

1 January 2017

# Financial Services Guide

This Financial Services Guide (FSG) is an important document that provides you with information about the financial services offered by IOOF Investment Management Limited ABN 53 006 695 021 AFSL No 230524 (also referred to in this FSG as 'IIML', 'we', 'us' or 'our'). We are required by law to provide you with certain information before we provide a financial service to you.

Please retain this document for your reference and any future dealings with us.

## Purpose of this document

This FSG is designed to help you decide whether to use our financial services and explains:

- who we are
- the financial services and products we may provide to you
- how we, your financial adviser (and our associates) are paid and any conflicts that may exist
- details of how to get advice and give instructions
- details on how we protect your personal information
- how you can make a complaint about us
- what we can do and what we expect from you.

It also answers other important questions, including how to contact us and how you can access our dispute resolution procedures.

If you need more information about anything covered in this document, please contact us. Our contact details are at the end of this FSG.

## The financial services we provide

The financial service we provide is primarily advice in relation to financial products issued by us or another company in the IOOF group.

We do not generally provide advice about financial products issued by companies that are not related to us, except to the extent that we need to investigate another financial product in order to advise whether an IOOF product is appropriate for you.

## Other documents you may receive

If you use a financial adviser, you are entitled to receive a Statement of Advice (SoA) on the first occasion we provide you with personal advice or a Record of Advice (RoA) if the advice relates to amounts under certain thresholds.

Before we provide you with any personal financial advice, we will collect certain personal information about you, your objectives, financial situation and needs.

The SoA/RoA will contain the advice, the basis of the advice, including information about fees, payments and associations we have that may influence the advice we provide to you.

Copies of all advice documents will be retained on your client file and you may request a copy by contacting your financial adviser.

## Product Disclosure Statement

If we have recommended a particular product we will provide you with or make available a copy of the relevant Product Disclosure Statement (PDS).

The PDS will help you make an informed decision about whether or not to acquire or continue to hold the product. The PDS will contain information about the features, costs, risks and benefits of the financial product.

## General advice

We may also give you general advice which does not take into account your particular financial situation, needs or objectives. You should assess your own circumstances and obtain and consider a copy of the PDS before making an investment decision.

If you visit our web site or contact our Client Services Team, you will receive general advice only.

## Who provides the financial service?

IIML provides the financial services described in this FSG either directly or through our Authorised Representatives such as your financial adviser.

IIML is an Australian Financial Services Licensee (AFSL No 230524) under the *Corporations Act 2001* (Corporations Act) and is also a Registrable Superannuation Entity Licensee (RSE License No L0000406) under the *Superannuation Industry (Supervision) Act 1993*.

Whilst IIML is authorised to advise and deal in the following listed financial services;

- Deposit and payment products
- Government debentures, stocks or bonds
- Interests in managed investment schemes
- Investment life insurance and life risk products
- Retirement savings accounts
- Securities
- Superannuation products; and
- Derivatives and foreign exchange products,

our Authorised Representatives can only provide personal advice and deal with respect to the following classes of financial products, where they appear on our Approved Product List:

- Superannuation; and
- Life risk insurance products.

Details of your financial adviser and scope of authority is set out in the 'Financial Planner Profile'.

The Financial Planner Profile forms part of this FSG and they should be read together.

IIML has authorised your financial adviser to distribute this FSG.

## Remuneration

Any of the below payments are made as agreed with you or to the extent permitted by law.

### How are we paid?

How we are paid will vary depending on the nature of the financial service we provide to you.

Where you have been provided personal advice by our Member Advice Services, and a SoA or ROA has been prepared for you, you may be charged a fee of \$275.00 (inclusive of GST).

## Remuneration for representatives

Our representatives (including Authorised Representatives) are employees and are paid a salary. They may also be eligible for performance bonuses related to their overall performance which may include quality of advice provided to clients.

Any performance bonus our representatives receive will not affect the level of fees charged on your investments. Performance bonuses are paid by us and are not charged to your investment account.

Our representatives are not entitled to receive commissions.

## Referral arrangements

In any instance you require personal advice beyond the scope of which our Authorised Representative can provide, they will refer you to a suitably qualified professional.

You may also receive advice in relation to our products from financial advisers that are not our representatives. Some of these advisers may be representatives of other licensees in the IOOF group.

## Other fees and costs

Insurance remuneration may also be paid for an insurance product sold in conjunction with another IOOF group product.

Any amount paid is as agreed between you, your financial adviser and the relevant insurer, and will be disclosed in your SoA.

## Related parties

IIML is part of the IOOF group comprising IOOF Holdings Limited ABN 49 100 103 722 and its related bodies corporate (IOOF group).

Related companies within the IOOF group include IOOF Ltd, ABN 21 087 649 625, AFSL No 230522, Australian Executor Trustees Limited ABN 84 007 869 794, AFSL 240023, and Questor Financial Services Limited ABN 33 078 662 718 AFSL 240829.

## Your questions answered

### Will IIML provide personal financial advice which is suited to my personal situation, needs, goals and objectives?

We are under an obligation to act in your best interests in relation to the personal financial advice and product advice we provide to you (ie the best interests duty). Generally, we must ensure, within the subject matter of the advice provided that:

- the scope of the advice includes all the issues for the advice to meet your objectives, financial situation and needs (including your tolerance for financial risk)
- if the scope of the advice changes, the change is consistent with your objectives, financial situation and needs
- we consider whether or not to provide advice that recommends a specific product or whether you should dispose of a product or do nothing.

The advice that your financial adviser provides will always be provided to you in writing in the SoA as outlined earlier.

