Ivanhoe International Pty Ltd T/A

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Options21 & Momentum Investing

FINANCIAL SERVICES GUIDE 2020

A GUIDE TO OUR RELATIONSHIP WITH CLIENTS AND OTHERS

This guide contains important information about:

- who we are,
- the services and products we offer,
- the costs, remuneration and other benefits that may be paid to us, our employees, or others,
- any associations or relationships we may have with financial product issuers,
- our internal and external dispute resolution procedures and how you can access them,
- and how you can contact us.

We **will not** provide you with **personal** financial product advice. We only provide **general** financial product advice. Accordingly, we will not give you a Statement of Advice. Personal financial product advice is advice which takes into account one or more of your objectives, financial situation and needs, or advice which could reasonably be regarded as having done so. General financial product advice is advice which is not personal financial product advice.

Ivanhoe International Pty Ltd trading as Options21 & Momentum Investing
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WHAT IS THE PURPOSE OF THIS FINANCIAL SERVICES GUIDE?

The purpose of this Financial Services Guide ("FSG") is to ensure that you receive key information about the type of financial service being offered by Ivanhoe International Pty Ltd trading as Options21 ("Options21", "we", "us" or "our"), and trading as Momentum Investing ("Momentum Investing", "we", "us" or "our").

The contents of this FSG have been formulated to ensure that you receive the information required to make an informed decision about whether to use the financial service that is offered by Options21 and Momentum Investing.

WHO ARE OPTIONS21 & MOMENTUM INVESTING?

Ivanhoe International Pty Ltd began its operations in October 1996 and started trading as "Options21" in February 2001. The company is primarily a financial markets education company, specializing in the delivery of educational seminars and trading software. Options21 conducts regular seminars ranging from five week options trading education to a comprehensive three to four month mentoring program. Momentum Investing started trading in July 2017. Momentum Investing provides online seminars for individuals wanting to learn how to build and manage a stock portfolio. Long term support is available to clients who need assistance in developing long term investment strategies (one year or more). We also offer access to an online trading platform through Interactive Brokers (IB). We are an agent for Interactive Brokers and manage a financial advisors account on their behalf.

Options21 and Momentum are distributors of the technical analysis software Optuma by "Market Analyst", produced by the company Market Analyst International Pty Ltd.

What kind of financial service are Options21 and Momentum Investing authorized to provide, and what kinds of financial products do those services relate to?

Ivanhoe International Pty Ltd T/A Options21 & Momentum Investing is the holder of an Australian Financial Services License ("AFS License") and is authorized to provide general advice in the following financial products: securities (shares), derivatives and foreign exchange contracts.

Who is responsible for the financial services provided?

Options21 & Momentum Investing are responsible for the financial services provided, including the distribution of this FSG. Ivanhoe International Pty Ltd is the holder of an AFS License issued by the Australian Securities and Investments Commission (AFS License 247412).

Who do we act for when providing the financial services?

Generally, Options21 & Momentum Investing act for our clients ("you") when we provide the financial service.

How can you give us instructions?

Options21 & Momentum Investing are not authorized to accept instructions from you to deal in financial products. Should you wish to act on our advice, you need to place your instructions with a person authorized to accept your instructions in the products in which you wish to deal. If you have an Interactive Brokers account you may ask us for assistance to place an order if required.

Will we give you advice that takes into consideration your objectives, financial situation and needs?

No, we will only provide general advice to you and information regarding securities (shares), derivatives and foreign exchange contracts. This information or advice will not take into consideration your particular objectives, financial situation or needs. These issues should be considered by you before making any investment decision on the basis of any information or general advice that we provide to you, and you should consider the appropriateness of the advice regarding your personal circumstances.

Under the law governing financial services, "general advice" has a defined meaning which may be different to what you understand or expect general advice to mean. In the context of the provision of financial services, general advice can include information or an opinion about the financial products and the markets, but general advice does not include any direct or implied recommendation that the financial products referred to are appropriate to your particular objectives, financial situation or needs.

How are we paid for the services we provide?

