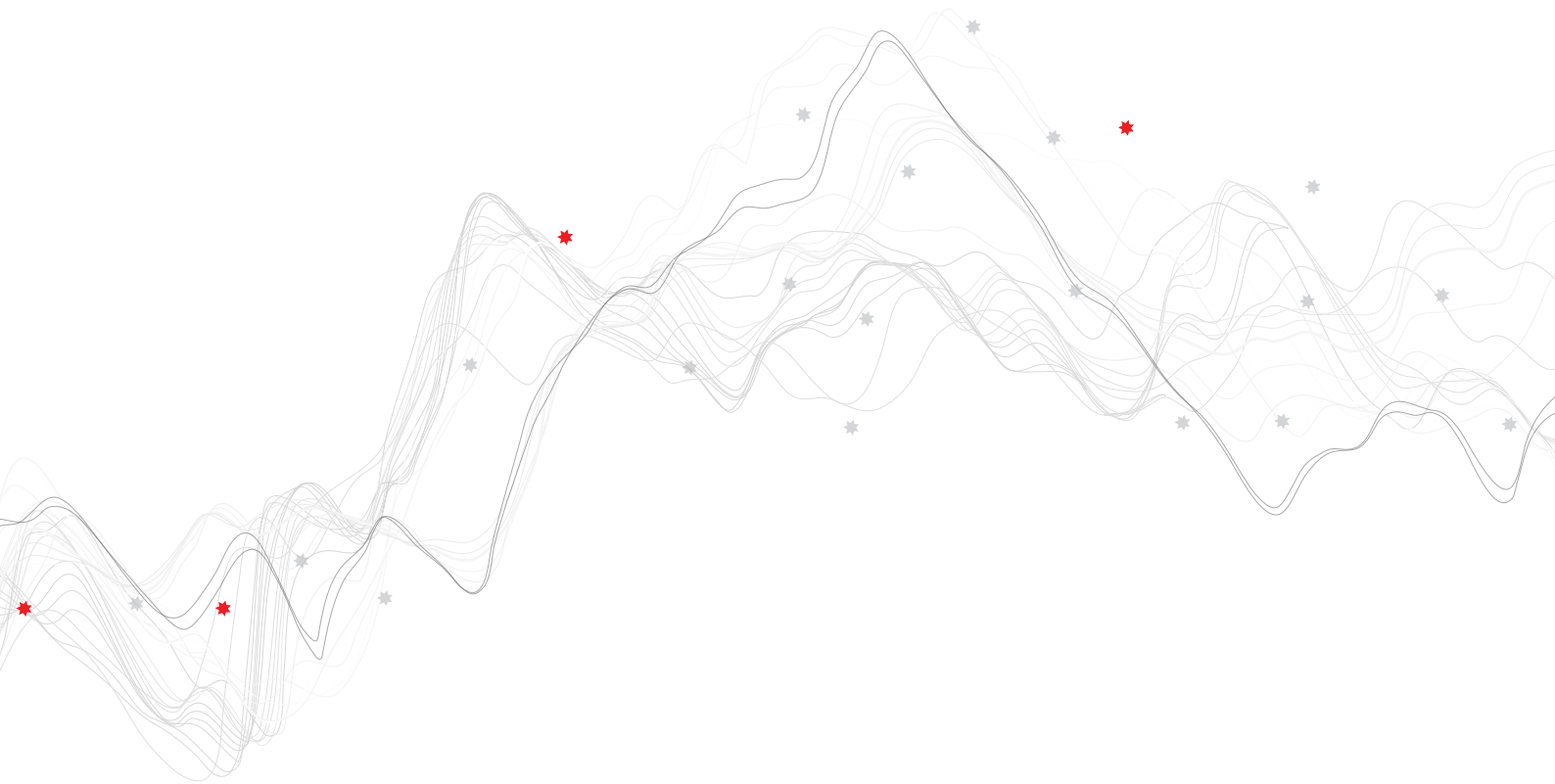


nabtrade

# Financial Services Guide

Issued by National Australia Bank Limited (NAB) ABN 12 004 044 937, AFSL 230686



Please make sure you retain a copy of this agreement for future reference. If you have any further queries regarding this agreement, please contact nabtrade on **13 13 80** or **[enquiries@nabtrade.com.au](mailto:enquiries@nabtrade.com.au)**



