



# LAGOON MARKETS PTY LTD Financial Services Guide (FSG)

1<sup>st</sup> of July 2019

## Our Contact Details

Lagoon Markets Pty Ltd  
(ABN 16 055 971 232)

**Address:** Level 12, 95 Pitt St, Sydney NSW Australia 2000

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

**Phone:** +61 02-9779 1503

**AFS Licensee:** 237244

**Preparation date:** 1<sup>st</sup> of July 2019

**Version:** 2

## 1 Purpose and content of this FSG:

This financial services guide (**FSG**) is designed to tell you about the financial products and services that we are authorised to offer under our Australian Financial Services Licence (**AFSL**). This FSG is for the information of clients contracted directly with Lagoon only. This FSG is not for the information of any other client contracted with any other Australian Financial Services Licence (**AFSL**) holder, including any white label client of Lagoon from time to time.

Should you have any queries about this document, please do not hesitate to contact us. Our contact details are at the start of this FSG.

This FSG contains important information about:

- Who we are and how you can contact us
- The financial services we offer
- How we and our associates are remunerated
- The capacity in which we act when we provide financial services
- Our internal and external dispute resolution procedures
- The privacy of your personal information

This FSG should assist you in deciding whether to use any of the products or services we offer.

## 2 Who is Lagoon?

Lagoon Markets Pty Ltd (“Lagoon”) is an incorporated Australian entity (ACN 055 971 232). Lagoon holds an AFSL (number 237244) which authorises us to provide the following services to both retail and wholesale investors:

- Provide general financial product advice in deposit and payment products; derivatives; debentures, stocks or bonds issued or proposed to be issued by a government; and securities;
- Deal in by issuing, applying for, acquiring, varying or disposing of a financial product in these classes: derivatives
- Deal in by applying for, acquiring, varying or disposing on behalf of another person of financial products in these classes: deposit and payment products, derivatives; debentures, stocks or bonds issued by a government; securities; and

- Underwriting interests in a managed investment scheme and an issue of securities.

### 3 Who we act for:

Lagoon is able to help clients open accounts with our selected brokers we have agreements with by providing them with general information about the brokers and account opening instructions. Lagoon only provides general information and not personal advice which takes into account client's personal objectives, financial situation and needs.

Lagoon also acts as an aggregator for Lagoon's introducing brokers (**IBs**) who introduce clients to Lagoon. Lagoon acts as a middle-person between the IBs it contracts with, and the brokers Lagoon have an agreement with, listed below, to negotiate the best rebate for its IBs.

The larger the quantity of traders Lagoon introduces to the brokers below, the higher the rebate Lagoon is able to achieve for its IBs. In other words, as an aggregator, Lagoon is able to negotiate a better rebate than if the IB went directly to the broker.

However, clients are also able to open accounts with the brokers below directly through Lagoon.

Lagoon's selected brokers are:

- ADS Securities LLC
- AVA Trade Ltd
- AxiCrop Financial Services Pty Ltd
- IFS Markets Pty Ltd
- FP Markets Pty Ltd
- FXCM Markets Limited
- FxPro Global Markets Ltd
- GAIN Global Markets, Inc
- GKFX Prime Investment Group Ltd
- GO Markets Pty Ltd
- Hantec Markets (Australia) Pty Ltd
- IFM Trade (Intelligent Financial Markets Pty Ltd)
- Rakuten Securities Australia Pty Ltd

- ThinkMarkets (Think Capital Limited)

## 4 Advice we provide

Lagoon will only provide general advice to its clients. Lagoon does not provide any personal advice which takes into account your personal objectives, financial situation or needs. If you require personal advice, please contact your financial adviser, who will provide you with a statement of advice in respect of any personal financial product advice given to you.

Before acting on any advice asked of or given by an employee of Lagoon, you should carefully consider the appropriateness of the advice with regards to your personal objectives, financial situation and needs.

## 5 Cost, fees and charges:

### **Referral fees/commission:**

Each broker pays Lagoon a referral fee. Most of this referral fee is paid to Lagoon's IBs, and Lagoon keeps a portion of this fee.

### **Service fees:**

Lagoon charges its IB a service fee for using its technical systems, being its CRM system, intelligent transactions settlement system and FM Fintech products.

### **Remuneration and benefits for employees and directors:**

Lagoon's employees and directors are remunerated by way of salary and other employee benefits. They may also be eligible for a discretionary bonus which is based on achievement of predetermined business objectives such as contribution to profit, client service, client satisfaction, risk management and leadership/team contribution.

## 6 Complaints handling:

We have clear internal and external complaint resolution procedures, and we are a member of an independent dispute resolution scheme, the Australian Financial Complaints Authority (**AFCA**). If you wish to make a complaint or a query, you should contact one of our employees. If the complaint cannot be resolved at this first point of contact, you should put your complaint in writing and send it to:

The Complaints Officer  
Lagoon Markets Pty Ltd  
Level 12, 95 Pitt Street  
Sydney, NSW 2000

We will acknowledge the complaint as soon as practicable and to inform you who will be responsible for resolving the complaint. The Complaints Officer has 45 days from

the date of the original complaint to resolve the issue. The Complaints Officer will report the findings to you either by phone or in writing. If you are still dissatisfied and wish to pursue your complaint you can direct the complaint to AFCA:

Australian Financial Complaints Authority Limited

GPO Box 3  
Melbourne Victoria 3001  
Phone: 1800 931 678  
Fax: (03) 9613 6399  
Website: [www.afca.org.au](http://www.afca.org.au)

We will provide you with a guide to the External Dispute Resolution Scheme once notified of any complaint to AFCA. We will assist AFCA in its investigation and we are bound by any decision that it makes in regard to the dispute.

## 7 Lagoon's Privacy Policy:

We value the privacy of your personal information. When we collect, use, disclose or handle personal information, we are bound by the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

Our full privacy policy is available from our website.

If you would like a copy of our privacy policy, or wish to seek access to, or correct the personal information we collect or disclose about you, please contact us.

## 8 Contacting Lagoon:

You may communicate with us in writing (by email, fax or post), or orally (by telephone or in person) by using the contact details appearing below.

To give us dealing instructions, you may do so via our web-based trading platform or by telephone.

For non-dealing related instructions, you may contact us by telephone, by e-mail, by fax, by post or in person.

### **Contact**

**Lagoon Markets Pty Ltd**  
Level 12, 95 Pitt Street

Sydney NSW Australia 2000

Telephone: +61 2 9779 1503

Email: [info@lagoonmarkets.com](mailto:info@lagoonmarkets.com)