

**FUTU SECURITIES (AUSTRALIA) LTD TRADING AS**

# Moomoo AU

# Financial Services Guide

DATE | 1<sup>st</sup> December 2023

## **Financial Services Guide**

This document is a Financial Services Guide (**FSG**) issued by Futu Securities (Australia) Ltd (ABN 51095920648) *trading as Moomoo AU (Moomoo AU, we, our or us)*. Moomoo AU is an Australian Financial Services (**AFS**) licensee (Licence No: 224663) licensed by the Australian Securities and Investments Commission (**ASIC**). This FSG is an important document that tells you about the products and services that Moomoo AU is authorised to provide to you under its AFS licence in order to help you to decide whether to use our services.

## Contents

### **This FSG contains important information about:**

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## 1 | Who we are

Moomoo AU is an Australian Financial Services licensee (Licence No: 224663) licensed by the Australian Securities and Investments Commission (ASIC).

Moomoo AU's parent company, Futu Holdings Limited (Nasdaq: FUTU), is backed by various strategic and venture capital investors including Tencent, Sequoia Capital, and Matrix Partners.

Moomoo AU is a broker-dealer based in Sydney and licenses an online trading platform (**moomoo**) from an affiliated entity called Moomoo Inc.. The moomoo trading platform is completely free to download with no commitment to open a brokerage account. Our clients can use moomoo to apply to us for a brokerage account.

For further information on Moomoo AU, you can refer to our website, <https://www.moomoo.com/au>, and the Australian Securities and Investments Commission (ASIC) database.

## 2 | What financial services we offer

Moomoo AU holds an AFS licence (Licence No: 224663) under the *Corporations Act 2001* (Cth) (**Corporations Act**). We are authorized by our affiliated entity called Moomoo Inc., to be the operator of the moomoo trading platform. Under our AFS licence we are authorised to provide the following financial services:

- deal in financial products;
- provide general financial product advice;
- apply for, acquire, vary or dispose of financial products on behalf of another person; and
- provide custodial or depository services (other than investor directed portfolio services).

to retail and wholesale clients.

We provide financial services in respect of the following classes of financial products:

- deposit and payment products limited to basic deposit products;
- general insurance products;
- debentures, stocks or bonds issued or proposed to be issued by a government;
- interests in managed investment schemes (excluding investor directed portfolio services); and
- securities.

We may provide general advice and information in respect of financial products and services that can be dealt with through moomoo. This information or advice does not take into account your personal financial situation, objectives or needs. Therefore, before acting on the financial advice, you should consider the appropriateness of such advice having regard to your personal financial situation, objectives or needs.

We do not provide, and are not authorised to provide, personal financial product advice. It is at your own discretion to decide whether or not you want to use our services. In the event that you need assistance or advice in this regard, you should consult a suitably qualified financial adviser. You will not receive a Statement of Advice from us.

When you use the moomoo trading platform we will provide custodial and depository services (other than investor directed portfolio services) to you and will hold the financial products acquired by you on bare trust. moomoo has a custody arrangement with a third-party asset holder (sub-custodian), under which the sub-custodian will hold legal title to financial products that you acquire. moomoo will hold the beneficial interest in your financial products on your behalf. Under a bare trust the trustee that holds your financial products will only deal in those products in accordance with your instructions. This is known as a “Custodian Model” for holding financial products. A Custodian Model is offered by moomoo whether you are a retail or a wholesale client.

An alternative to the Custodian Model is the CHESs-sponsored model, which is not available through moomoo. There are pros and cons associated with each model, some of which are described below.

Custodian Model		CHESs sponsored model	
Pros	Cons	Pros	Cons
<p><b>Access to international markets – holding a custodial account enables you to trade in international markets.</b></p>	<p>Communications – because you will not appear on an entity’s member register, you will not receive information directly from that entity.</p>	<p>Direct ownership – under the CHESs system you hold legal title to your securities via your Holder Identification Number (HIN).</p>	<p>Higher costs – there are usually higher fees associated with acquiring financial products via the CHESs system.</p>
<p><b>Easier administration – removes the various forms of communications sent by issuers and share registries. You can participate in corporate actions by simply instructing Moomoo.</b></p>	<p>Legal title – although you will hold a beneficial interest in the products you acquire, a custodian will hold legal title to your financial products. This means the custodian’s name will appear on an entity’s member register.</p>	<p>Verification – because your CHESs holdings are linked to your HIN which is linked to your tax file number.</p>	<p>Access to international markets – because CHESs is specific to Australia, you cannot buy or sell in international markets. You may be required to open an account that uses a Custodian Model to trade in international markets.</p>

<b>Lower costs - under a Custodian Model there are generally lower costs than under the CHESSE sponsored model.</b>	Voting rights - you can instruct Moomoo to cast proxy votes in shareholder meetings on your behalf.	Voting rights – are directly granted to you by the issuers.	Paperwork – you receive shareholder notices and other communications from all issuers and registries of which you own shares, some requires written correspondence from you in order to participate in certain corporate actions.
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### 3 | How you can provide us with instructions

Moomoo AU will accept your order instructions via our online trading platform (**moomoo**), which is available at <https://www.moomoo.com/au>.

