



Radex Markets LLC

Financial Services Guide

VERSION: JULY 2020

Radex Markets LLC is incorporated in Saint Vincent and the Grenadines under the Business Companies (Amendment and Consolidation) Act, Chapter 149 of the revised laws of Saint Vincent and the Grenadines 2009. Business Company No: 332 LLC 2020.

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MARKETS

1. ABOUT THIS FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is designed to provide you with important general information regarding our services and to assist you in deciding whether to use any of our financial services offered in the FSG. This FSG is typically issued prior to providing you with any of our financial products or services. The information contained within this guide includes the following:

- Who we are and how you can contact us;
- The services we provide to you;
- How you can communicate with us;
- How we are remunerated for these services;
- The disclosure documents and statements you will receive;
- Our internal and or external dispute resolution processes; and
- How we deal with your personal information.

Please contact us at compliance@radexmarkets.com if you would like further information on this FSG or on any of our services.

2. WHO ARE WE?

The financial services and products referred to in this FSG are provided by Radex Markets LLC., Business Company Number 332 LLC 2020, is incorporated under Saint Vincent and the Grenadines Business Companies (Amendment and Consolidation) Act, Chapter 149 of the Revised Laws of Saint Vincent and the Grenadines 2009. Radex Markets LLC. is registered as a business company with the Financial Services Authority (FSA). The FSA does not regulate, monitor, supervise or licence margin FX and contracts for difference issuers. The FSA has not approved this FSG or any other document issued by Radex Markets LLC. (herein after called “**Radex Markets**” or “**We**” or “**Us**”).

3. CONTACT DETAILS

Name: Radex Markets LLC.

Address: First Floor, First St. Vincent Bank Ltd
PO Box 1574, James Street, Kingstown,
VC0100, Saint Vincent and the Grenadines

Phone: 7844562970

Email: support@radexmarkets.com

Website: www.radexmarkets.com

4. FINANCIAL SERVICES WE OFFER

We provide the following financial services to retail and wholesale clients:

- deal in foreign exchange contracts and derivatives;
- provide financial product advice in relation to foreign exchange contracts and derivatives; and
- make a market in foreign exchange contracts and derivatives.

5. FINANCIAL PRODUCTS WE OFFER

Under this FSG, we offer the following financial products to Clients:

- margin foreign exchange in respect of all major currencies and currency crosses (“Margin FX Contracts”);
- contracts for difference (“CFDs”) in respect of equity indices, commodities; and
- such other products as are notified to you from time to time.

6. NATURE OF ADVICE AND WARNING

We will provide you with general advice about our products and the financial markets related to our financial products. We do not provide personal advice. Any general advice we provide to you therefore does not take into account your personal objectives, financial situation or needs. In this instance, you should seek independent professional advice to ascertain whether our products are appropriate for you.

You should therefore consider the appropriateness of our general advice before making any decision about using our services and you should consider our Risk Disclosure Statement and Terms & Conditions before making any decision about using our products and services.

You should also obtain independent financial advice regarding the suitability of our products and services for your personal financial needs, objectives and circumstances, from a licensed professional.

7. METHOD OF PROVIDING FINANCIAL ADVICE

Trading instructions may be issued electronically through our online trading platform(s) or via telephone. Any other form of communication that is not a trading instruction may be made via phone, in person, post, or email. Please note that all telephone calls are recorded. All electronic funding and withdrawal instructions are carried out on a portal that is provided to you when you establish your account.

8. RISK DISCLOSURE STATEMENT

All our financial products are offered under a Risk Disclosure Statement. If you wish to acquire a financial product, we will provide you with a Risk Disclosure Statement relating to that product before you invest in or purchase that product. This will help you make an informed decision about whether to acquire such products.

Any Risk Disclosure Statement we give you will provide information about the products which we issue and will identify the risks, terms and conditions, our fees charges and commissions, and any association we have that may influence our advice in respect of the product.

9. USING OUR SERVICES

If you wish to utilise our services, you must make an application either online or on the form provided. An application will include information about you that we require to meet our legal obligations including making an assessment of whether our products are suitable.

Our products are not suitable for all and so the decision of whether our products are suitable for your purpose, financial situation and experience remain yours and we recommend that you seek independent personal advice.

10. OTHER DOCUMENTS YOU MAY RECEIVE

We will provide you with the relevant documentation to facilitate the requested transactions. These may include, but not be limited to, account opening applications, and other related statements.

Radex Markets LLC. is registered as a business company with the Financial Services Authority (FSA). The FSA does not regulate, monitor, supervise or licence margin FX and contracts for difference issuers. The FSA has not approved this FSG or any other document issued by Radex Markets LLC.

