



# FINANCIAL SERVICES GUIDE

JB PRIME PTY LTD  
ABN 86 631 045 639

AFS Representative Number 1273880

Date: 31 January 2019  
Version 1.1

## 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 31 January 2019 and is provided to you by JB Prime Pty Ltd, ACN 631 045 639, AFS Representative Number 1273880 ("JB Prime", "we", "our", "us", "Providing Entity", "Adviser") 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 as an Authorised Representative of JB Markets Pty Ltd ACN 123 876 291, AFSL 323182 (**JB Markets**).

The distribution of this FSG by JB Prime has been authorised by the Licensee.

This FSG explains:

- Other disclosure documents.
- Who we are and how you can contact us.
- Financial products and services we are authorised to provide.
- Nature of our advice and our responsibilities.
- How you can instruct us.
- How we get paid.
- Potential conflicts of interest.
- Compensation Arrangements.
- How we deal with customer complaints and where you can go for further help.
- Privacy policy.

This FSG contains general information. If you have further questions after reading it, please contact us.

The information in this section is subject to change and does not include information in relation to taxes or duties that you may be required to pay in relation to an investment. Unless otherwise stated, all fees, charges, commissions and benefits disclosed in the FSG are inclusive of the Goods and Services Tax ("GST"). All fees, commission and charges are subject to change.

## 2. OTHER DISCLOSURE DOCUMENTS

JB Prime will provide clients with information and recommendations about investing in managed investment schemes, including information about the underlying financial products. The managed investment schemes are issued by other licensees.

Before investing, trading or acquiring a financial product, you will be provided with certain documentation, such as a Product Disclosure Statement (**PDS**), from the issuer in order for you to make an informed decision. 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.

We will not provide personal financial product advice to retail clients. Accordingly, you should not expect a Statement of Advice (**SOA**) from us. Before you make any investment decision, we recommend that you obtain investment advice tailored to address your individual objectives, financial situation and needs from a licensed financial adviser.

We will only provide general advice to retail- and wholesale clients. General advice does not take into account your objectives, financial situation or needs. A person that provides general advice must warn the client that the advice does not take into account your objectives, financial situation or needs. Where we provide general advice, we will also generally provide you with a general advice warning. The general advice warning will be given in the same manner as the advice is provided (for example in writing or verbally).

## 3. WHO WE ARE

JB Prime has been appointed as an Authorised Representative by JB Markets. JB Markets is responsible for the financial services described in this guide.

JB Markets and JB Prime are financial services firms that advise and deal in amongst other things, securities, derivatives contracts, foreign exchange contracts and managed investment schemes.

Contact details:

### **JB Prime Pty Ltd – Authorised Representative**

**Contact:** JB Prime Pty Ltd  
**Address:** Level 9, 123 Eagle Street  
Brisbane, QLD 4000, Australia  
**Phone:** 07 3505 5600  
**Email:** [smcauliffe@jbfinancial.com.au](mailto:smcauliffe@jbfinancial.com.au)

### **JB Markets Pty Ltd – Licensee**

**Contact:** JB Markets Pty Ltd – Compliance  
**Address:** Suite 5, Level 44  
225 George Street  
Sydney, NSW 2000, Australia  
**Phone:** 1300 648 165  
**Email:** [compliance@jbmarkets.com](mailto:compliance@jbmarkets.com)

**Website:**      [www.jbmarkets.com](http://www.jbmarkets.com)

#### **4. FINANCIAL PRODUCTS AND SERVICES WE ARE AUTHORISED TO PROVIDE**

JB Prime is authorised to provide you with the following range of financial services as a representative of JB Markets:

- (a)      **provide general financial product advice for the following classes of financial products:**
- deposit and payment products (limited to basic deposit products);
  - derivatives;
  - foreign exchange contracts;
  - general insurance products;
  - government debentures, stocks or bonds;
  - interests in managed investment schemes (excluding investor directed portfolio services);
  - securities; and
  - standard margin lending facility;
- (b)      **deal in the following classes of financial products by issuing, acquiring, applying for, varying or disposing of those products:**
- derivatives restricted to derivatives which are admitted to trading status/ eligible to be traded on/ in accordance with / the operating rules of regulated exchanges / licensed markets;
  - foreign exchange contracts;
  - interests in managed investment schemes (excluding investor directed portfolio services); and
- (c)      **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 (limited to basic deposit products);
  - derivatives;
  - foreign exchange contracts;
  - general insurance products;
  - government debentures, stocks or bonds;
  - interests in managed investment schemes (excluding investor directed portfolio services);
  - securities; and

