



# Financial Services Guide

**April 2008**

Issued by Trader Dealer Online Pty Ltd ABN 17 090 611 680 in its capacity as Authorised Representative of Norris Smith Stockbroking Pty Ltd ABN 98 113 959 596 (AFSL No. 297950)

## Introduction

As an Authorised Representative of Norris Smith Stockbroking Pty Ltd ABN 98 113 959 596 (**Norris Smith**), Trader Dealer Online Pty Ltd (**Trader Dealer Online**) is required to provide you with a Financial Services Guide (**FSG**). This FSG is an important document and is intended to inform you of certain basic matters relating to our relationship, prior to providing you with a financial service and is designed to assist you in determining whether to use any of our services.

The matters covered by the FSG include:

- who we and Norris Smith are and our respective contact details;
- what services and types of products we are authorised by Norris Smith to provide;
- the nature of any charges you are liable for and how Norris Smith, Trader Dealer Online, their subsidiaries, related bodies corporate and any other relevant persons will be remunerated for the services we offer;
- any relationships Trader Dealer Online or Norris Smith has with any other organisation that might influence us in providing the services; and
- how we and Norris Smith deal with complaints against us.

## Information about Norris Smith Stockbroking Pty Ltd

Norris Smith is a full Market Participant of ASX Limited and is consequently authorised to use the term 'stockbroker'. Norris Smith holds an Australian Financial Services Licence (No. 297950) enabling it to deal in financial services products to retail and wholesale clients.

## Information about Trader Dealer Online

Trader Dealer Online is an Authorised Representative of Norris Smith and is authorised to deal in financial services products to retail and wholesale clients. Norris Smith is responsible for the execution services for Trader Dealer Online clients. This means that Trader Dealer represents and acts as an introducing broker to Norris Smith when providing financial services to you ('non-advisory execution service').

Trader Dealer Online is owned jointly by MDS Financial Group Limited (ASX:MWS) ABN 90 091 744 884 ("the Company") and Box Red Pty Limited ABN 31 115 730 642. The Company has the majority share holding in this joint venture.

Trader Dealer Online delivers the semi-professional and professional Trader or Securities Dealer with a "straight to market" service and free stop loss facility, so traders are in more control of their investment decision. Trader Dealer provides maximum trading flexibility, to allow investors and professional traders to make the most of the markets.

## Our Financial Services and Financial Products

Trader Dealer Online operates a discrete and personalised non-advisory execution service for retail, wholesale and institutional clients.

Settlement and clearing operations for Trader Dealer Online's equity, options and warrants business are outsourced to Berndale Securities Limited, a wholly owned subsidiary of the Merrill Lynch group of companies.

Trader Dealer Online is authorised to deal in financial products and offers financial products and services in the following areas:

- non-advisory execution services in relation to investment in securities as follows:
  - (a) sharemarket buying and selling of traded products (as that term is defined in the Market Rules of ASX);
  - (b) Exchange Traded Options;
  - (c) Warrants;
  - (d) Broker Sponsorship through Norris Smith's Third Party Clearer, Berndale Securities Limited;

Trader Dealer Online provides these products and services with a foundation of significant industry experience in stockbroking. Due to the specialist nature of Trader Dealer Online we are able to provide our clients with highly flexible, timely and efficient service.

More information on the products and services offered by Trader Dealer Online are available on our website at [www.traderdealer.com.au](http://www.traderdealer.com.au)

## Personal Financial Advice

First, and most importantly, you should note that we do not provide you with "personal advice" as defined by the Corporations Act (**Act**) and ASIC. Accordingly, we will not take into account your "objectives, financial situation and needs" (**Objectives**) (as defined by the Act and ASIC) and therefore this FSG has been prepared without taking into account those Objectives. You will not be provided with a Statement of Advice. Accordingly you should carefully consider the appropriateness of our services with regard to your particular circumstances and we strongly recommend you obtain professional advice prior to opening a Trader Dealer Online Stockbroking facility.

## How We Can Be Contacted

You can contact us in person or via telephone, facsimile or email.