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The nabtrade service (nabtrade) is provided by WealthHub Securities Limited ABN 83 089 718 249, AFSL No. 230704 (WealthHub Securities). WealthHub Securities is a Market Participant under the ASIC Market Integrity Rules and a wholly owned subsidiary of National Australia Bank Limited ABN 12 004 044 937, AFSL No. 230686 (NAB). The nabtrade Global Market Trading service is an international share trading, nominee and custody service provided by WealthHub Securities. NAB doesn't guarantee its subsidiaries' obligations or performance, or the products or services its subsidiaries offer.

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# About this FSG

This Financial Services Guide (FSG) has been issued by WealthHub Securities Limited ABN 83 089 718 249, AFSL No. 230704 (referred to in this FSG as WealthHub Securities, **we**, **our** or **us**).

## The Purpose & Content of this FSG

This FSG is in two parts.

Part One helps you decide if you want to use our services as well as giving you important information we think you need to know. It sets out the range of services and products we can offer under our licence, together with details of:

- our relationships with product providers
- how we manage any potential conflicts of interest we may have
- how we, our staff and associates are paid, and any other benefits we might receive
- how we collect and use your personal information, and
- our processes for dealing with problems and complaints and how you can access them.

Part Two sets out the current fees and charges you may need to pay for nabtrade services.



# Part one:

## About our service

When you become a nabtrade client, we give you information, trading and settlement services, as well as nabtrade Cash Products (including the nabtrade Cash Account and nabtrade High Interest Account). nabtrade Cash Products are issued by NAB. You will be given a Cash Account when you open a nabtrade account.

The nabtrade Global Market Trading service is an international share trading, nominee and custody service provided by WealthHub Securities. By accepting a custody service from WealthHub Securities, you agree that your international securities won't be held by you separately but will be held in an account with securities owned by other customers.

### Where can you find out more about our products?

We'll give you the relevant Product Disclosure Statement (PDS) or disclosure documents to help you decide whether the product is right for you. A PDS contains information about the features, benefits and risks of the product, as well as any fees and charges you might pay. You can download these documents from the trading site at [nabtrade.com.au](https://nabtrade.com.au), or you can call us on **13 13 80** and we can send you the information.

### Do we give you personal advice?

No. We only give you factual information and general advice.

Any information and advice we give you won't take into account your personal objectives, financial situation and needs. So you'll need to decide whether the product is right for you.

As we don't give personal advice, we won't give you a Statement of Advice.

### Who's responsible for the services you receive through us?

We're responsible for the services you receive through us, including the distribution of this FSG. nabtrade may act either on its own, or on your behalf in providing financial services.

### How do you obtain our services?

#### You can contact us:

|          |  |
|----------|--|
| By phone | 13 13 80<br>For more information about our opening hours visit <a href="https://nabtrade.com.au">nabtrade.com.au</a> |
|----------|--|

|         |  |
|---------|--|
| By mail | nabtrade<br>GPO Box 4545<br>Melbourne VIC 3001 |
|---------|--|

|        |   |
|--------|---|
| Online | <a href="https://nabtrade.com.au">nabtrade.com.au</a> |
|--------|---|

### How do you give us instructions?

You can conduct financial product and cash transactions online at [nabtrade.com.au](https://nabtrade.com.au). If you have a general enquiry, phone us on **13 13 80**. All transactions are governed by our terms and conditions, which you can read at [nabtrade.com.au](https://nabtrade.com.au)

### Do we have any relationships or associations with financial product issuers?

As a member of the companies in the NAB Group, we're related to a number of product issuers, including:

- National Australia Bank Limited
- National Australia Trustees Limited

If you need to know the name of the issuer of a product offered to you, please refer to the relevant PDS or disclosure documents, or ask your adviser.