- standard margin lending facility;
- (d) **make a market in:**
- foreign exchange contracts; and
  - derivatives restricted to derivatives which are admitted to trading status/ eligible to be traded on/ in accordance with / the operating rules of regulated exchanges / licensed markets;
- (e) **provide custodial and depository services (other than investor directed portfolio services).**

JB Prime, as a Corporate Authorised Representative of JB Markets, is authorised to provide the above services to retail and wholesale clients (within the definition contained in the Corporations Act).

JB Prime provides an advisory and dealing service in regard to the financial products detailed above. This includes directly or as a result of the underlying products held in regard to a managed investment scheme. The underlying financial products may include derivatives, securities and foreign exchange contracts

JB Prime and the Licensee may also arrange for you to be supplied with financial services and products issued by other product providers. The Licensees may receive a fee or other payment from these product providers as a result of you investing in one of their products or services.

## 5. NATURE OF ADVICE AND OUR RESPONSIBILITIES

JB Prime does not provide any personal advice in relation to any financial products. Personal advice is advice that considers one or more of your objectives, financial situation and needs (**your Personal Circumstances**). If your relationship with JB Prime includes the provision of advice, such advice is provided as general advice only. 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.

Before taking any action to acquire any of the financial products or services mentioned in this FSG you should consider whether the products or services are 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 JB Prime.

## 6. PRODUCTS AND SERVICES WE PROVIDE

JB Prime provides both a dealing services and general advice in relation to securities, exchange-traded derivatives (futures, options), foreign exchange contracts and Contracts for Difference.

**JB Prime does not give personal advice. All advice given by JB Markets is general advice only.**

JB Prime may also arrange for you to be supplied with financial services and products issued by non-related product providers. JB Prime may receive a fee or commission payment from these non-related product providers as a result of you investing in one of its products or services. Any remuneration that JB Prime may derive is included in the fees and commissions you pay as outlined under the heading “How do we get paid”.

The following outlines some important risks involved in investing in financial products but does not purport to be an exhaustive list of the risks involved in investing in financial products.

- General Economic Conditions and Market Risks
- Risk associated with Selling Options
- Specific Industry Risk
- Financial Market Volatility
- Leverage Risk
- Liquidity Risk
- Exchange Rate Risk
- Lack of Diversification.
- Performance of Other Asset Classes
- Margins and Financial Products
- Licensing Requirements
- Operational Risk
- Tax Considerations for Investors
- Fees and Charges
- Market slippage and lack of Liquidity

## **7. HOW TO INSTRUCT US**

Before transacting with JB Prime you must open an account with us.

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

- By telephone (note your telephone calls to us will be recorded);
- in writing (including email, note you must confirm with us that such instructions have in fact been received by us); and
- electronically via third party electronic trading applications. (by prior arrangement).

## **8. REMUNERATION**

### **(a) Transaction based fees**

JB Prime is remunerated through the fees and commissions that we charge you for executing transactions on your behalf and for the provision of advice. 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.

Fees and commissions will be charged by JB Prime if you receive advice or deal in exchange-traded derivatives.

If you receive advice or deal in any other financial products, you may be required to open an account with a third-party service provider for the provision of execution and clearing services. In these circumstances JB Prime will be acting as the referral agent or introducing broker. Depending on the arrangements between JB Prime and the third-party broker JB Market's fees and charges will be paid by either of the following two methods:

- JB Primes' fees and commissions will be charged to your trading account by the third-party service provider on behalf of JB Prime. The third-party service provider charges JB Prime a fee for providing its execution and clearing services, and JB Primes' fees and commissions, less the third-party service provider's fee, will be paid to JB Prime by the third-party service provider from time to time. Accordingly, the third-party service provider's fee is not an additional cost to you.
- JB Prime will receive a percentage of the commission paid to the third-party service provider by you. The amount received by JB Prime will vary depending on the contractual arrangements entered into between JB Prime and the third-party service provider and will be pursuant to the terms and conditions of your agreement with JB Prime. Accordingly, JB Prime's fee is not an additional cost to you.

