

Financial Services Guide

Effective Trading Solutions Pty Ltd t/a
TheFreedomTrader.com

AFSL:	543386
ABN:	98 160 101 959
Address:	Unit 101, 55 Phillip Street, Parramatta NSW 2150

1. ABOUT THIS FINANCIAL SERVICES GUIDE

This Financial Services Guide (“**FSG**”) is dated 16 October 2023 and has been prepared and issued by Effective Trading Solutions Pty Ltd t/a TheFreedomTrader.com (ABN 98 160 101 959; AFSL: 543386) (“**TheFreedomTrader.com**”, “**we**”, “**us**” or “**our**”). The purpose of this FSG is to inform you about the financial services provided by us and to comply with our obligations as the holder of an Australian Financial Services Licence (“**AFSL**”) issued by the Australian Securities and Investments Commission (“**ASIC**”). This FSG replaces all previous versions and is an important document and a regulatory requirement under the *Corporations Act 2001* (Cth) (“**Corporations Act**”).

This FSG contains general information only about the services we offer and does not provide any general or personal advice. If you have further questions regarding this FSG please contact us.

Important general information is contained within this FSG and includes:

- who we are and how you can contact us;
- the services we are authorised to provide to you;
- how we are remunerated for these services and the cost to you;
- who we act for and any potential conflicts of interest we may have;
- our internal and external dispute resolution processes; and
- arrangements we have in place to compensate clients for losses.

2. WHO WE ARE AND THE SERVICES WE OFFER

TheFreedomTrader.com is authorised under its AFSL (Number: 543386), to provide general advice to retail and wholesale clients in relation to securities.

We will provide you access to our online educational material and general recommendations and opinion pieces to understand value investing, stock selection, portfolio risk management, information about global market trends and potential investment opportunities. The educational material will be provided to you via electronic means e.g. by email, recorded or live webinars, on our social media platforms (e.g.: YouTube, LinkedIn, Facebook, Instagram) or website.

Services are provided by qualified employees for and on behalf of TheFreedomTrader.com.

3. CONTACT DETAILS | HOW TO INSTRUCT US

Effective Trading Solutions Pty Ltd t/a TheFreedomTrader.com

By Mail: PO Box 3328, Rhodes NSW 2138

Phone: 0480 031 388

Email: support@thefreedomtrader.com

You may give us instructions:

- in person;
- via email/website; or
- by telephone.

4. WILL I RECEIVE PERSONAL ADVICE?

No, our advice does not take into account your individual objectives, financial situation or needs. TheFreedomTrader.com will provide you with general advice only. Under the law regulating the provision of financial products and services, general advice and personal advice have special meanings and may differ from what you commonly understand. You should consider the appropriateness of the advice and read the Product Disclosure Statement (“PDS”) of the relevant product issuer prior to acting on any advice provided to you.

You should determine if any general advice is appropriate for you, and you should seek personal financial product advice from a registered and licensed professional regarding the suitability of our services.

5. FEES, COSTS, COMMISSION AND OTHER BENEFITS

a) How do I pay for the services provided?

Table 1 - Fees	
Blueprint Investment and Trading Program	One-off fee of \$7,995 (or \$1,495 per month over 6 months) which will provide you with 12 months of access to a range of general advice materials.
Inner Circle Membership Program	Ongoing fee of \$4,995 per annum or \$495 per month.

TheFreedomTrader.com will endeavour to explain all fees payable by you prior to any advice or services being offered to you.

TheFreedomTrader.com does not receive any commissions or other benefits from product providers.

b) Employee Remuneration

Our employees are remunerated by way of salary. Employees also receive other employee benefits, such as discretionary bonuses, which are calculated based on a number of factors, including non-financial factors.

c) Does TheFreedomTrader.com pay commissions?

We do not pay any commissions, fees or benefits to others who refer you to us.

6. RELATIONSHIPS, ASSOCIATIONS AND CONFLICTS OF INTEREST

TheFreedomTrader.com, its associates and/or other persons connected with us do not have any interests, associations, relationships or arrangements that are material in relation to the general financial product advice we offer.

7. COMPENSATION ARRANGEMENTS

TheFreedomTrader.com has professional indemnity insurance in place, which satisfies the requirements for compensation arrangements pursuant to section 912B of the Corporations Act. This policy covers claims made against TheFreedomTrader.com in relation to professional services provided by our representatives and employees.

8. PRIVACY POLICY

In order to provide our services to you, we require you to provide us with personal information. The *Privacy Act 1988* (Cth) sets out standards for the collection and management of personal information. TheFreedomTrader.com collects, maintains, uses and discloses personal information in the manner described in our Privacy Statement. This is primarily for processing your application and complying with certain legal obligations.

Our Privacy Statement is available on our [website](#).

9. COMPLAINTS AND DISPUTE RESOLUTION

We have an internal dispute resolution process in place to resolve any concerns or complaints you may have, quickly and fairly. Where appropriate, we also make the process accessible for clients with disabilities or language difficulties.

A copy of our complaints management policy is available on request. A copy is also available on our [website](#).

If you have any concerns or complaints please contact our Compliance Officer at the contact details in section 3 of this FSG. Your notice should specify the nature of the complaint, including all relevant details, as well as your desired outcome and how this may occur.

We will consider and investigate the circumstances of your complaint, which may also involve communicating directly with you. We endeavour to resolve all complaints quickly and fairly and will provide a full written response within thirty (30) days of receipt of your complaint, unless the matter is complex or circumstances beyond our control delay the management of your complaint. If this occurs, we will notify you of the reason for the delay and provide you with the option to escalate the matter to the Australia Financial Complaints Authority (“**AFCA**”).

If the complaint is not resolved to your satisfaction by TheFreedomTrader.com through our internal dispute resolution process, you have the right to refer your complaint to AFCA. AFCA is an independent and external disputes resolution scheme, of which TheFreedomTrader.com is a member.

You may lodge your complaint with AFCA by sending the relevant information and documents to:

Australian Financial Complaints Authority

Post: The Manager
Australian Financial Complaints Authority Limited
GPO Box 3
Melbourne VIC 3001

Phone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

Before AFCA will deal with your complaint, you must have first lodged a formal complaint with us and given us time to investigate and resolve the dispute.

10. ANY QUESTIONS?

If you have any further questions about the financial services we provide, please contact us. Please retain this document for your reference and any future dealings with us.