We may offer you products and services from either related or unrelated providers, including providers of:

- foreign exchange services
- trading, execution and custody
- managed funds
- insurance
- margin lending
- superannuation
- investment and administrative services, and
- financial planning and advisory services.



## IOOF is an alliance partner of NAB

- Under the alliance, NAB has agreed to refer NAB customers to IOOF for Financial Advice Services and Corporate Superannuation Services on an exclusive basis within a specified perimeter. NAB may receive a referral fee for such referrals.
- Where a NAB customer that has been referred to IOOF requires banking services, IOOF will exclusively refer that customer back to NAB
- NAB is a preferred provider of specified services to IOOF which include:
  - Corporate Banking Services
  - Deposit Taking Services; and
  - Custody Services
- IOOF is a preferred provider of specified services to NAB which include:
  - Corporate Superannuation Services
- Parties may provide other services to each other on a non-preferred provider basis
- The agreement also provides for representation of NAB's Banking Products on IOOF's APLs
- The parties also agree to work together on certain projects.

## What kinds of services can we provide?

Under our licence, we can give general advice on, and deal in these products:

| Product  | Related products   |
|--|--|
| Deposit and payment products                     | Basic deposits<br>Non-basic deposits<br>Non-cash payments            |
| Derivatives                                      | Exchange Traded Options (ETOs)                                       |
| Interests in managed investment schemes          | Investor Directed Portfolio  |
| Securities                                       | Shares   |
| Standard margin lending facilities               | Margin loans   |
| Miscellaneous investment products                | Managed Investments<br>Warrants                                      |
| Superannuation                                   | Superannuation   |
| We can also provide the following services:      |  |
| Research   | Research issued by nabtrade<br>Research distributed by nabtrade      |
| nabtrade Global Market Trading service – Custody | Custodial and execution service relating to international securities |

WealthHub Securities Nominees Limited, ABN 58 089 354 889 provides nabtrade services as a nominee company.

## How we're paid for the services we provide

We'll charge you a fee for the nabtrade services we give you. Where there's a transaction-based fee, we'll charge you brokerage on the transactions we undertake on your behalf, based on the value of the financial products you've bought or sold.

We'll tell you the rate of brokerage when you open an account with us. We'll also let you know about any changes to our brokerage rates from time to time. A minimum charge may apply to some transactions.

There may be times when product offerings mean we receive an ongoing commission, referral fee or trailing commission. These may depend on the nature and amount of business being referred.

## Financial products

You can use nabtrade to take up financial products issued by NAB, other companies in the NAB Group, or unrelated product providers.

When you do so, both the product provider and any companies in the NAB Group that give services relating to the product may receive payments,



fees or commissions. Those payments may ultimately benefit other members of the NAB Group and directors, or other associates of those companies.

Any commissions or fees and charges paid to NAB, companies in the NAB Group and other product providers will generally be disclosed in the relevant PDS or disclosure documents.

## Initial Public Offerings

From time to time, we may receive upfront fees, volume bonuses, ongoing fees and other incentives by making Initial Public Offerings available to our clients. Fees and charges will vary, as they'll depend on the offer at the time. Given each offering is different, details about each offering will be contained in the appropriate offer document.

## Referral fees

Where you've been referred to us by a third party, we may have arrangements in place to pay a referral fee or where legally permitted, a commission or other benefit. To find out more, please refer to the Financial Services Guide provided by the third party who referred you to us.

## Fees and charges for nabtrade services

Part Two of this FSG details our current fees and charges for nabtrade services. Unless expressly stated otherwise, all fees and charges are expressed on a GST-inclusive basis. Any fees and charges relating to specific products can be found in the relevant PDS or disclosure documents.

## Pay and benefits received by NAB staff members

NAB staff members are salaried employees of NAB. In most cases they don't receive any part of the fees or commissions that may be paid to NAB or other companies in the NAB Group in connection with the products and services referred to in this FSG.

Incentives are rewarded based on a balanced approach, including the achievement of both revenue and non-financial threshold targets.

A portion of these incentive payments are deferred and paid annually based on the demonstration of satisfactory corporate, customer and community behaviours.