If you place an order to trade with us, we will send you a confirmation once your order has been traded. You should review the confirmation immediately upon receipt to ensure its accuracy and report any discrepancies to us via our Client Service Centre on our website.

To change your personal details, you need to follow the relevant process on moomoo.

Further information on how to transact with us can be found in the Client Services Agreement, as available on our website at <https://www.moomoo.com/au>.

### 4 | How we and others are remunerated in connection with the services

The information in this section is subject to change from time to time and does not include information in relation to taxes or duties that you may be required to pay in relation to an investment. Unless otherwise stated, all fees, charges, brokerage fees and benefits disclosed in this FSG are inclusive of the Goods and Services Tax (**GST**).

Generally, the payment we receive will be based on the amount of fees we charge you. Our fees and charges may vary from one financial product to another. Details of our fees and charges are contained in the Fees Schedule which is available on our website at <https://www.moomoo.com/au>.

Moomoo AU does not charge any fees for basic market information or general financial product advice that we provide, however we may charge additional fees for paid research reports, sophisticated market data or any other paid contents or information service which may attract fees from external providers.

Moomoo AU staff receive a salary and may receive bonuses and other benefits from time to time. Remuneration is not directly attributable to the investments made by retail clients.

Various members of the FUTU Group and their directors and employees provide certain services to us to enable us to provide the services described in this FSG. The costs of providing these services are paid by us from the fees we receive. They may trigger an additional cost to you if applicable.

None of Moomoo AU's related directors, employees or associates receives any other remuneration or benefits in respect of financial services provided to our retail clients.

#### 4.1 US Pricing

US Stocks and ETFs

All fees are in USD

##### (1) Commission

Type	Fee	Charged by
Commission	\$0	Moomoo AU

##### (2) Platform fee

Type	Fee	Charged by
Platform fee	\$0.99 / Order	Moomoo AU

Notes:

- Investors must be cautious of the risks commonly associated with low-priced stocks, such as lack of liquidity, higher volatility, and possibility of delisting.
- We do not provide any features in respect of aggregation of orders in the moomoo platform. This shall mean that minimum charges are applicable to each order under the circumstances where multiple orders are executed in the same security during the same trading day.
- If a day order is filled through multiple transactions, commission and platform fees will only be charged on a per order basis.
- If a GTC order is filled separately on multiple trading days, this order shall be treated as a separate order on each trading day and charged separately according to the minimum charges standard.
- On our platform, brokerage fees are referred to as the combination of "Commission" and "Platform Fee".

### (3) Other fees

Type	Fee	Charged by
Settlement Fee	\$0.003 / Share, max 1% * Transaction amount	US settlement agencies, etc.
SEC Fee (sales only)	\$0.000008 * Transaction Amount, min \$0.01 / Transaction	SEC
Trading Activity Fee (TAF, sales only)	\$0.000145 / Share, min \$0.01 / Transaction, max \$7.27 / Transaction	FINRA
ADR Custody Fee	\$0.01-\$0.05 / Share	DTC

### (4) Corporate action fee

Moomoo AU does not charge any processing fees for corporate actions of US stocks. However, any third-party and/or exchange charges may be passed on to clients. Charges may be modified from time to time at the discretion of Moomoo AU.

Please note that dividends may be subject to tax. The tax rate varies according to all applicable laws and regulations of each country or region.

### (5) Market data fee

Type	Fee
US level-2 market data (Arcabook)*	Free

\*Other advanced market data services, including National Lv1, Nasdaq Totalview, NYSE Openbook, CBOE Direct Edge, CBOE Bats BZX, OPRA Options, etc., will attract additional fees charged by Moomoo Inc. and Moomoo AU. For details please refer to <https://qtcard.moomoo.com/index/cards-mall>.

## 4.2 AUS Pricing

AUS Stocks and ETFs

All fees are in AUD

### (1) Commission

Type	Fee (GST inclusive)	Charged by
Commission	0.01%* Transaction Amount, min \$1 / Order	Moomoo AU

### (2) Platform fee

Type	Fee (GST inclusive)	Charged by
Platform fee	0.02% * Transaction Amount, min \$2 / Order	Moomoo AU

Notes:

- We do not provide any features in respect of aggregation of orders in the moomoo platform. This shall mean that minimum charges are applicable to each order under the circumstances where multiple orders are executed in the same security during the same trading day.
- If a day order is filled through multiple transactions, commission and platform fees will only be charged on a per order basis.
- If a GTC order is filled separately on multiple trading days, this order shall be treated as a separate order on each trading day and charged separately according to the minimum charges standard.
- On our platform, brokerage fees are referred to as the combination of "Commission" and "Platform Fee".

