a paper copy of this PDS free of charge upon request. The information in this PDS is current as at June 2014 and may be updated from time to time where that information is not materially adverse to clients. We may issue a supplementary or replacement PDS as a result of certain changes, which will be available in paper copy upon request and free of charge by contacting us.

For information regarding our full range of products and services, please read the Financial Services Guide. If you have any queries regarding this, please contact us.

### JURISDICTION

The distribution of this PDS may be restricted in certain jurisdictions outside Australia. Persons into whose possession this PDS comes are required to inform themselves of, and to observe, such restrictions. This PDS does not constitute an offer or to anyone in any jurisdiction in which such an offer is not authorised or to any person to whom it is unlawful to make such an offer or solicitation. If you are a non-resident of Australia dealing with us you should note:

- the law governing your dealings with us is the law of Victoria, Australia;
- your rights against us are restricted as set out in the Master FX Agreement;
- moneys which you deposit with us are not loans to us, and will be regulated by the Australian Client Money Rules;
- times are AEST times, unless stated otherwise.

### WARNING

You should not undertake foreign exchange transactions or enter into foreign exchange contracts unless you properly understand the nature of foreign exchange products and are comfortable with the attendant risks. You should obtain financial, legal, taxation and other professional advice prior to entering into a foreign exchange transaction to ensure this is appropriate for your objectives, needs and circumstances and in relation to the impact of any foreign exchange gains or losses on your particular financial situation.

The information contained in this PDS is for general information only. The information in the PDS has been prepared without taking into account your personal objectives, financial situations or needs. Before acting on any information contained in the PDS, you should consider the appropriateness of the information having regard to your personal objectives, financial situation and needs. You should consider this PDS in its entirety before making a decision to acquire any foreign exchange products issued by E-Trans.

### USE OF EXAMPLES

The use of examples in this PDS is provided for illustrative purposes only and does not necessarily reflect current or future market prices or the prices that we will apply to trade; nor how such trades have an impact on your personal circumstances.

### ANTI-MONEY LAUNDERING

By opening an account and transacting with us we may require further information from you from time to time to comply with the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF Act). You undertake to provide us with all additional information required to comply with the AML/CTF Act. You also warrant that:

- you are not aware and have no reason to suspect that:

- the monies used to fund your transactions have been or will be derived from or related to any money laundering, terrorism financing or other illegal activities, whether prohibited under Australian law, international law or convention or by agreement;
- the proceeds of your investment will be used to finance any illegal activities; and
- you are not a politically exposed person or organisation as the term is used in the Anti-Money Laundering and Counter Terrorism Rules Instrument 2007 (1).

### Purpose and Contents of this Product Disclosure Statement

This PDS is designed to provide you with important information regarding us and the range of foreign exchange products we offer, including the following information:

- who we are;
  - how you can contact us;
  - which products we are authorised to offer,
  - key features/risks/benefits of these products;
- fees and charges for these products;
- any potential conflicts of interest we may have; and
  - our internal and external dispute resolution process.

### Name and Contact Details of Issuer/Service Provider

We are the issuer of this PDS and the financial product provider. You can contact our office by any of the means listed below:

Writing to us at:  
 Level 8, 2 Queen St  
 Melbourne VIC 3000, Australia  
 Phone: +61 3 9602 1669  
 Email: melbourne@etrans.com.au

### Representations

The information contained in this PDS is general advice only and does not take into account your particular financial objectives, needs and circumstances. You should obtain your own professional advice to ensure you fully understand the nature and risks of these products and determine their suitability for your situation. Neither this PDS nor the foreign exchange contracts issued by us are endorsed or approved by the Australian Securities and Investments Commission (ASIC).

### Nature of Advice we Offer

We provide foreign exchange services to retail and wholesale clients. We are the issuer of this PDS and hold Australian Financial Services Licence number 439303 which authorises us to provide the following financial services:

- provide financial product advice regarding non-cash payment products and foreign exchange contracts;
- deal in non-cash payment products and foreign exchange contracts; and
- make a market in foreign exchange contracts.

