

# KEY INFORMATION DOCUMENT (KID) EXCHANGE TRADED FUNDS (ETF) – Generic

## Purpose

This document provides you with key information about this investment product. It is not marketing material. The information is required by law to help you understand the nature, costs, risks and rewards of this product and to help you compare it with other products.

## Product

Designation: EXCHANGE TRADED FUNDS (ETF)

Seller: DIF BROKER - Empresa de Investimento, S.A. ("DIF Broker"): DIF BROKER markets this product as a result of a trading agreement with Saxo Bank A / S, a financial entity supervised by the Danish Financial Services Authority.

Dif Broker's Contacts: For further information, you may contact DIF Broker on +(351) 211 201 595. Website: [www.difbroker.com](http://www.difbroker.com)

Supervisory authority: Portuguese Securities Market Commission, CMVM.

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## Alert

**You are about to purchase a product that is not simple and may be difficult to understand.**

## What is this product?

### Product:

The ETF is an open-ended investment fund admitted to trading on the stock exchange and generally aims to achieve performance dependent on the behavior of a particular benchmark (be it an index, an asset or an investment strategy).

There are several modalities / classifications of ETF:

Tracker ETF: The ETF that tracks the performance of a particular benchmark. Note that the performance of the ETF only in certain contexts and certain time horizons is identical to that of the benchmark; Hence, investing in an ETF does not guarantee 100% the same performance as the benchmark.

Leveraged ETF: is the ETF that aims to achieve performance that is a multiple of benchmark profitability.

Actively Managed ETF: ETF that has its own strategy and not by reference to the performance of a particular benchmark. Its profitability reflects the strategy followed.

Inversed or Short ETF: ETF aimed at providing performance opposite to the benchmark, It can be leveraged or not.

Given that they are traded on a stock exchange, ETFs allow investors greater liquidity compared to an unlisted fund.

Additional information about the features of this product can be found at [www.difbroker.com](http://www.difbroker.com) as well as in the pre-contract information document provided by DIF Broker at the time of account opening and also available at [www.difbroker.com](http://www.difbroker.com).

### Objectives:

The purpose of trading in an ETF is to gain indirect exposure to price fluctuations of the benchmark to which it is subject: a commodity or set of commodities. Its return depends on the range of performance (or movement) of the benchmark, the leverage strategy and the type of long or short ETF position. For example, if the investor believes that the commodity will appreciate, it may buy a number of "going long" (ETF) securities with the intention of selling them later when they reach a higher price. For the investor, the profit will be the difference between the sale price and the purchase price, minus the relevant costs (detailed below).

**Intended retail investors:** Trading this product will not be appropriate for everyone. DIF Broker considers that ETF are appropriate for retail investors who have the following characteristics:

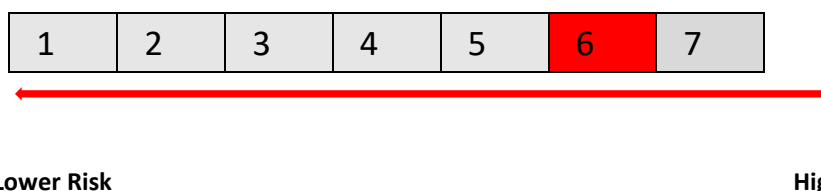
- **Knowledge and experience:** have high knowledge in capital markets and proven experience in trading complex financial instruments;
- **Financial situation:** have a financial situation that allows the loss of the initial investment;
- **Risk tolerance:** Seek speculative and high return investments, but understand the associated increased risks;
- **Objectives and needs:** Aim hedging and speculation.

## Maturity:

ETFs have no expiration date. It is the investor who decides when to open or close the position.

## What are the risks and what could I get in return?

Risk Indicator



***There is no minimum or recommended holding period for this product.***

The above simplified risk indicator is a guide to the risk level of this product compared to other products. It shows the probability of losing money either from the product due to market movements or the impossibility of repaying the investor. This product is rated at a risk level of 6 out of 7, which corresponds to the second highest risk class as in the case of leveraged ETF or Inversed ETF whose potential losses are rated at a very high level. **Be aware of currency risk as the investor may receive payments in a currency other than his account, so the final return will depend on the exchange rate between the two currencies. This risk is not considered in the indicator presented above.** Trading risks are magnified by leverage, so if the ETF is leveraged you could lose your entire investment. ETFs may vary significantly in times of high volatility or market / economic uncertainty; trade only after knowing and accepting the risks. You should carefully consider whether leveraged, Actively Managed or Inversed ETF trading is right for you. ETFs are subject to market liquidity risk and the availability of liquidity provided by market makers. The investor may undo its position at any time during the trading hours of the CFD market, under normal market conditions.

## Performance Scenarios:

There are several types of trading risk, including leverage risk, which you should be aware of before you start trading. Factors affecting the performance of this product include, but are not limited to;

- Leverage risk
- Liquidity risk
- Market risk
- Risk of market disruption
- Online trading platform and information technology risk
- conflicts of interest
- Taxes / Tax Procedures applicable according to investor typology and / or nature of capital gains / income

The non-professional investor may lose the invested capital. These losses are more pronounced and are related to the speed of price depreciation of the underlying assets in the timeframe between the position opening date and the position closing date of the ETF. The investor may incur unlimited earnings. These gains are more pronounced and are related to the speed of price appreciation of the underlying assets in the timeframe between the purchase date and the sale date of the ETF.