### Trader Dealer Online Pty Ltd ABN 17 090 611 680

Telephone: 1300 769 380  
Facsimile: (02) 9438 3444  
Email: [enquiries@traderdealer.com.au](mailto:enquiries@traderdealer.com.au)  
Address: 69 Nicholson Street St Leonards,  
Sydney 2069

### Norris Smith Pty Ltd ABN 98 113 959 596

Telephone: 1300 88 1817  
Facsimile: 1300 88 1845  
Email: [norris@norrissmith.com.au](mailto:norris@norrissmith.com.au)  
Address: Level 3, 275 George Street, Sydney  
2000

## **Fees, Charges and How We Are Paid**

The Client pays Berndale commissions and fees charged by Norris Smith in connection with execution services for the Client in relation to Securities products traded including shares, Warrants and ASX Derivatives dealings for the Client at the rates determined by the Market Participant from time to time and notified to the Client in writing.

Commission charged by Norris Smith to the Client is collected by Berndale on behalf of Norris Smith. Berndale will account to Norris Smith for such commission after deducting fees which Berndale charges to the Norris Smith.

Commission is also payable to Berndale on a contract for the transfer of underlying Securities following the exercise of an Option. Berndale will pass on part of that commission to Norris Smith.

Trader Dealer Online is remunerated directly through the fees we charge you/or indirectly by way of fees paid by Norris Smith to Trader Dealer Online.

### **Non-Advice Equity Execution**

Brokerage rates are variable and are available upon request. You may be required to reimburse us for any amounts we incur as a result of settlement failing, in accordance with schedules set out by ASX Limited.

**Trader Dealer Online** is remunerated as follows:

#### **Iress Software & Data Fees**

The Iress Software and Data fee for clients comprises two parts:

1. Software Fee -Fixed at \$66.00 incl. GST (WebIress) or \$11.00 incl. GST (HTMLIress) per calendar month.
2. Data Fee -This is a fee charged by the ASX for viewing Live Price Data. The fee is charged at the rate of 2.53 cents incl. GST per minute (WebIress) or per 2000 characters (HTMLIress) during the hours of 9:30am to 5:00pm weekdays. This fee is capped at \$41.25 incl. GST for Non-Professional investors and \$49.50 incl. GST for Professional Investors per calendar month to view both live ASX and options market prices.

No software or data fees are payable if a client elects not to log on to an Iress trading platform during a calendar month.

To reward frequent traders (WebIress users only), Trader Dealer Online also provides the following fee concessions:

- No software fee is charged if 12 or more Confirmations are generated for the month.
- No software or data fee is charged if 20 or more Confirmations are generated for the month.

This fee, if applicable to your account, will be debited to your Cash Management Trust account (or at our discretion, invoiced to you) in arrears during the following month.

#### **Bourse Web Trader Fees**

Bourse Web Trader fees also comprise three parts:

1. Access Fee – fixed at \$6.60 incl. GST for each calendar month, or any part thereof, for which you have access to the Bourse Web Trader service.

2. Iress Fee – fixed \$11.00 incl. GST per month. This fee is not payable if you do not log in to the Bourse Trade component of the service.
3. Pay-per-view Fees – some content provided in the Bourse Web Trader service attract fees which are charged in credits. The price of one credit is \$0.011 incl. GST. The pay-per-view fees are shown in the table below:

Item	Cost in Credits
Single live quote	2
Screen of live market depth	5
Watchlist Manager with live pricing data	5
Portfolio Manager with live pricing data	5
Live Company Announcement in PDF format	30
Any AAP or RWE News Item	30

## Online Trading Fees

### Equities and Warrants

Trade Values up to \$200,000 are charged at \$33.00 per Confirmation (incl. GST).

Trade Values \$200,001 to \$1 million are charged \$33.00 plus 0.0275% of the value over \$200,000 per confirmation (incl. GST).

Trade Values greater than \$1 million are charged \$253.00 plus 0.055% of the value over \$1 million per confirmation (incl. GST).

Confirmations are issued at the end of a trading day for a buy or sell in an individual stock (the order may not be complete). If the balance of the order is filled the next day then a new confirmation would be issued and an additional confirmation charge is applied. Multiple trades up to 12 different price levels can be placed on one confirmation on one day.

### Exchange Traded Options

\$2.42 per contract/lot with a minimum of \$26.40 (incl. GST). Confirmations (Trading Statements) are issued at the end of a trading day.