We buy and sell foreign exchange contracts and foreign currency. It is recommended that you take all reasonable steps to fully understand the outcomes of specific foreign exchange contracts and strategies adopted in relation to utilising the general information provided by us to you. You should obtain financial, legal, taxation or other professional advice.

## 2 PRODUCT SUMMARY

We are authorised to buy and sell foreign currency on spot terms and to give product advice regarding the specific exchange transaction or product.

A summary table of the key characteristics of our foreign exchange contracts follows. However, you should ensure you read and understand this PDS in its entirety.

Issue	Summary	PDS Ref Section
Who is the issuer of this PDS and the foreign exchange products?	E-Trans Group is the issuer of this PDS and the issue of foreign exchange contracts under this PDS. Foreign exchange products are arranged by our Authorised Representative E-Trans Australia.	1
What is a foreign exchange transaction?	Foreign exchange is about exchanging one currency for another. In a foreign exchange transaction one currency can be bought or sold in exchange for another currency	3
What foreign exchange products do we provide?	Foreign exchange spot contracts.	4&5
How do I enter into a foreign exchange contract?	Prior to transacting in foreign exchange, you must read and understand the Financial Services Guide, this PDS; the Client Account Opening Form, and the Master FX Agreement, which will be provided to you by us detailing the applicable terms and conditions. You must complete, sign and return the Client Account Opening Form and the documents referred to in it in order to set up an account with us. We reserve the right to refuse to transact with any person.	3
How do you place a foreign exchange transaction order?	We accept foreign exchange transaction instructions in any of the following ways: telephone (calls will be recorded), or* in writing (including email, facsimile or electronically where agreed)	3
What fees and charges are payable in respect of a	Whilst we endeavour to include all fees and charges in the spread quoted, in some circumstances you may incur a transaction fee of up to \$20 in relation to	6

Issue	Summary	PDS Ref Section
foreign exchange transaction or product?	the foreign exchange product. The exchange rate quoted has a variable buy/sell spread which takes into account our remuneration.	
What will be the rate of the foreign currency transaction?	The exchange rate is the price at which the transaction takes place and will be quoted to you and agreed when the transaction is entered into.	
What will be the rate/ pricing for the foreign exchange product?	For foreign exchange spot contracts, the applicable exchange rate will be that agreed when the contract is entered into, with transaction settlement in normal circumstances occurring two business days later. Cleared client funds are required to be paid to us before we will execute the trade. Generally, funds will be remitted on the second business day after the Transaction date.	4
What are the key benefits?	Some of the key benefits for each type of foreign exchange contract offered by us are set out in section 4	4
What are the key risks?	Whilst it is acknowledged that the majority of deliverable foreign exchange transactions are a necessary aspect of some businesses, you should also be aware of some potential key risks of foreign exchange contracts, that may be applicable to your circumstances, as set out in section 4 & 5. You should obtain independent professional advice and carefully consider whether they are appropriate for you in light of your knowledge, experience and financial needs and circumstances.	4&5
What are the tax implications of foreign exchange transactions and products?	Foreign Exchange transactions and products may have tax implications. The taxation consequences can be complex and will differ for each individual's financial circumstances. We recommend that you obtain independent taxation and accounting advice in relation to the Impact of foreign exchange transactions and products on your particular financial situation.	8
Dispute resolution	We have an established policy for dealing with complaints and we are a member of AFCA, an external dispute resolution scheme.	12

### 3 GENERAL INFORMATION ABOUT FOREIGN EXCHANGE TRANSACTIONS AND PRODUCTS

#### Foreign exchange transactions

Foreign exchange is about exchanging one currency for another. In a foreign exchange transaction one currency can be bought or sold in exchange for another currency. The exchange rate is the price at

which this transaction takes place. For example: if the current exchange rate for the Australian dollar against the USA dollar is AUD/USD 1.0400, this means that an Australian dollar is equal to, or can be exchanged for 1.0400 US dollars.

If you wish to enter into foreign exchange contracts with us you are required to:

- open an account with us by executing an account opening form. As a part of the account opening process, you will be provided with the FSG, PDS and the Client Master Agreement you are required to acknowledge acceptance of the terms of these documents before we are able to provide foreign exchange services to you; and
- when you make an order for foreign exchange, we will send you a spot contract note containing details in relation to your contract including the amount to be exchange, the applicable exchange rate and the details of the person making the exchange. **You must confirm the spot contract note in writing (either electronically or personally) and pay cleared funds into our account before we are able to process the contract.** We may, at our absolute discretion, refuse to open an account for you or refuse to enter into a particular transaction with you.