## What information do we keep about you?

We keep a record of your personal information, which may include your address, financial details, and other information we need to give services to you.

The personal information collected will be used to provide you with financial services and for purposes of related activities in the provision of the services. We may disclose your personal information to any person who is a company within the NAB Group at any time. We may disclose your personal information to third parties outside the NAB Group including those involved in providing, managing or administering your product or service, authorised representatives of the NAB Group who sell products or services on our behalf and

credit reporting bodies or other approved third parties who are authorised to assess the validity of identification information. We may also disclose your personal information to other third parties where we are required by law to disclose your information or where you have given your consent.

We take your privacy seriously. NAB's privacy policy is designed to ensure that your personal information remains both private and secure. You can read the privacy policy online at [nabtrade.com.au](https://nabtrade.com.au) or ask us to send you a copy by calling **13 13 80**.

## Financial crimes monitoring

Under Anti-Money Laundering and Counter-terrorism laws, we have to meet strict identification requirements before we can provide services to you. Where we're legally obliged to do so, we may disclose the information we've gathered about you to regulatory or law enforcement agencies.

You should also be aware that transactions may be delayed, blocked or declined where we have reasonable grounds to believe they breach Australian law or the law of any other country.



## Professional indemnity insurance

As a further protection for our clients, we maintain professional indemnity insurance for compensation, as required under the Corporations Act 2001 (Cth). This insurance provides money to pay claims against us or our employees and representatives, past and present, allowing us to compensate clients or their beneficiaries for loss or damage suffered in limited circumstances of negligence.

## Resolving complaints

If you have a concern about any aspect of our service, please call us on 13 13 80. We'll work to resolve any issue you have as soon as we can.

If we can't solve your concern, or you're not satisfied with our solution, please write to us at the address below:

|                |  |
|----------------|--|
| <b>By mail</b> | The Complaints<br>Manager<br>nabtrade<br>GPO Box 4545<br>Melbourne<br>VIC 3001 |
|----------------|--|

|               |              |
|---------------|--------------|
| <b>By fax</b> | 1300 368 758 |
|---------------|--------------|

You can get further advice from the Australian Financial Complaints Authority if your complaint isn't resolved to your satisfaction within 45 days:

|                 |              |
|-----------------|--------------|
| <b>By phone</b> | 1800 931 678 |
|-----------------|--------------|

|                |  |
|----------------|--|
| <b>By mail</b> | The Manager<br>Australian Financial<br>Complaints<br>Authority<br>GPO Box 3<br>Melbourne<br>VIC 3001 |
|----------------|--|

|               |  |
|---------------|--|
| <b>Online</b> | <a href="http://afca.org.au">afca.org.au</a> |
|---------------|--|



# Part two:

## Fees and charges

### Section One: standard fees and charges

**All fees and charges are inclusive of GST, unless otherwise stated.**

Your trades can be settled through a Cash Account, NAB Equity Lending account, third-party margin loan or an eligible NAB bank account. For full details of eligible accounts, visit the trading site at [nabtrade.com.au](https://nabtrade.com.au)

#### A. Trading in Australian listed Securities, Warrants, Exchange Traded Funds (ETFs) and mFunds

For more information visit the trading site at [nabtrade.com.au](https://nabtrade.com.au)

| Type of trade  | Transaction size                     | nabtrade Cash Account                                  | Eligible NAB Bank Account |
|----------------|--------------------------------------|--|---------------------------|
| Online         | Up to and including \$1,000.00       | \$9.95   | \$19.95                   |
|                | \$1,000.01 – \$5,000.00 (inclusive)  | \$14.95  | \$19.95                   |
|                | \$5,000.01 – \$20,000.00 (inclusive) | \$19.95  | \$24.95                   |
|                | Over \$20,000.00                     | 0.11% of trade value                                   | 0.19% of trade value      |
| Over the phone | All                                  | \$59.95 or 0.55% of trade value (whichever is greater) |                           |

#### B. Trading in Exchange Traded Options (ETOs)

Before investing in ETOs you should read and understand the nabtrade ETO Product Disclosure Statement and the relevant ASX documentation. When you buy or sell an ETO contract, we calculate our brokerage as a percentage of the premium payable by the buyer (or taker) of the contract.