Specific examples of trading on ETF can be found [here](#).

## What happens if DIF Broker is unable to pay out?

DIF Broker is a fully accredited Portuguese Brokerage company and is a member of The Investor Compensation Scheme ([http://www.cmvm.pt/en/Investor\\_area/SistemaDeIndemnizacaoAosInvestidores/Pages/default.aspx](http://www.cmvm.pt/en/Investor_area/SistemaDeIndemnizacaoAosInvestidores/Pages/default.aspx)); The Investor Compensation Scheme (“Sistema de Indemnização aos Investidores” or “SII”) is a legal entity, established under the terms of Decree-Law 222/99 of 22 June, which operates jointly with the Portuguese Securities Market Commission (CMVM). Its aims are to protect small investors. In the unlikely event that DIF Broker is declared bankrupt, SII covers cash amounts, securities and margin positions as follows. Securities, for example stocks, held in an individual custody account will be returned to the owner, irrespective of a winding-up order. In the unlikely event that DIF Broker is unable to return the securities held in safe-custody, administered or managed, cash or margin positions, SII as a rule covers losses of up to EUR 25,000 per investor. For more information, you can visit Portuguese Securities Market Commission, CMVM at <http://www.cmvm.pt/en/Pages/homepage.aspx>. If the person advising or selling to you is not DIF Broker directly please contact them directly.

DIF Broker as a distributor of Saxo Bank A / S products or other financial counterparties, in due diligence, monitors and selects solvency and liquidity counterparties to minimize the impact of counterparty risk.

If the entity that advises or sells you these products is not DIF Broker, please contact that entity directly.

## What are the costs:

Before you begin to trade on ETF you should familiarize yourself with all one-off, ongoing, and incidental costs for which you will be liable. These charges will reduce any net profit or increase your losses. For more information please visit our website [http://www.difbroker.es/web/en\\_gb/pricing](http://www.difbroker.es/web/en_gb/pricing).

This table illustrates the different types of costs you may incur when investing on ETF:		
One-Off costs	Comission	The minimum fee charged by the transaction execution service.
	Minimum Comission	The minimum fee charged for the service of carrying out the transaction.
	Currency Conversion Margin	The rate charged for converting realized profit / loss from the instrument / product currency to the account currency
On-going costs	Custody	If the investor holds a custody position after market close, it will be subject to a custody cost.
Incidental costs	-	-

## How long should I hold it and can I take money out early?

**Recommended holding period: NO RECOMMENDED HOLD PERIOD**

ETFs do not have a recommended maintenance period. During the exchange trading periods defined for this purpose, you may enter and exit positions at any time.

## How can I complain?

As a customer or potential customer of DIF Broker, if you have raised a question or identified a problem with DIF Broker, for example with a DIF Broker employee who has not received a satisfactory response, you may file a complaint with the I) Personally, by going to any of the offices of DIF Broker and making use of the Complaints Book available for this purpose, in physical and electrical versions or (ii) by electronic means, by directing your complaint to [claims@difbroker.com](mailto:claims@difbroker.com) by completing the Complaints Form, if you choose to email us, or at 211 201 599, if you choose to fax. If you are not satisfied with the response to your complaint, which should be answered within 15 days, you may be still file a complaint directly with:

- Securities Market Commission, CMVM: Laura Alves Street, No. 4, 1050-138 Lisbon, through the CMVM website - Investor Support [Here](#).
- Lisbon Consumer Conflict Arbitration Center, personally - Rua dos Douradores, nº 116 - 2º, 1100-207 Lisbon; By Phone - Support Line +351 21 880 70 30; By email - [juridico@centroarbitulholisboa.pt](mailto:juridico@centroarbitulholisboa.pt) or [director@centroarbitaduralisboa.pt](mailto:director@centroarbitaduralisboa.pt); Online <http://www.centroarbitulholisboa.pt/> If you as a client or a prospective client of DIF Broker have raised a question or an issue with DIF Broker for instance with your account manager or another employee of DIF Broker without receiving a satisfactory answer, you may file a complaint with DIF Broker as per below. Attn: Complaints, DIF Broker, Sociedade Financeira de Corretagem, S.A. Rua António Cardoso, nº 613, loja 8, 4150-083 Porto, Portugal Or by e-mail to [hdesk@dif.pt](mailto:hdesk@dif.pt).

If you are not satisfied with the response to your complaint, which should answered within 15 working days, you may file a complaint directly either with:

- the Portuguese Securities Market Commission, CMVM: Rua Laura Alves, n.º 4, 1050-138 Lisboa; Online [http://www.cmvm.pt/en/Investor\\_area/ApoioAoInvestidor/Reclamacoes/Pages/Complaints.aspx](http://www.cmvm.pt/en/Investor_area/ApoioAoInvestidor/Reclamacoes/Pages/Complaints.aspx) Arbitration Center of Consumer Conflicts of Lisbon, In person – Rua dos Douradores, nº 116 – 2º, 1100-207 Lisboa; By telephone - Support line +351 21 880 70 30; By email – [juridico@centroarbitragemlisboa.pt](mailto:juridico@centroarbitragemlisboa.pt) or [director@centroarbitragemlisboa.pt](mailto:director@centroarbitragemlisboa.pt) ;Online <http://www.centroarbitragemlisboa.pt/>

## Other Relevant Information:

For more detailed information you may want to consider visit our webpage [www.difbroker.com/en](http://www.difbroker.com/en)