1. Fees applicable to educational services
   We charge fees for you to attend live or cloud-based (on demand) online courses offered by us. Depending on the nature of the webinar/course, these fees are between $2995 and $5987. Fees are payable before the start of the course, via credit card or direct bank transfer. Cloud-hosted courses can be accessed within a day of payment and will be accessible for at least 3 years. The start of live courses is arranged with each client individually but cannot happen before payment is received. Live courses span about 3 months.
2. Fees applicable to "Traders Group"
   Traders Group is a weekly online webcast which can be subscribed to by clients. Traders Group is offered via monthly subscription, payable by direct deposit or via credit card on the first day of every month for the upcoming month. This subscription can be cancelled any time via email or phone call on the last business day of the preceding month. Paying for this subscription via credit card will require us to securely store your card details until the cancellation of your subscription.
3. Fees applicable to software products
   We distribute Optuma software, which is available for a base price of $995 per year. Payment for this software is taken directly by Optuma through their website. Options21 receives a commission for each sale.

4. Fees applicable to the online trading platform ("Interactive Brokers")
   If you hold an Interactive Brokers (IB) trading account which is linked to us, you will be charged trade brokerage by IB, and we will receive a portion of this trade brokerage from IB as our commission.

WHAT IS OUR REFUND / CANCELLATION POLICY?

Cloud-based course fees cannot be refunded after access to the course has been given, and the arranged login to the cloud space has been used/activated by the client.

Full or partial refunds for live online courses will only be considered within the first 2 weeks of the course, and after the reason for this refund request has been given in writing via email. If we cannot reach an agreement over the refund and reasoning, please see the "What you should do if you have a complaint" section below.

Refunds for Traders Group payments are only made in exceptional circumstances. The service can be cancelled at any time via email or phone call, but in order to stop future payments it has to be received by us on or before the last business day of the previous month.

WHAT REMUNERATION AND OTHER BENEFITS ARE RECEIVED BY OUR EMPLOYEES?

Our employees do not receive specific payments or commission for the financial services provided to you. Our employees and directors are remunerated by way of salary and discretionary bonus.

DO WE HAVE ANY ASSOCIATIONS & RELATIONSHIPS WITH OTHERS?

We do not have any relationships or associations which might influence us in providing you with our services.

HOW IS MY PERSONAL INFORMATION DEALT WITH?

We recognize the importance of ensuring that you have confidence in the way we handle your personal information and that it is kept private. Personal information is any information about you that identifies you, or by which your identity can reasonably be ascertained.

A copy of our Privacy Policy can be found on any of our websites.

WHAT YOU SHOULD DO IF YOU HAVE A COMPLAINT?

We want to know about any problems or concerns you may have with our services, so we can take steps to resolve the issue. Options21 and Momentum Investing have internal dispute resolution procedures, and a copy of these procedures may be obtained by contacting us and requesting a copy.

If you have a complaint about the financial services provided to you, please take the following steps:

1. Contact Options21 or Momentum Investing to inform us about your complaint. You may do this by telephone, email or letter. All complaints will be properly handled and investigated promptly. We will try to resolve your complaint quickly and fairly.

2. If your complaint is not resolved to your satisfaction, you have the right to refer the matter to the following dispute resolution authority.

   Australian Financial Complaints Authority (AFCA)
   Mail: GPO Box 3, Melbourne VIC 3001
   Phone: 1800 931 678.

   Ivanhoe International Pty Ltd T/A Options21 & Momentum Investing is a member of this complaint resolution scheme and our membership number is 11775.

3. You can contact the Australian Securities and Investments Commission (ASIC) on 1300 300 630. This is a free call Info line. This is another alternative that you may use to make a complaint and obtain information about your rights.

WHO SHOULD YOU CONTACT IF YOU HAVE FURTHER QUESTIONS?

Should you have further questions about the financial service Options21 & Momentum Investing provide then please contact us. You should retain this Financial Services Guide for your future reference and any future dealings you may have with Options21 or Momentum Investing.

HOW DO YOU CONTACT US?

Telephone	Call us on +61 8 9307 8261 or Free call (Australia) 1800 667 710
Mail	Write to us at PO Box 744, Hillarys WA 6923, Australia
Email	Send us an email to paul@options21.com.au
Web	Visit our website at http://options21.com.au
Email	Send us an email to paul@momentuminvesting.com.au
Web	Visit our website at http://momentuminvesting.com.au

REVISED

10/10/2019 Revision complete.
14/08/2020 Revision complete.
06/11/2020 Revision complete.