The fee and commission rates below are the maximum that JB Prime may charge 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 or the client agreement, as applicable. JB Prime 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
<b>Securities – domestic</b>	per transaction	up to A\$110 or 1.25% (including GST*) of the transaction value (whichever is greater)
<b>Securities - International</b>	per transaction	up to A\$200 equivalent or 1.25% (including GST*) of the transaction value (whichever is greater);
<b>Exchange traded options</b>	per transaction	up to A\$99 (including GST*);
<b>Futures</b>	per transaction	up to A\$99 (including GST*) per lot
<b>Futures Options</b>	per transaction	up to A\$99 (including GST*) per lot
<b>Derivative Contracts</b>	per transaction	Up to 2 pip spread mark-up per

Type of Product	Basis	Maximum fee
		transaction (including GST*)

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

There may be other charges applicable to a securities trading account that are passed on by third party service providers. These fees and charges will be fully noted in the agreement between you and the third-party service provider.

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

JB Prime, 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 JB Prime's Licensee's website, [www.jbmarkets.com](http://www.jbmarkets.com). We recommend that you seek advice from a professional tax agent.

**(b) Administration charges**

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

Administrative Service	Fee (incl. GST)
Withdrawal (same day value)	A\$35.00
Duplicate Statements	A\$20 per statement
Provision of live data feed	At Exchange rates as advised from time to time
Phone broking charges for CFD and Margin FX transactions	Up to A\$55.00 per transaction
Default Interest Rate	RBA Cash Rate plus 5%

**(c) Commissions, remuneration and other benefits received by JB Prime**

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

**(d) Commissions, remuneration and other benefits paid by JB Prime**

You may have been referred to us by a service provider which may receive financial or non-financial benefits from us, where the law allows. Please note that such benefits will not impact transaction fees or the rates you will be offered for financial products or services undertaken with JB Prime.

**(e) Other benefits to JB Prime**

JB Prime and its representatives may from time to time receive remuneration or other benefits from product issuers and other financial services providers we deal with, including educational seminars, conferences and training days. Details of these benefits will be maintained on a register as required by law.

(f) **Remuneration of employees, directors and representatives**

Our directors and some of our representatives are remunerated by way of salary and other employee benefits. They may also be eligible for a discretionary bonus related to business objectives. Such payments are discretionary and are generally made in the form of monetary benefits and are paid annually.

Some of our representatives are remunerated by way of fees and commission in amounts up to 80% of all fees and commissions generated from their clients depending on the level of salary and the aggregate revenue that they generate for JB Prime.

**9. CONFLICTS OF INTEREST AND ASSOCIATIONS**

Conflicts of interest may occur from time to time. JB Prime will advise you of any material interest that could reasonably be expected to influence our recommendation of a financial product to you.

However, you should be aware that remuneration of the entities and their client advisors include commissions received as a result of executing transactions on behalf of the services provided.

Any identified conflicts of interest and associations in no way influence the provision of financial services by JB Prime to you.

**10. COMPENSATION ARRANGEMENTS**

We hold professional indemnity insurance cover for the activities conducted under our AFSL. The policy provides coverage for claims regarding professional negligence, directors and officers 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. JB Prime considers that its insurance cover satisfies the requirements of Section 912B of the Corporations Act and ASIC Regulatory Guide 126.

**11. COMPLAINTS RESOLUTION**

We take every step to ensure we provide you with quality service. JB Prime 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 or letter) at the address in this FSG, or by email to [compliance@jbmarkets.com](mailto:compliance@jbmarkets.com)

We will provide you with acknowledgement of written complaints within 5 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 Australian Financial Complaints Authority (AFCA) via the following means:

Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Toll Free: 1800 931 678

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

JB Markets' AFCA membership number is: 12606.

The AFCA website also permits you to register or lodge a dispute online.



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

## **12. PRIVACY**

We respect your privacy and have developed a Privacy Policy which embodies our legal obligations in respect of your privacy.

The personal data that we collect from you will only be used by us to assist in the planning of marketing proposals, training and education requirements and the provision of product advice to clients.

Our Privacy Policy can be obtained by contacting us directly or by visiting our website.