

Financial Services Guide

for your Securitor financial adviser

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Authorised for distribution by:

Securitor Financial Group Ltd (Securitor)

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It is important that you understand this FSG as it is a legal document. If any part of this document is not clear please speak to your financial adviser.

Why am I receiving this document?

This Financial Services Guide (FSG) outlines the financial planning services I provide as your financial adviser. I am an authorised representative of Securitor.

It is an important document which will help you decide if you want to use the services being offered. It contains information about:

- Securitor and your financial adviser
- the services offered
- how financial advice is documented
- how your financial adviser, Securitor and other relevant persons are remunerated in relation to the services
- how we deal with your complaints if you are not satisfied with the services provided.

This document is the first part of the FSG. You must read this document in conjunction with the Adviser Profile, which gives you more details about your financial adviser. Together these documents form the complete FSG for your Securitor financial adviser.

Other documents you may receive

When your financial adviser provides you with financial planning services you may also receive:

- a Statement of Advice (SoA) which contains information about the advice provided to you to help you decide whether to act on the advice
- a Product Disclosure Statement (PDS) which provides information about a product to help you decide whether to purchase that product.

Who is Securitor?

Securitor was established in 1986 and has steadily grown to become one of Australia's largest financial planning groups with a reputation for innovation and technical excellence.

Securitor is owned by Westpac Banking Corporation (Westpac).

There are more than 400 Securitor financial advisers located throughout Australia, managing more than \$15 billion for over 70,000 clients.

Securitor holds an Australian Financial Services Licence issued by the Australian Securities and Investments Commission. Securitor is also a principal member of the Financial Planning Association.

Your financial adviser acts on behalf of Securitor when providing those financial services they are authorised to provide under Securitor's licence, as set out in the Adviser Profile (**Financial Services**). Your financial adviser will provide these Financial Services to you as an authorised representative of Securitor and Securitor is responsible for these Financial Services.

Why choose a Securitor financial adviser?

Range of financial planning services

Your financial adviser is able to provide you with access to a broad range of Financial Services which may include:

- investment planning advice
- superannuation and rollover advice
- retirement planning advice
- personal insurance advice (for example, life insurance)
- portfolio review services
- discretionary account services.

Your financial adviser may also provide certain other financial planning services to you such as mortgage broking and finance broking services. These services are not provided under Securitor's licence and Securitor is not responsible for these services, however they are provided with Securitor's support and supervision and must be provided according to Securitor's policies and procedures.

The Adviser Profile provided with this FSG includes more information about the financial planning services provided by your financial adviser.

Small enough to care

Your financial adviser operates through a privately owned and run business, and is not an employee of Securitor or any company in the Westpac Group.

Your financial adviser's relationship with you is important to them and they will provide you with the personalised service that is usually associated with small businesses.

Large enough to make a difference

While your financial adviser has flexibility in the service they provide to you, Securitor remains responsible for the quality of advice provided by your financial adviser under Securitor's licence.

Together, Securitor and the Westpac Group provide your financial adviser with significant support and supervision with the aim of ensuring you receive quality financial planning advice.

Your financial adviser has completed external assessments and they must complete an annual training program to maintain their knowledge. They are also subject to regular reviews from experienced compliance professionals who assess the quality of their advice.

Securitor provides extensive resources and dedicated teams to support your financial adviser, including technical experts in areas such as superannuation and retirement planning.

The Westpac Group includes a number of companies that provide financial services, funds management, insurance, superannuation, investment and administrative services. The Westpac Group includes St.George Bank (St.George), Asgard Wealth Solutions, Asgard Capital Management (Asgard), Securitor, Advance Asset Management (Advance) St.George Life and Hastings Funds Management Ltd (Hastings) and also includes companies that bear the "Westpac" and "BT" names. The Westpac Group provides staff and other services to support Securitor and your financial adviser.

Asgard is the preferred administration platform for Securitor and some of the support tools Securitor provides to its financial advisers are tailored to support the use of Asgard's products.

Securitor has an extensive Approved Product List which includes some Westpac Group products as well as products from other companies. This means your Securitor financial adviser is not limited to recommending Westpac Group products when choosing an appropriate product for you. All products on the Approved Product List are supported by research from external research experts.

Securitor ensures your financial adviser:

- is only authorised to provide services to you where he/she has the appropriate qualifications
- stays up to date with relevant industry and legal changes to maintain their qualifications
- is provided with excellent technical support and tools to provide financial planning advice
- is provided with high quality financial product research
- is monitored and supervised to ensure they comply with the requirements of the law and Securitor's standards.