We deal in spot foreign exchange products only.

#### Foreign exchange products

The principal purpose of foreign exchange products is to enable individuals and entities with foreign exchange needs, to pay or receive international currencies for goods or services, convert moneys, manage their foreign currency risk and protect their funds against adverse exchange rate movements. These products enable future exchange risk to be hedged and provide a degree of certainty of foreign exchange rates and exposures.

#### Foreign exchange exposures

Foreign exchange exposures may arise from a number of different activities. A traveller going to visit another country has the risk that if that country's currency appreciates against their own, their trip will be more expensive. An exporter who sells its product in foreign currency has the risk that if the value of that foreign currency depreciates then the revenues in the exporter's home currency will be lower.

An importer who buys goods priced in foreign currency has the risk that the foreign currency will appreciate, thereby making the cost, in local currency terms, higher than expected.

Fund managers and companies who own foreign assets are exposed to falls in the currencies where they own the assets. This is because if they were to sell (repatriate) those assets at the depreciated exchange rate applicable to those assets, this would have a negative effect on the home currency value.

Other foreign exchange exposures are less obvious and relate to the exporting and importing in local currency, but where the negotiated price is being affected by exchange rate movements.

### **Nature of foreign exchange products**

Foreign exchange contracts are not traded on a licensed financial market, or exchange, but are bilateral agreements between you and us, with each party responsible for assessing the credit standing and capacity of the other party before entering into the transaction.

### **Facilitation of Transactions**

We will provide you with the requisite application, facilitate execution and provide confirmation documentation to facilitate requested transactions. If you wish to proceed with a foreign exchange transaction you will need to return a signed copy of the application which refers to the terms and conditions of the Master FX Agreement. You will then be bound by the Master FX Agreement.

## **4 FOREIGN EXCHANGE SPOT CONTRACTS**

A spot contract enables an exchange of two currencies on agreed terms. The applicable exchange rate will be that agreed when the contract is entered into, with transaction settlement occurring in normal circumstances two business days later. Client funds are required before the transaction will be executed, with funds to be remitted generally on the second business day after the Transaction Date.

### **Benefits of spot contracts**

The significant benefits of spot contracts are:

- they are a simple and efficient method of facilitating payments internationally;
- they can be used to provide advance payments to open account settlements; and
- settle letters of credit.

### **Risks of spot contracts**

In addition to the general risks associated with foreign exchange transactions referred to later in this section, the significant risks of spot contracts are:

- whilst efficient, spot exchange rates can be volatile and unpredictable, even during a single trading day;
- utilising the spot market to manage future foreign exchange requirements may expose you to a high risk of unfavourable movements in foreign currency values, and
- there is no cooling off period.

### **Example of spot transaction**

- ABC Pty Ltd has an invoice due for immediate payment in foreign currency in the amount of USD10,000;
- ABC Pty Ltd pays cleared AUD to us by its preferred settlement method (i.e. inward Telegraphic Transfer, BPay or Direct Debit) at the prevailing spot rate of 1.0100 which equals AUD9,900.99 (USD10,000/1.0100) (plus transmission costs if applicable);
- We send a written fax or email confirmation to ABC Pty Ltd
- We remit USD10,000 to ABC Pty Ltd.

### **General Risks of Foreign Exchange Contracts**

Whilst there are numerous benefits for those with foreign exposures to manage in the course of their business activities, foreign exchange instruments and transactions entail a number of significant risks and are not suitable for all. You should seek prior independent advice and consider carefully whether trading in foreign exchange instruments is appropriate in terms of your experience, your financial objectives, needs and circumstances. Some of the risks involved in trading foreign exchange instruments such as spot transactions and open-term exchange contracts, include the following:

#### ***Market Risk***

In certain market conditions, it can become difficult or impossible to liquidate a position (this can, for example, happen when there is a significant change in prices over a short period of time). Consistent with market conditions, the prices of our products may be volatile and fluctuate rapidly over wide ranges. Price fluctuations may occur as a result of uncontrollable events or changes in a variety of conditions such as, but not limited to, changing supply and demand relationships, governmental, agricultural, commercial and trade programs and policies, national and international political and economic events and the prevailing psychological characteristics of the relevant marketplace.