| Type of trade   | Fee or brokerage                                       |                          |
|---|--|--------------------------|
| Online trade  | <b>Transaction size</b>                                | <b>Amount</b>            |
|   | Up to and including \$10,000.00                        | \$34.95                  |
|   | Above \$10,000.01                                      | 0.35% of the trade value |
| Over the phone trade                                  | \$49.95 or 0.55% of trade value (whichever is greater) |                          |
| ASX Clear transaction fee (equity options)            | \$0.13 per contract plus GST                           |                          |
| ASX Clear exercise or assignment fee (equity options) | \$0.05 per contract plus GST                           |                          |
| Equity trade from option exercise or assignment       | \$59.95 or 0.11% of trade value (whichever is greater) |                          |
| ASX Clear transaction fee (index options)             | \$0.45 per contract plus GST                           |                          |
| ASX Clear exercise or assignment fee (index options)  | \$0.35 per contract plus GST                           |                          |

Note: these fees may change from time to time. For an up-to-date schedule of ASX clear fees visit [asx.com.au](https://asx.com.au)





### C. Conditional Orders

Usual brokerage rates apply once a triggered Conditional Order has been partially or fully executed.

| Type of trade               | Fee       |
|-----------------------------|-----------|
| Placing a Conditional Order | No charge |

### D. Security Transfers and Securityholder Reference Number (SRN) trading

Securities can be moved from one nabtrade Trading Account to another. This is known as an **Off-Market Transfer**. To complete an Off-Market Transfer, you need to complete the Off-Market Transfer Form.

Securities held on a Securityholder Reference Number (SRN) can be sold through your nabtrade Trading Account or converted from issuer sponsored to participant sponsored, provided your details match. To do this, you need to complete the **Issuer to CHESS Conversion form**.

You can download the applicable forms online at [nabtrade.com.au](http://nabtrade.com.au)

| Type of transaction                    | Fee or brokerage   |
|--|--|
| Off-market transfer                    | \$55.00 per holding  |
| SRN sale                               | \$59.95 or 0.11% of trade value (whichever is greater) + \$11 administration fee per trade |
| SRN request or CHESS statement reprint | \$16.50  |
| Issuer sponsored transfer to nabtrade  | No charge  |

### E. Confirmation delivery

We send you a confirmation on execution or partial execution of a transaction you've directed us to make on your behalf.

| Service                        | Fee         |
|--------------------------------|-------------|
| Confirmation delivery by email | No charge   |
| Confirmation delivery by post  | \$3.85 each |
| Confirmation reissue           | \$3.85 each |

### F. Alerts

We provide alerts, which can be purchased in alert credit blocks of \$11, \$22 or \$33.

| Service              | Fee                      |
|----------------------|--------------------------|
| Email alert          | 1 alert credit*          |
| SMS alert            | 2 alert credits          |
| Credit alert bundles | 100 alert credits = \$11 |
|                      | 200 alert credits = \$22 |
|                      | 300 alert credits = \$33 |

\*One alert credit costs \$0.11.



## Section Two: nabtrade Global Market Trading fees and charges

All fees and charges are quoted in Australian dollars and inclusive of GST (**where applicable**), unless otherwise stated.

### A. Trading in International Securities (AUD equivalent for both trade value and brokerage rates)

For more information visit the trading site at [nabtrade.com.au](http://nabtrade.com.au)

| Fee Type       | Transaction size               | nabtrade Cash Account                                  | Eligible NAB Bank Account |
|----------------|--------------------------------|--|---------------------------|
| Online trading | Up to and including \$1,000.00 | \$9.95   | \$19.95                   |
|                | \$1,000.01 – \$5,000.00        | \$14.95  | \$19.95                   |
|                | \$5,000.01 – \$20,000.00       | \$19.95  | \$24.95                   |
|                | Over \$20,000.00               | 0.11% of trade value                                   | 0.19% of trade value      |
| Over the phone | All                            | \$59.95 or 0.55% of trade value (whichever is greater) |                           |