Protecting you and your assets

Securitor and your financial adviser promote long-term investment strategies which do not take unnecessary risks with your investments. For this reason, your financial adviser is not permitted to switch your investments frequently or make speculative investments in products such as tax-driven schemes or unregulated products. Your financial adviser is also restricted to Securitor's Approved Product List unless they receive special approval from Securitor to use other products.

To further protect your interests, except in limited circumstances permitted by Securitor and where agreed by you, Securitor does not allow your financial adviser to:

- act as a trustee for you or operate a trust account on your behalf
- hold a Power of Attorney (other than the Asgard Authority to Operate)
- hold funds or have access to withdraw funds on your behalf
- act on behalf of any other Australian Financial Services Licence holder
- ask you to sign documents which have not been fully addressed or completed.

What you will receive when provided with a Financial Service

When your financial adviser provides you with personal advice as part of a Financial Service, your financial adviser will:

- work with you to understand your needs, objectives and personal circumstances
- explain to you the scope of advice being provided and importantly what is not being provided
- provide you with an SoA which is a record of their recommendations to you and explains the basis for the advice, the cost to you of implementing the advice and any commissions or associations which could have influenced the advice
- provide you with a PDS containing information about each product recommended to help you to make an informed decision about whether to purchase that product.

When will I receive an SoA?

Your financial adviser may meet with you several times to discuss possible investment options before finalising their recommendations. Once they have finalised their advice they will explain their recommendations to you and record it for you in an SoA. You should only implement advice after taking the time to read and understand the SoA.

You may not receive an SoA in the following circumstances:

- General advice – such as advice provided in seminars and through newsletters, which does not consider your personal circumstances.
- Discretionary Account Services – which allow your financial adviser to manage your investments on your behalf.

- Further advice – if you previously received advice recorded in an SoA, any further advice which is not significantly different to the initial advice will be recorded in a Record of Further Advice which you can request from your financial adviser.
- Advice provided as part of mortgage broking or finance broking services.

Your financial adviser may provide other services independently of Securitor

Your financial adviser may provide services other than financial planning services. For example, they may also act as your accountant or legal adviser, or advise you on real estate investments. While your adviser may provide these services you should understand that they are not provided under Securitor's licence and Securitor does not train, support or supervise your financial adviser in providing these services. Examples of the services which Securitor is not responsible for include:

- general insurance services (for example, car insurance)
- real estate and direct property advice
- taxation services, such as completion of tax returns
- accounting and audit services
- legal services
- consulting services
- administration and compliance of self-managed superannuation funds.

Remuneration and benefits relating to mortgage broking and finance broking services

Details of the remuneration and benefits your financial adviser receives for mortgage broking and finance broking services will be disclosed to you in a separate document before those services are provided.

Remuneration and benefits relating to Financial Services

Fees, commissions and incentives

You will find more detailed information about your particular financial adviser's fees, commissions and incentives in the attached Adviser Profile, and specific details in each SoA you receive.

You can ask your financial adviser for details about fees, commissions and incentives at any time.

What fees are charged for initial advice?

Your financial adviser may charge a plan preparation fee for the initial advice they provide and for preparing an SoA. The amount charged may be based on the scope and complexity of advice provided to you and/or the value of the funds you invest (or the insurance premium you pay). Your financial adviser will agree the plan preparation fee with you before starting work on your financial plan. This fee is usually payable in full when you receive your SoA.

Your financial adviser may also charge a plan implementation fee where you decide to implement the advice. The plan implementation fee may be based on the value of the funds you invest and/or the complexity and time taken to implement the recommendations. This fee will be recorded in the SoA.

What fees are charged for subsequent services?

Your financial adviser can provide ongoing administration and advice services to ensure the strategy and products they recommend continue to meet your needs and circumstances.

If you choose to receive ongoing services, you may be charged a fee based on the scope of the services you receive and/or the value of your account balance (or insurance premiums). Your financial adviser will agree the amount of the fee with you and record it in your SoA.

This fee may be deducted from your account each month or payable directly to your financial adviser. Your financial adviser may continue to charge the agreed ongoing services fee until you notify them that you no longer require ongoing services.

A further fee may be charged for each additional contribution you make to your account. The amount of this fee may be based on the value of the funds you invest and will be agreed with you and disclosed in your SoA.

Does my financial adviser receive commissions from product providers?

In addition to the fees above, your financial adviser may also receive commissions from product providers.