### (3) Market data fee



Obtaining live streaming, full market depth data from ASX incurs a monthly fee ranging from \$16.5 to \$22 for non-professional investors and \$86 to \$120 for professional investors. For details please refer to <https://qtcards.moomoo.com/index/cards-mall>.

### 4.3 HK Pricing

HK Stocks and ETFs

Unless otherwise specified, all fees are in HKD

#### (1) Commission

Type	Fee	Charged by
Commission	0.03%* Transaction Amount, min HK\$3 / Order	Moomoo AU

#### (2) Platform fee

Type	Fee	Charged by
Platform fee	HK\$15 / Order	Moomoo AU

#### (3) Other fees

Type	Fee	Charged by
Trading Tariff	HK\$0.50/Transaction (cancelled from 1 January 2023)	HKEX
Settlement Fee	0.002% * Transaction Amount, min HK\$2 / Transaction, max HK\$100 / Transaction	HKEX
Stamp Duty	0.1% * Transaction Amount, rounded up to the nearest HK dollar. For example, HK\$2.01 will be rounded up to HK\$3.00.	HK Gov

<b>Trading Fee</b>	0.00565% * Transaction Amount, min HK\$0.01 / Transaction	HKEX
<b>SFC Transaction Levy</b>	0.0027% * Transaction Amount, min HK\$0.01 / Transaction	HK SFC
<b>FRC Transaction Levy</b>	0.00015% * Transaction Amount	HK FRC

Notes:

- For commission and platform fees, an order can be divided into multiple transactions but charged once.
- Other fees are calculated based on "transaction amounts closed" in charge items (each order may be divided into multiple transactions). The table is for reference only, and actual charges may differ from the table.
- Under normal circumstances, no stamp duty is levied when trading ETFs, the exact range of stamp duty is subject to the official statement of the Hong Kong Government.
- We do not provide any features in respect of the aggregation of orders in the moomoo platform. This shall mean that minimum charges are applicable to each order under the circumstances where multiple orders are executed in the same security during the same trading day. If a GTC order is filled separately on multiple trading days, this order shall be treated as a separate order on each trading day and charged separately according to the minimum charges standard.
- On our platform, brokerage fees are referred to as the combination of "Commission" and "Platform Fee".

**(4) Nominee services and corporate action fees**

Type	Fee	Charged by
<b>Cash Dividend Collection Fee</b>	0.2% * Cash Dividend Value, min HK\$30	Moomoo AU
	HK\$1.50 / Lot	HKEX
<b>Equity Interest Collection Fee</b>	HK\$1 / Lot, min HK\$30, max HK\$2000	Moomoo AU
	HK\$1.50 / Lot	HKEX

<b>Bonus Share Collection Fee</b>	HK\$1 / Lot, min HK\$30, max HK\$2000	Moomoo AU
	HK\$1.50 / Lot	HKEX
<b>Corporate Action Handling Fee (e.g. takeover offers)</b>	HK\$1 / Lot, min HK\$30	Moomoo AU
	Charged on a case-by-case basis	HKEX
<b>Handling fee for Rights Offering</b>	HK\$1 / Lot, min HK\$30	Moomoo AU
	HK\$0.80 / Lot	HKEX
<b>General Meeting</b>	Attendance or authorisation of a third party to attend the General Meeting (max one person) or vote by proxy  Handling fee: A\$10 per application	Moomoo AU

Notes:

- The above service stocks will be calculated as 1 lot if it is smaller than 1 lot.
- If there is any change in the fees charged by third parties such as exchanges and regulators, Moomoo AU will adjust the fees they charge on their behalf accordingly. Charges may be modified from time to time at the discretion of Moomoo AU.
- Please note that dividends may be subject to tax. The tax rate varies according to all applicable laws and regulations of each country or region.

