



Upfront Disclosure Document

FXCM South Africa (Pty) Ltd

FSP: 46534

Date: 16th April 2018



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1. Companies Legal Status

FXCM South Africa (Pty) Ltd (The “FSP” hereafter) is a Private Company registered in the Republic of South Africa under registration number 2015/279499/07. As a licensed Financial Services Provider in terms of FAIS, FXCM South Africa (Pty) Ltd accepts responsibility for the actions of its employees, acting within their mandates, in the rendering of financial services as defined by FAIS.

2. Details of Key Individuals

Key Individuals

NAME	AUTHORISED PRODUCTS
Nestor Matheus Lengacher	As per table 1 below

3. Legal status of Key Individuals

FXCM South Africa (Pty) Ltd confirms that its key individual is mandated and entitled to supervise the rendering of intermediary services rendered by our trading platform to you.

4. Complaint Handling and Compliance Queries

Trade Inquiries

If you have a complaint regarding an issue with your trading account and/or trades, you can submit a trade inquiry by submitting the [Online Trade Audit Form](#) to FXCM LTD. Please note that all trading inquiries must be logged as quickly as possible after the trading issue has occurred. We have a dedicated team of professionals that are trained to research and resolve trade inquiries. Once the trade has been researched you will be contacted and you will receive a full explanation of what occurred on the trade(s) that were reported for investigation. If the Trade Audit Committee determines you were negatively impacted by a technical issue, an adjustment will be offered.

If our customer service or trade audit teams are unable to resolve the matter or if you wish to submit a complaint without working with our customer service or trade audit teams, you may submit a formal complaint by completing our [Online Complaint Form](#).

The complaint will receive an impartial review to determine if we have acted fairly within our rights and have met our contractual obligations. We will acknowledge your complaint promptly, and a full written response will be provided within eight weeks of receiving the complaint.

If you are not satisfied with how your complaint has been handled or if you feel it still remains unresolved, you can refer your complaint to the Financial Ombudsman.

UK Financial Ombudsman Service

If you are classified as a retail client, and you do not feel that your complaint has been resolved satisfactorily or if we do not resolve your complaint within eight weeks of receiving it, you are able to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service is an independent organisation that was established to resolve disputes between financial institutions and their customers. Any reference to the Financial Ombudsman Service must take place within six months from the date that we issue our final response to the complaint filed. Please also note that the Financial Ombudsman Service will not consider a complaint until we have had the opportunity to address the complaint.

You may submit a complaint to the Financial Ombudsman Service online or by mail. For more information about the Financial Ombudsman Service or to submit a complaint, please visit the [Financial Ombudsman Service's Website](#).

The address of the Financial Ombudsman Service is:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
United Kingdom.

Local Compliance Officer

Should you have a complaint against the FXCM South Africa regarding any non-trading financial services it has rendered, please do not hesitate to contact our local Compliance Officer:

Name:	Mr Leonardo d'Onofrio
Company	Oracle Compliance (Pty) Ltd
Physical Address:	Unit 3A, 5 Fricker Road, Illovo, Sandton, Johannesburg, 2146

Telephone:	(011) 100 2551
Fax:	086 664 8448
Email:	leonardo@oraclecompliance.com

FAIS Ombud

Should a complaint filed to our local compliance officer not be resolved to your satisfaction, you may forward such complaint to the Office of the [FAIS Ombud](#) for Financial Services Providers:

Name:	Ms. Noluntu Bam
Physical Address:	Celtis House Eastwood Office Park Lynwood, Pretoria
Postal Address:	PO Box 74571, Lynwood Ridge, 0040
Telephone:	0860-FAISOM 0860-324 766
Email:	info@faisombud.co.za

Please note that, if you wish to lodge a complaint with the FAIS Ombud against the FSP, you will need to show that you have already attempted to resolve the matter directly with the FSP first.

5. Other Matters of Importance

- In terms of the Financial Intelligence Centre Act, 2001 the FSP is obliged to report any suspicious and unusual transactions that may facilitate money laundering.
- Please be advised that our service includes products that are traded on margin and could result in losses in excess of your deposited funds. The products may not be suitable for all investors. Please ensure that you fully understand the risks involved.
- The FSP has a suitable Professional Indemnity and Fidelity Insurance Cover in place in accordance with FAIS.
- Waiver of rights: You are hereby advised that no employee of the provider or any other person may ask you, or offer any inducement to you, to waive any right or benefit conferred on you by or in terms of any provision of the FAIS Act.
- You hereby authorize FXCM South Africa (PTY) Ltd to receive a copy of the customer due diligence performed by FXCM LTD, which includes copies of your submitted identification documents to FXCM LTD.

6. Financial Services and Products

As an Authorised Financial Services Provider, the FSP has a Category I license issued by the Financial Sector Conduct Authority in terms of FAIS, to provide advisory and intermediary services in respect of the following financial products:

TABLE 1

	Financial Product	Advice	Intermediary Service	Supervision
	CATEGORY I			
1.8	Securities and Instruments: Shares	X	X	
1.9	Securities and Instruments: Money market instruments	X	X	
1.10	Securities and Instruments: Debentures and securitised debt	X	X	
1.11	Securities and Instruments: Warrants, certificates and other instruments acknowledging, conferring or creating rights to subscribe to, acquire, dispose of, or convert securities and instruments referred to in subcategories 1.8, 1.9 and 1.10 above.	X	X	
1.12	Securities and Instruments: Bonds	X	X	
1.13	Securities and Instruments: Derivative instruments excluding warrants	X	X	
1.14	Participatory Interests in Collective Investment Schemes	X	X	

It is important to note that FXCM South Africa and its employees do not render advice as defined by the Financial Advisory and Intermediary Services Act, Act 37 of 2002. It is highly recommended that you consult your Financial Adviser for any investment advice you may require.

7. Conflicts of Interest

In accordance with the FSP's Conflicts of Interest Management Policy, the FSP places a high priority on its clients' interests. As conflicts of interest could undermine the integrity and professionalism of the FSP and its employees, any potential or recognized instance must be identified as early as possible. Potential conflicts of interest are inherent in any business and therefore it is not the aim of the FSP to avoid all conflicts. If conflict situations cannot be avoided, the FSP will manage equitably and in the client's interest as an integral part of the FSP's duties and obligations. The FSP maintains an active Conflicts of Interest Management Policy, which is available on request.

8. Client Understanding & Confirmation

I confirm I have read this document and can download a copy of this notice for my records.