It is important that you familiarise yourself with all the documents before deciding to acquire or deal with our products.

11. OUR RECORD-KEEPING OBLIGATIONS

Radex Markets undertakes to ensure that comprehensive and accurate records of all client transactions are properly created and retained in accordance with regulatory record keeping obligations and retention periods.

12. WHO WE ACT FOR

Radex Markets are responsible for the financial services provided and does not act on behalf of any other financial services licensee. Radex Markets acts as principal and market maker on our own behalf when issuing Margin FX and CFD contracts to you.

13. WHAT OUR FINANCIAL PRODUCTS COST YOU

The common fees and charges that apply to our services include any or all of the following:

- Commissions on Pro-Accounts;
- payment of margin;
- margin adjustments;
- rollover or swap charges calculated at our rollover rates;
- interest charges applied to debit balances; and
- administration fees.

14. REMUNERATION, COMMISSION, AND BENEFITS

Radex Markets receives income when providing its financial services. These include (or a combination of) but may not be limited to:

a. Spread

This is the difference between the bid price and the ask price of an Instrument (i.e., currency pair, index, or commodity). Radex Markets aim to have competitive spreads, however there are many factors that impact on the quotes that we set on our platform, including, but not limited to market volatility and reference rates that are received from our Liquidity Providers.

b. Commission

Where a monetary commission is charged to open/close a Position.

c. Financing

Commonly referred to as 'Swap', This is the financing (interest) costs associated with holding a position. Further information relating to financing is available from our Risk Disclosure Statement.

d. Market Making

Market Making income occurs when we may not immediately (or at all) offset or 'hedge' a trading position, instead we are exposed to the outcome of a client's trade. Our Hedging Policy is available on our website.

e. Rebate

Where a monetary rebate is provided by a Liquidity Provider which relates to the volumes of trades that are placed by Radex Markets in its hedging of our clients trading activity.

f. Interest

Where we retain any interest on funds held on behalf of our clients.

g. Administrative

The rolling over of future contracts attracts the market spread, as such, is considered a fee in favour of Radex Markets. All fees and charges received by us as described in this FSG (other than third party fees and charges) are a benefit given to you, in exchange for the market making and dealing services provided by us.

15. BENEFITS

Our employees may also receive salaries, performance bonuses and other benefits from us. Any performance benefits provided to Radex Markets employees do not influence the general advice they provide and a balanced approach to calculating performance-based benefits is followed.

Radex Markets may enter into commercial arrangements with external parties or other financial service providers. For their own commercial benefit, a referring party may nominate an additional spread or monetary fee to be charged to the referred client.

Where the Conflicted Remuneration provisions of the Corporations Act apply, any such payment to third parties will only be made with your clear consent.

16. THIRD-PARTY REFERRALS

Radex Markets may enter into commercial arrangements with external parties or other financial service providers. For their own commercial benefit, a referring party may nominate an additional spread or monetary fee to be charged to the referred client. Where the Conflicted Remuneration provisions of the Corporations Act apply, any such payment to third parties will only be made with your clear consent.

17. DISCLOSURE OF ANY RELEVANT CONFLICTS OF INTEREST

We do not consider that we have any relationships or associations which might influence us when providing you with our services and if there is any, same will be suitably managed.

Radex Markets receives income from your trading activities, so there may be a potential or perceived conflict of interest in our representatives or our promotional materials recommending that clients trade using our platform.

Due to the nature of our services, we may have “long” or “short” positions in, act as principal in, and buy or sell the financial products in which you deal. We act as market maker and this may result in a conflict between our interests and those of our clients.

18. MAKING A COMPLAINT

We have an internal dispute resolution process in place to resolve any complaints or concerns you may have.

Any initial concerns should be raised with our Client Services Team. They will assess the situation and make every effort to resolve the matter in the first instance. However, some problems require further investigation, so they may ask you for further information and respond to you in writing at a later date.

If your complaint cannot be resolved by our Client Services Team you may request to have the matter escalated internally to our Complaints Officer. The Complaints Officer will review all materials and make an assessment. In general, our internal procedure allows us up to 45 calendar days to resolve a dispute.

If you are dissatisfied with the outcome you may lodge a complaint with the relevant dispute resolution authority external to us.

19. OUR PRIVACY POLICY

We are committed to protecting your privacy. The information you provide to us and any other information provided by you in connection with your transactions will primarily be used for the processing of your application and for complying with certain laws and regulations. We have systems and processes in place which safeguard against the unauthorised use or disclosure of your personal information.

Our privacy statement is available on our Website.

Please contact us if you have any concerns or if you would like further information.