### B. Market fees

There may be additional charges depending on the exchange being traded on and the type of investment. These are in addition to the brokerage charge.

| Market    | Exchange                           | Fee  |
|-----------|------------------------------------|--|
| Germany   | Xetra                              | None   |
| Hong Kong | Stock Exchange of Hong Kong (SEHK) | 0.0027% – Transaction Levy   |
|           |                                    | 0.005% – Trading Fee   |
|           |                                    | 0.1% – Stamp Duty  |
| UK        | London Stock Exchange (LSE)        | Stamp duty of 0.5% may apply to buy trades <sup>1</sup>  |
| US        | NYSE, ARCA, NASDAQ & AMEX          | All sell trades are liable for SEC fees. Current fee is 0.00130% on the consideration of the sell trade. |

Note: these fees may change from time to time. For an up-to-date schedule of fees visit [nabtrade.com.au](http://nabtrade.com.au)

1. May be subject to additional local exchange fees.

### C. Exchange rate

In respect of any foreign exchange conversion NAB undertakes on your behalf (whether a Forward FX Transaction or a Spot FX Transaction), NAB may charge you a spread.

| Currency | Fee  |
|----------|--|
| All      | Up to 3% of the transaction consideration value. This amount will be embedded into the exchange rate quoted to you by NAB. |



#### D. Confirmation delivery

We send you a confirmation on execution or partial execution of a transaction you've directed us to make on your behalf.

| Service                        | Fee         |
|--------------------------------|-------------|
| Confirmation delivery by email | No charge   |
| Confirmation delivery by post  | \$3.85 each |
| Confirmation reissue           | \$3.85 each |

#### E. Alerts

We provide alerts, which can be purchased in alert credit blocks of \$11, \$22 or \$33.

| Service              | Fee                      |
|----------------------|--------------------------|
| Email alert          | 1 alert credit*          |
| SMS alert            | 2 alert credits          |
| Credit alert bundles | 100 alert credits = \$11 |
|                      | 200 alert credits = \$22 |
|                      | 300 alert credits = \$33 |

\*One alert credit costs \$0.11.

#### F. Example of a sell trade in Hong Kong market

You want to sell 1,000 Cathay Pacific shares

|   |                     |
|---|---------------------|
| Cathay Pacific share price in HKD           | HKD 16.00           |
| Multiplied by number of shares              | 1,000               |
| Amount receivable in HKD from shares        | HKD 16,000.00       |
| Less market fees (0.0027% Transaction Levy) | HKD 0.43            |
| Less market fees (0.005% Trading Fee)       | HKD 0.80            |
| Less market fees (0.1% Stamp duty)          | HKD 16.00           |
| Total receivable in HKD                     | HKD 15,982.77       |
| Our exchange rate AUD/HKD                   | 6.3                 |
| <b>Amount receivable in AUD</b>             | <b>AUD 2,536.95</b> |
| <b>Brokerage</b>                            | <b>AUD 14.95</b>    |
| <b>You receive</b>                          | <b>AUD 2,522.00</b> |

#### G. Example of a buy trade in UK market

You want to buy 100 Easyjet shares

|                                   |                     |
|-----------------------------------|---------------------|
| Easyjet share price in GBP        | GBP 16.00           |
| Multiplied by number of shares    | 100                 |
| Amount owing in GBP from shares   | GBP 1,600.00        |
| Add market fees (0.5% Stamp Duty) | GBP 8.00            |
| Total owing in GBP                | GBP 1,608.00        |
| Our exchange rate AUD/GBP         | 0.54                |
| <b>Amount owing in AUD</b>        | <b>AUD 2,977.78</b> |
| <b>Brokerage</b>                  | <b>AUD 14.95</b>    |
| <b>You pay</b>                    | <b>AUD 2,992.73</b> |



## Section Three: Other fees

All fees and charges are inclusive of GST, unless otherwise stated.