### Options Exercise/Assignment

Premium Values to \$200,000 are charged at \$33.00 per Confirmation (incl. GST).

Premium Values from \$200,000 to \$1 million are charged \$33.00 plus 0.0275% of the value over \$200,000 per confirmation (incl. GST). Premium Values greater than \$1 million are charged \$253.00 plus 0.055% of the value over \$1 million per confirmation (incl. GST) Plus any ASX/ACH Exercise/Assignment fees.

### Non-Trading Related Charges

All the above fees are inclusive of GST. All ASX charges incurred on your behalf will be charged to your account.

## Remuneration or other benefits received by staff

Fail Fee-Buy	\$55.00 per day + corresponding penalty fees
Fail Fee-Sell	\$55.00 per day + corresponding penalty fees + ASX fees
Options Fail Fee	\$55.00 per day + corresponding penalty fees
Penalty Fees	15% p.a. on all outstanding monies
SRN Enquiry	\$22.00
Rebooking Fee	\$33.00
Off-Market Transfer	\$15.00 per page
Hardcopy statement	\$55.00

Employees and Directors of Norris Smith and Trader Dealer Online and their subsidiaries and related bodies corporate receive salaries, bonuses and other benefits.

## Remuneration or benefits paid to other parties

Other Financial Services Licensees may receive commission from us for promoting Trader Dealer Online products. Those Licensees' remuneration is included in the fees you pay when investing in our products.

## Associations with Product Providers

Trader Dealer Online and Norris Smith may provide you with financial products and services from either related or non-related product providers, and may receive a commission payment from product providers where you invest in one of their products or services. In these cases, the amount or the method by which the commission is calculated will be supplied to you at that time, and are available upon request.

Trailing commissions may be received from fund management groups for monies held in CMTs. Details of these commissions are contained in the Product Disclosure Statement of the relevant fund.

Trailing commissions may be received from margin lending groups for funds held. Details of these commissions are contained in the Product Disclosure Statement of the relevant margin lender.

## Personal Information

The privacy of your personal information is important to us. Any personal information collected will be handled in accordance with our Privacy Policy. Our Privacy Policy details how we comply with the requirements of the Privacy Act in the handling of your personal information. A copy of that policy can be obtained by visiting our website.

## Dispute Resolution Process

We are committed to providing a high standard of client service and to maintaining our reputation for honesty and integrity. If our level of service has failed to meet your expectations we would like you to tell us about your concerns. Our complaint handling process is designed to ensure that your concerns are treated seriously and that your complaint is addressed promptly and fairly.

If you have any complaints about the service you have received from Trader Dealer Online, or any aspects of your dealings with us, you should refer the matter to us contacting us by telephone on 1300 769 380 or by email to [enquiries@traderdealer.com.au](mailto:enquiries@traderdealer.com.au) or to Norris Smith by telephone on 1300 881 817 or by email to [Norris@norrissmith.com.au](mailto:Norris@norrissmith.com.au).

If your complaint is not satisfactorily resolved within three business days after you first notified us and/or Norris Smith, please put your complaint in writing addressed to:

Complaints Officer  
Trader Dealer Online Pty Ltd  
69 Nicholson Street, St Leonards. Sydney 2069

OR

Complaints Officer  
Norris Smith Stockbroking Pty Ltd  
Level 3, 275 George Street, Sydney 2000

The Complaints Officer will discuss your complaint with the relevant personnel and prepare a response.

If, after 45 days from the time you first notified Trader Dealer Online and/or Norris Smith of your complaint, your complaint is not resolved to your satisfaction, then you have the right to proceed with your complaint to:

Financial Industry Complaints Service Limited (**FICS**)  
PO Box 579 Collins Street West  
Melbourne VIC 8007  
Telephone: 1300 780 808  
Facsimile: (03) 9621 2291  
[www.fics.asn.au](http://www.fics.asn.au)

Please note that for FICS to handle a complaint, the complaint should relate to a financial loss of up to \$100,000 and must be lodged within six (6) years of the date you knew or reasonably ought to have known of the loss. Further information is available from Trader Dealer Online, Norris Smith, their subsidiaries or FICS.

The Australian Securities and Investments Commission (ASIC) also has an Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

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