An upfront commission is a one-off payment paid by the product provider to your financial adviser based on a percentage of the amount of funds you invest (or the insurance premium you pay). This is paid at the time you purchase the investment or insurance.

Ongoing commissions are monthly payments paid by the product provider to your financial adviser based on a percentage of the amount of funds you invest (or the insurance premium you pay). These are paid to your financial adviser each month for as long as you hold the product and until you appoint another financial adviser.

Where upfront and ongoing commissions are payable, your financial adviser will disclose the specific amount in an SoA when you receive personal advice.

Does Securitor charge any fees?

Securitor will not charge you any additional fees. However it will receive up to 10% of all fees and commissions received by your adviser. The amount Securitor receives is capped at \$55,000 per annum.

What other benefits do Securitor and my financial adviser receive from product providers?

Some product providers pay a licensee commission to Securitor based on the total funds invested in their products, or insurance premiums paid for their insurance products, through Securitor advisers. For example, Asgard currently pays 50% of their net administration fees to Securitor.

Securitor then passes on a share of the licensee commission they receive to your financial adviser. This rate will vary depending on the total value of the licensee commissions that your financial adviser generates for Securitor. The amount will be disclosed in an SoA when you receive personal advice.

Securitor and your financial adviser may also receive additional benefits such as help with marketing expenses, complimentary or subsidised attendance at conferences, and other rewards such as gift vouchers, tickets to sporting events and invitations to social events. Benefits greater than \$300 in value are recorded in a Register which meets the requirements of the Financial Planning Association Code of Practice on alternative forms of remuneration. The Securitor Register is publicly available and Securitor can provide a copy to you at your request.

Product providers in the Westpac Group

Advance, Asgard, St.George, St.George Life, Westpac, BT Funds Management Ltd, BT Funds Management No.2 Ltd, Westpac Financial Services Ltd, Westpac Private Equity Ltd, BT Investment Management (RE) Ltd, Westpac Funds Management Ltd, BT Life Ltd, Westpac Life Insurance Services Ltd, Westpac Securities Administration Ltd, BT Portfolio Services Ltd and Hastings are product providers within the Westpac Group. They receive product fees and may be entitled to certain expense reimbursements if you invest in their products. Product fees are generally calculated as a percentage of the amount or value of your investment in these products.

Sometimes Westpac Group companies don't charge specific fees for their products or services. This may be the case where, for instance, Westpac buys, sells or issues derivatives, foreign exchange products and certain other financial products from or to a customer. In these circumstances, instead of a fee, Westpac incorporates margins (being the difference between what you pay for a financial product and what it costs Westpac to issue it to you) into the buy, sell or issue price or rate. Westpac Group companies may also benefit from other roles they perform in a transaction.

When these products or services are provided to you, details of these fees or benefits and how they are calculated will be disclosed in the relevant PDS or other disclosure document that will be provided to you by your financial adviser.

Do companies in the Westpac Group receive other benefits from product providers?

St.George preferred partners

St.George receives benefits in the form of fees from fund managers that it selects as preferred partners. To be selected as a preferred partner by St.George these fund managers must meet certain quality hurdles (such as investment fund performance).

Preferred partners may be given the opportunity to promote the benefit of their managed funds to representatives of St.George, Securitor and other advisers who use the Asgard platform.

St.George receives up to 100% of the management fee received by preferred partners in respect of funds under administration in their products through the Asgard platform. This fee is negotiated individually with preferred partners and may vary from time to time. The total amount of fees received will depend on all relevant circumstances including funds that flow into, and which remain under administration.

For example, if you were to invest \$50,000 into a preferred partner's product via the Asgard platform and the management fee charged by the preferred partner is 1%p.a., the preferred partner may pay up to \$500p.a. to St.George. These fees are paid to St.George and not to financial advisers.

If your financial adviser provides you with personal advice, information about the manner of calculation of the benefits as set out above will also be disclosed in the SoA. If you choose to receive financial planning services from your financial adviser, you acknowledge that your financial adviser will be able to advise you on preferred partners' products. If you invest in a preferred partner's product as a consequence of such advice, fees, as outlined above, are payable to St.George by the preferred partner. Your financial adviser's remuneration is not affected by these arrangements.

Your financial adviser is under no obligation to recommend preferred partners' products and receives no fees under the preferred partner arrangements. St.George retains 100% of the fees it receives from its preferred partners. Please note that fund managers in general may pay rebates to Asgard and in such cases 100% is passed on to you directly by Asgard.

