

# FINANCIAL SERVICES GUIDE

1 DECEMBER 2022



Market Index

This Financial Services Guide (FSG) is provided by FinTech Equity Pty Ltd (ACN: 637 943 803) AFSL #521588, the owner of MarketIndex.com.au.

FinTech Equity Pty Ltd is referred to in this FSG as “Market Index”, “we”, “our” and “us”.

Please read this FSG in conjunction with our [Terms and Conditions](#) and [Privacy Policy](#).

## **What’s the purpose of this FSG?**

The purpose of this FSG is to provide you with important information and help you make an informed decision before deciding whether to use our products and services. Information covered includes:

- The financial services we provide
- How we are paid
- Our associations and relationships
- Complaint procedure
- Insurance arrangements
- Contact information

## **What kinds of financial services are provided?**

Market Index is authorised to provide retail and wholesale clients with:

- General advice in Securities; and
- Deal in a financial product by arranging for another person to apply for, acquire, vary or dispose of financial products in Securities

Market Index provides general advice only. We do not take into account your objectives, financial situation or needs. Before acting on any general advice, you should consider the appropriateness of the general advice having regard to your objectives, financial situation and needs.

Some investment products issue a Product Disclosure Statement or Information Memorandum (Disclosure Document). If one exists, you should obtain a copy of the Disclosure Document and review it thoroughly before making a decision about whether to acquire the product.

Market Index recommends consulting a qualified financial adviser or stockbroker before making an investment decision.

## **How is Market Index remunerated in relation to the financial advice provided?**

Market Index is remunerated by charging a subscription fee to access its subscription services, or by a once-off fee to purchase a product. No commissions are received.

## **Are there any associations or relationships that might influence the financial advice?**

Market Index has no commercial arrangements that might influence the financial advice we provide.

All Market Index staff must comply with our internal Staff Trading Policy that forbids journalists and content writers from trading in a security within seven calendar days before or after publishing an article in the News section.

## **What risks are involved when investing?**

Market Index provides general advice relating to Australian Securities Exchange listed securities (companies). Investing in securities carry a financial risk that in extreme cases might involve losing 100% of your initial investment.

## Performance Disclaimer

Simulated results are calculated in perfect conditions without slippage. Back-testing ignores real-life issues like liquidity, taxation and human error.

Market Index can't stress enough; investing is risky and can result in loss of capital. Past results generated with the benefit of hindsight should not be relied upon to predict future returns.

## What should you do if you have a complaint?

If you have a complaint about any financial service we provide, please contact us to discuss your concern. The Compliance Officer can be contacted via:

Email: [info@marketindex.com.au](mailto:info@marketindex.com.au)

Website: [MarketIndex.com.au/contact](https://MarketIndex.com.au/contact)

Phone: 1300 344 961

The Compliance Officer will acknowledge and discuss your concerns. We endeavour to deal with all complaints immediately, fairly, and to the satisfaction of all parties involved. Where we cannot resolve the complaint immediately, our Compliance Officer will investigate the complaint and conclude on an appropriate resolution within 30 calendar days of the complaint being lodged.

If you are not satisfied with our response, you can contact the Australian Financial Complaints Authority (AFCA) at GPO Box 3 MELBOURNE VIC 3001, through their website [www.afca.org.au](http://www.afca.org.au), or by calling 1800 931 678.

## Professional Indemnity

FinTech Equity Pty Ltd holds Professional Indemnity insurance in respect to the financial services provided by Market Index as required by the Corporations Act 2001 - 912B.

## How can you contact us?

The best way to contact us is via email: [info@marketindex.com.au](mailto:info@marketindex.com.au)

### **FinTech Equity Pty Ltd**

ACN: 637 943 803

2/26 Railway Rd, Subiaco WA 6008

1300 344 961

[info@marketindex.com.au](mailto:info@marketindex.com.au)