#### 4.4 Foreign exchange fee

Type	Fee	Charged by
<b>AUD/USD conversion fee (built in to exchange rate)</b>	Added spread of 55 pips or 0.0055 AUD/USD (GST inclusive) both ways, on top of the spot wholesale exchange rate.  For example, when a customer converts 100 AUD to USD, an added spread of 55 pips will be equivalent to a 0.55 USD fee (note that	Moomoo AU

	<p>this fee is already built in to the exchange rate and customer will receive the full USD amount at the quoted exchange rate).</p>	
<b>AUD/HKD conversion fee (built in to exchange rate)</b>	<p>Added spread of 200 pips or 0.02 AUD/HKD (GST inclusive) both ways, on top of the spot wholesale exchange rate.</p> <p>For example, when a customer converts 100 AUD to HKD, an added spread of 200 pips will be equivalent to a 2 HKD fee (note that this fee is already built in to the exchange rate and customer will receive the full HKD amount at the quoted exchange rate).</p>	Moomoo AU
<b>USD/HKD conversion fee (built in to exchange rate)</b>	<p>Added spread of 40 pips or 0.004 USD/HKD both ways, on top of the spot wholesale exchange rate.</p> <p>For example, when a customer converts 100 USD to HKD, an added spread of 40 pips will be equivalent to a 0.4 HKD fee (note that this fee is already built in to the exchange rate and customer will receive the full HKD amount at the quoted exchange rate).</p>	Moomoo AU

Please note: spot FX rates fluctuate on a real time basis.

#### 4.5 Off-market transfer fee

Type	Fee	Charged by
Incoming transfer	Free	Moomoo AU
Outgoing transfer of US stocks	US\$50 per stock per transfer	
Outgoing transfer of AU stocks	A\$55 per stock per transfer	

Outgoing transfer  
of HK stocks

HK\$500 per stock per transfer

## 5 | How we use the personal information collected from you

We collect your personal information for the primary purpose of establishing and administering your investments with us, communicating with you and providing you with access to protected areas of our websites. We also collect some personal information to meet our obligations, under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* and the Corporations Act. We use and disclose personal information to administer your investment, conduct product and market research, and deal with your concerns. We collect personal information through our interactions with you, as well as in some instances from your financial adviser or other authorised representatives, your organisation, public sources and information brokers. Moomoo AU may take reasonable steps to verify information collected.

A Privacy Policy setting out further details of our handling of personal information is available upon request or from our website at <https://www.moomoo.com/au>. The Privacy Policy contains information about how you can access and seek correction of your personal information, about how you can complain or enquire about breaches of your privacy and about how we will deal with your complaint or enquiry.

We may disclose your information to our related or affiliated entities and to our service providers who assist us with, among other things, data storage and archiving, auditing, accounting, customer contact, legal, business consulting, banking, payment, data processing, data analysis, information broking, research, website and technology services, and who may be located in Australia or overseas. Your personal information may be disclosed to the Australian and overseas regulatory authorities at reasonable request by those authorities. We may also disclose your information to external parties on your behalf, such as your financial adviser, unless you have instructed otherwise.

We take reasonable steps to ensure that any recipient of your personal information do not breach the privacy obligations relating to your personal information.

Moomoo AU and its related or affiliated entities may use your information on occasion, to inform you by telephone, electronic messages (like email), online and other means, about other services or products offered by us or them. We may do this on an ongoing basis, but you may opt out at any time.

If you wish to opt out, update or request access to your information, obtain a copy of our Privacy Policy or raise any queries or concerns regarding privacy, you may contact our Compliance Officer by contacting our Client Services Centre using the contact details below in the “How you contact us” section (see section 8 of this FSG).

## 6 | How we deal with complaints

If you have an enquiry or complaint, you can contact one of our Client Services Officers using the Client Services Centre on our website or within the moomoo App. We have established procedures to ensure that all enquiries and complaints are considered and dealt with in a timely and appropriate manner.

If our Client Services Officers are unable to resolve it to your satisfaction, please contact our Complaints Manager at [complaints@futuau.com](mailto:complaints@futuau.com) to lodge a formal complaint. Once received, your complaint will be acknowledged and steps will be taken to investigate your concerns. A final response will be provided within 30 calendar days in accordance with our obligations.

If you are still not satisfied with the result of our investigation, you may lodge an external complaint with the Australian Financial Complaints Authority (AFCA) by visiting its website, <https://www.afca.org.au/make-a-complaint>, of which we are a member (Membership No: 11109).

AFCA's contact details are as follows:

#### **Australian Financial Complaints Authority Limited**

GPO Box 3, Melbourne, Victoria 3001

**Telephone:** 1800 931 678

**Facsimile:** (03) 9613 6399

**Email:** [info@AFCA.org.au](mailto:info@AFCA.org.au)

**Website:** [www.afca.org.au](http://www.afca.org.au)

## **7 | Professional Indemnity**

Moomoo AU has professional indemnity insurance in place in respect of financial services provided to our clients. These arrangements comply with the requirements of section 912B of the Corporations Act.

## **8 | How you contact us**

Our address and contact details are as follows:

#### **Moomoo AU**

**Postal address:** Suite 1701, Level 17, 570 George Street, Sydney NSW 2000, Australia

**Email:** [clientservice@futuau.com](mailto:clientservice@futuau.com)

**Website:** <https://www.moomoo.com/au>