### A. Trading on a margin loan

A margin loan allows you to borrow money to invest in approved securities. A margin loan uses the investment as the security against the loan. However, like any investment, there's also risk. So it's important to understand how a margin loan works before deciding to use it in your investment strategy.

| Margin lender              | Fees and brokerage   |
|----------------------------|--|
| NAB Equity Lending         | Standard charges apply for online and over the phone.<br>Refer to Part Two: Section One of this FSG. |
| Third-party margin lenders | Over the phone trades only.<br>Standard phone rates apply, + \$11 administration fee per trade.      |

### B. Managed Funds

Managed funds give you the opportunity to pool your money with other like minded investors to access a broad range of underlying asset classes. You should visit our website at [nabtrade.com.au](https://nabtrade.com.au) for more information on managed funds.

| Service             | Fee                              |
|---------------------|----------------------------------|
| Entry and exit fees | As agreed by you with the issuer |



### C. Service levels

If you're a frequent user of nabtrade products and services, you can qualify for a higher service level for no charge. You should visit our website at [nabtrade.com.au](https://nabtrade.com.au) for more information of what services are included in each service level.

| Service level   | Qualifications for no charge access  | Monthly subscription charges                                    |
|---|--|---|
| <b>Bronze</b>   | None   | No charge   |
| <b>Silver</b>   | One of the following: <ul style="list-style-type: none"><li>• one completed trade per quarter</li><li>• \$20,000 in CHESS sponsored holdings</li><li>• \$20,000 drawn down in NAB Equity Lending, or</li><li>• \$2,000 cash held in nabtrade Cash Accounts.</li></ul>  | No charge   |
| <b>Gold</b>   | One of the following: <ul style="list-style-type: none"><li>• two completed trades per month</li><li>• \$100,000 in CHESS sponsored holdings</li><li>• \$100,000 drawn down in NAB Equity Lending, or</li><li>• \$5,000 cash held in nabtrade Cash Accounts.</li></ul> | No charge   |
| <b>Platinum</b>   | One of the following: <ul style="list-style-type: none"><li>• 4 completed trades per month</li><li>• \$250,000 in CHESS sponsored holdings</li><li>• \$250,000 drawn down in NAB Equity Lending, or</li><li>• \$25,000 cash held in nabtrade Cash Accounts.</li></ul>  | \$19.95   |
| <b>Platinum + IRESS ViewPoint (with Platinum service level)</b> | 5 completed trades per month   | \$19.95 (as for Platinum service level) plus an additional \$40 |



#### D. Share market and economic news research

We've partnered with leading investment research providers to provide you with high quality research and comprehensive insights. In addition to our core research offering, you can subscribe to additional research packages. For more information, visit [nabtrade.com.au](http://nabtrade.com.au)

| Package                            | Monthly fee |
|------------------------------------|-------------|
| Morningstar Premium Research       | \$35        |
| Dow Jones Premium News             | \$55        |
| Premium News and Research Package* | \$80        |

\*Premium News and Research Package provides access to both Morningstar and Dow Jones.

#### E. Platinum + IRESS ViewPoint add-ins

You're also able to purchase Dynamic Data Exchange, which allows you to populate your investment spreadsheets with live market data:

- Dynamic Data Exchange (DDE) add-in for Microsoft® Office Excel®
- IRESS ViewPoint (DDE add-in for Office Excel + Live International Markets + Delayed International Indices + London Metal Exchange)

| Add in  | Monthly fee |
|---|-------------|
| Dynamic Data Exchange (DDE) for Office Excel  | \$35        |
| IRESS ViewPoint for Office Excel<br>Live International Markets<br>Delayed International Indices<br>London Metal Exchange prices | \$110       |

#### F. Administration Fees

| Service  | Fee  |                                   |
|--|--|-----------------------------------|
| Sell fail fee (failure to settle trade within the required time)               | Transaction size   | Amount                            |
|  | Up to and including \$100,000.00                             | \$100 plus GST                    |
|  | Above \$100,000.01   | 0.10% of the trade value plus GST |
| Buy fail fee   | \$100 per day plus GST including any applicable default fees |                                   |
| Rebookings   | \$55   |                                   |
| Miscellaneous queries and other requests outside the normal course of business | \$60 per hour, with a minimum charge of \$60                 |                                   |



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