#### ***Counter-party Risk***

Counter-party risk is the risk that another party may default on their contractual obligations. In the event of a default due to bankruptcy, fraud, or liquidation of a company you may recover less than the amounts owing to you. In entering into a foreign exchange contract, you are responsible for assessing the credit standing and capacity of the other party.

#### ***Lack of Regulation***

ASIC does not have jurisdiction over international foreign exchanges nor the power to compel enforcement of the rules of a foreign exchange or any applicable foreign law.

#### ***Regulatory Risk***

Changes in taxation and other laws, government, fiscal, monetary and regulatory policies may have a material adverse effect on your dealings in our products.

## **Operational Risk**

Operational risk is the risk of loss resulting from inadequate or failed internal processes, people or systems, or external events. Disruptions in our processing may lead to delays in the execution and settlement of your transaction.

Those obligations to you under the Master FX Agreement and our products are unsecured obligations, meaning that you are an unsecured creditor of us. In the unlikely event that we become insolvent you will be an unsecured creditor in relation to the balance of the moneys owing to you.

### **What is an unsecured creditor?**

In the event that you become an unsecured creditor of us, you will need to lodge a proof of debt with the liquidator for the amount of moneys that are owing to you as evidenced by your account statements.

The liquidator then assesses all proofs of debts to determine which creditors are able to share in the assets of the company, and to what extent depending on the amounts owing to them and any priority they may have to be paid. It is unlikely that you will be repaid in full of the amount you have paid to us.

### **Client instructions, statements and confirmations**

We accept order instructions in any of the following ways:

- telephone (calls will be recorded and a follow up application will be required); or
- in writing (including email or facsimile, where agreed).

You will need to confirm all spot foreign exchange contract notes before we can process them.

It is your obligation to confirm with us that any order instructions you provide to us have, in fact, been received by us.

It is your obligation to immediately review order confirmations that we provide, to ensure their accuracy. Any order discrepancies identified must be reported to us immediately. Should you have any queries relating to your confirmations, we encourage you to contact us on +61 3 9602 1669.

Should you wish, for any reason, to close-out or alter the foreign exchange contract you have entered into, you may incur additional fees.

## **5 FEES AND CHARGES**

Our fee for foreign exchange products is built into the exchange rates quoted (buy/sell spread) when you seek to transact. Because we deal as principal, the exchange rate we offer you may not be the same as the rate we obtain ourselves. The rate offered to you may depend upon a number of factors including transaction size, term of the product, our business relationship with you, the prevailing market

rates and the differing interest rates applicable to the currency pair involved in the open-term exchange transaction.

Further, we reserve the right to charge a transaction fee of up to \$20 for processing a spot foreign exchange transaction.

Details of fees and costs will be disclosed to you prior to entering into a transaction.

You may also incur additional fees and charges from banks transmitting/receiving beneficiary funds. **We do not receive advance notice of, nor will be liable for, the imposition of such fees.** As these fees and charges are beyond our control it is not possible to predict whether or not they will be incurred or determine their amount. We are also entitled to retain any interest earned on client money held in the segregated accounts we must maintain under the Corporations Act. The rate of interest is determined by the provider of each segregated account.

If a client fails to make any payment required under the Master FX Agreement when it falls due, interest will be charged on the outstanding sum at a rate of five per cent per annum over the cash rate determined by the Reserve Bank of Australia (or of such monetary authority as may replace it) for interbank loans.

Interest accrues and is calculated daily from the date payment was due until the date the client pays in full and is compounded monthly.

## **6 CLIENT MASTER AGREEMENT**

In order to open an account, you are required to sign the Application, under which you agree to be bound by the Master FX Agreement which is an important legal document containing the terms and conditions which govern our relationship with you.

We recommend that you consider seeking independent legal advice before entering into the Master FX Agreement, as the terms and conditions detailed therein are important and affect your dealings with us.