Advantage Investment Series

Where you invest through certain portfolio administration services administered by BT Portfolio Services Ltd (Wrap Products), certain investment funds (known as the Advantage Investment Series) may qualify for a payment (Fund Manager Payment) to be paid by the relevant fund manager to BT Portfolio Services Ltd. Your financial adviser can tell you which funds qualify for the Fund Manager Payment.

The total Fund Manager Payment is up to 41% of the management expense ratio applicable to the relevant funds, multiplied by the amount you have invested in those funds. The Fund Manager Payment is calculated monthly on the average opening and closing balances of the Advantage Investment Series funds held by you.

A portion of the Fund Manager Payment is rebated to you monthly (up to 0.0083% of the average balance that you have invested in the Advantage Investment Series for the month). The balance is retained as commission by BT Portfolio Services Ltd.

For example, where the average balance you have invested in the Advantage Investment Series via a Wrap Product is \$100,000, you will receive a monthly rebate of up to \$8.30.

Your financial adviser is under no obligation to recommend Advantage Investment Series funds through the Wrap Products and neither Securitor nor your financial adviser receives any portion of the Fund Manager Payment.

Other services

Westpac Group companies may receive remuneration for services provided to product providers, based on the total funds that Securitor advisers have invested on your behalf in their products. Your financial adviser will not benefit from these remuneration arrangements.

Further details on remuneration and benefits relating to Financial Services

When your financial adviser provides personal advice on specific financial products they will disclose certain details of remuneration (including commission) or other benefits that they receive, or that Securitator or another associated person receives, as a result of that advice (Remuneration or Benefits).

If the Remuneration or Benefits can be calculated at the time you receive personal advice, these amounts will be disclosed at that time, or as soon as practicable after that time. If the Remuneration or Benefits cannot be calculated at the time you receive personal advice, your financial adviser will disclose how these amounts will be calculated instead.

These details will only be disclosed when personal advice is given if the Remuneration or Benefits are reasonably capable of influencing your financial adviser in providing the advice.

Other information

The law requires Securitor to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by Securitor or its representatives. Securitor has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

Securitor and your financial adviser endeavour to provide the best financial service to you. If you have any complaints, we are committed to resolving them as quickly as possible.

If you have a complaint about the service provided to you:

1. Contact your financial adviser about your complaint.
2. If your complaint is not resolved to your satisfaction within five days, contact:

National Manager Compliance Operations
on (03) 9941 3349

or

Put your complaint in writing and send it to:

National Manager Compliance Operations
Securitor Financial Group Ltd
Level 7, 530 Collins St, Melbourne VIC 3000

Securitor will aim to resolve your complaint quickly and fairly.

3. If the complaint is not resolved to your satisfaction and it meets Financial Ombudsman Service (FOS) jurisdiction rules, you can take your complaint to FOS. You can contact FOS on 1300 780 808. This service is provided to you free of charge.

If your concerns involve unethical conduct, you can raise your concerns by writing to the Financial Planning Association of Australia, PO Box 109, Collins Street West, Melbourne VIC 8007.

Privacy statement

Securitor and your financial adviser will collect your personal information to provide you with the services described in this FSG. For example, your information is required to assess your financial planning needs or to purchase financial products from product providers. If you do not want to disclose your personal details, you have the right not to do so but without that information, Securitor and your financial adviser may not be able to provide you with an appropriate level of service.

If you wish to access your information, you should ask your financial adviser. No fee will be charged for an access request, but you may be charged reasonable costs of giving you any information you have requested.

Who else will have access to my personal information?

Your financial adviser and Securitor may use your personal information and disclose personal information about you:

- to industry bodies, Westpac Group employees, agents, contractors or external service providers (who may be located overseas) that provide financial, administrative or other services in connection with the financial planning services provided to you or your investments or financial arrangements. External service providers may include data processors, consultants, business partners, product providers and mail houses
- to members of the Westpac Group to provide marketing material to you about products and services offered by the Westpac Group or our external service providers. If you do not want your personal information to be used in this way, you may opt out by notifying your financial adviser

- to members of the Westpac Group or external service providers to assess your total relationship and product holding with the Westpac Group, analyse products and customer needs and develop new products and services
- where the law requires Securitor or your financial adviser to do so
- if you consent.

Where can I access more information about the Privacy Act with respect to my investments?

Securitor's privacy policy explains Securitor's policies on the management of personal information. You can access the policy from the Securitor website at www.securitor.com.au.



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