We note the following key terms, many of which have been summarised throughout this PDS:

- client acknowledgements regarding knowledge and suitability to trade foreign exchange products;
- client representations and warranties;
- client obligations regarding confirmations (discrepancies);
- our rights following a default event;
- client Indemnity in favour of us;
- fees and charges;
- restrictions on assignment of agreement; and
- Governing law (Victoria).

## **7 TAXATION CONSIDERATIONS**

Foreign exchange transactions and products may have tax implications. The taxation consequences of foreign exchange

transactions and products can be complex and will differ for each individual's financial circumstances. We recommend that you obtain independent taxation and accounting advice in relation to the impact of foreign exchange transactions and products on your particular financial situation.

## **8 REMUNERATION AND OTHER BENEFITS RECEIVED BY OUR EMPLOYEES**

Our employees who provide you with advice or transaction execution may receive commissions for the provision of these services. Our employees also receive salaries, performance related bonuses and other benefits.

## **9 DISCLOSURE OF ANY RELEVANTS OF INTEREST**

We do not have any relationships or associations which might influence us in providing you with our services. However, we may share fees and charges with associates or other third parties or receive remunerations from them with respect to your dealings with us. We will always act as principal for its own benefit in respect of all foreign exchange transactions with you.

## **10 MAKING A COMPLAINTS**

We have 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 PDS.

We will investigate your complaint and provide you with our decision and the reasons on which it is based, in writing. We will seek to resolve your complaint within 14 days. If you are dissatisfied with the outcome, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA), an approved external dispute resolution scheme, of which we are a member, using the contact details below. You may also make a complaint via the ASIC freecallInfoline on 1300 300 630.

You can contact AFCA by any of the means listed below:

Online: <https://www.afca.org.au/>  
Telephone: 1800 931 678  
Facsimile: 03 9613 6399  
Mail: Australian Financial Complaints Authority Limited  
GPO Box 3  
Melbourne, VIC 3001

## **11 OUR PRIVACY POLICY**

We collect personal information about you in order to transact in foreign exchange products with you.

When you make an application, we will collect personal information from you in the Application Form. We may also collect additional personal information from you by other means in the future.

We collect personal information about you for the purposes of transacting with you, including to process and settle your foreign

exchange contract. We may also collect, use and disclose your personal information to forward to you, from time to time (including by email), details of other products available to you from E-Trans Group or E-Trans Australia. However, if you request, no information of that nature will be sent to you.

We may be required or authorised by law to collect certain personal information from you and/or disclose certain personal information. For example, we may be required to collect and disclose certain information in order to comply with the identification and verification requirements imposed under the Anti-Money Laundering and Counter Terrorism Financing Act.

If you do not provide the personal information requested in the Application Form or provide incomplete or inaccurate information, we may not be able to accept or process your application or may be limited in the services we can provide.

Our policy sets out details of how we will collect, store, manage, use and disclose personal information it collects from you and is available by contacting us.

The types of organisations to which we may disclose the personal information it holds about you include your adviser and dealer group, or other related companies of E-Trans Group, any third party service providers we may engage to provide registry, administration, technology, auditing, mailing, printing or other services, Government authorities when and to the extent required by law and our professional advisers (including legal and accounting firms, auditors, consultants and other advisers).

We do not currently disclose personal information to recipients located overseas or have established plans to do so. If we are likely to disclose personal information to recipients located overseas, our privacy policy will be updated regarding the likely disclosures (including, if it is practicable to do so, the countries in which such overseas recipients are likely to be located).

For queries or information regarding privacy matters please contact:

Privacy Compliance Officer  
Phone: +61 3 9602 1669  
Email: [melbourne@etrans.com.au](mailto:melbourne@etrans.com.au)

## **12 NO COOLING OFF PERIOD**

There is no cooling off period regime that applies to any of the products described in this PDS. You are, therefore, bound by the terms of a Foreign Exchange Contract, when you enter into it, despite the fact that settlement may occur at a later date.

## **13 DOCUMENTS TO BE PROVIDED BY ACCOUNT TYPES**

You must provide us with your Application, or at any time requested by us, such of the documentation as set out in the Application.