In order to provide you with personal advice, we will need to find out about your individual objectives, financial situation and needs. Although you can choose not to share this information with us, it results in our advice being incomplete or inadequate for your particular personal circumstances.

In these cases, the SoA will contain specific warnings to draw your attention to the risks of not providing full information about yourself. The warning will state that if you do not give your financial adviser accurate and complete information relating to your personal circumstances, the advice you receive may not meet your intended objectives and that your financial adviser has not been able to determine whether the advice is appropriate.

The SoA will also contain specific warnings that the advice has been restricted to a particular class of financial product(s) and will seek to communicate the limitations or qualifications which apply to the advice.

Therefore, before acting on any advice you receive, you should consider the appropriateness of the advice and read carefully the warnings contained in the SoA before making any decisions relating to the advice.

In all cases where your financial adviser provides a SoA to you and a recommendation is included in the SoA for you to acquire a financial product, an investment report or PDS for that financial product will be provided to you.

It is important that you read and understand these documents before implementing any recommendation made in the SoA. Your financial adviser will readily explain any part of this document that you do not understand.

If you don't wish to receive our advice, we may still act on your instructions to deal in financial products. However:

- you face the risk that the financial product you select may not be appropriate for you; and
- we may require you to sign a document that records your intention not to seek advice from us for the particular financial product(s).

### What compensation arrangements do you have in place?

We have compensation arrangements in place, including professional indemnity insurance cover that is adequate for the type of financial services we provide and also for any potential liability arising from compensation claims. These arrangements comply with section 912B of the Corporations Act.

### How do I provide you with instructions?

You can generally choose how you would like to give us instructions by logging into your account, in writing, by telephone, fax or email. In some cases, the way in which you give us instructions may be limited by law or by particular product features.

### How do we protect your personal information?

We recognise the importance of protecting your privacy. Personal information provided by you in the course of receiving financial services is governed by our privacy policy which outlines how the information we collect from you is used, stored and disclosed.

As a financial service provider, we are obligated to verify your identity and the source of any funds. Accordingly, we will ask you to present identification documents, such as, your passport and driver's licence, which will be held on file.

The main reason we collect, use and/or disclose your personal information, is to provide you with the products and services that you request. This may also include the following related purposes:

- To help your financial adviser provide you with financial advice and ongoing services in relation to your account with us.
- To facilitate internal administration, accounting, research, risk management, compliance and evaluation of IOOF group products and services.
- To establish and maintain insurance protection that you may request.
- To provide you with information about other products and services that we or other members of the IOOF group offer that may interest you.

We may also disclose your information to external parties some of whom act on your or our behalf. These parties may include:

- your financial adviser
- your employer
- banks or other financial institutions
- medical professionals
- insurers and reinsurers and their claims agents and assessors
- legal and accounting firms, auditors, mail houses, contractors, or other involved with the service
- the Australian Taxation Office
- other companies within the IOOF group.

We are also permitted to collect and disclose your personal information when required or authorised to do so by law. It is generally unlikely that we will disclose your personal information overseas. However, if we are required to transfer your personal information overseas, we will either inform you and seek your consent to the arrangement, or ensure that appropriate contractual measures are in place requiring the overseas entity to protect your personal information in accordance with our obligations under Australian privacy law.

If you have concerns about the accuracy and completeness of the information we hold, you may request access to your personal information by contacting the Privacy Officer:

**By mail:** Privacy Officer  
IOOF Investment Management Limited  
GPO Box 264 Melbourne VIC 3001

**By email:** [privacy.officer@ioof.com.au](mailto:privacy.officer@ioof.com.au)

**By phone:** 1800 062 963

To obtain a copy of the IOOF group privacy policy please contact our Client Services Team on 1800 062 963 or through our website at <http://www.ioof.com.au/privacy>

### What if I don't want advice?

If you do not wish to receive any advice, we can carry out your instructions, but you must accept the risk that the financial product you select may not be appropriate for you.

### What if I have a complaint?

You have the right to enquire or complain about our services or products.

If you have a complaint about an IOOF product or service (or wish to obtain further information about the status of an existing complaint) please contact the Manager, Customer Care on free call 1800 062 963, or by writing to:

**Manager, Customer Care**  
**IOOF Investment Management Limited**  
**GPO Box 264 Melbourne VIC 3001**

If you let us know of any concerns arising from your dealings with us, we can work towards providing suitable resolutions and better service for all clients in the future.

When you get in touch with us, please provide:

- your contact details
- your account or client number
- a detailed description of the facts surrounding your complaint and the resolution you require.

Where possible, concerns will be resolved straightaway.

If further investigation is required, our Customer Care Team will acknowledge your complaint in writing and will consider and deal with your complaint as quickly as possible. We are required by law to deal with superannuation related complaints within 90 days and non-superannuation related complaints within 45 days.

If you are not satisfied with our handling of your complaint or a decision we have made in relation to your complaint, you may contact an external dispute resolution scheme.

If your complaint relates to a superannuation product or service you can contact the Superannuation Complaints Tribunal (SCT) by calling 1300 884 114 or by writing to the SCT at Locked Bag 3060, Melbourne VIC 3001.

If your complaint relates to a non-superannuation product or service, you can contact the Financial Ombudsman Service (FOS) by calling 1800 367 287 or by writing to FOS at GPO Box 3, Melbourne VIC 3001.

These services are available free of charge to you, but can only be utilised after you have first made use of our internal complaints handling arrangements (as explained above).

### How do I contact you?

You can contact us by:

- calling our offices on 1800 062 963
- visiting our web site at [www.ioof.com.au](http://www.ioof.com.au)
- writing to us at GPO Box 264, Melbourne VIC 3001.

Our registered office is at Level 6, 161 Collins Street, Melbourne VIC 3000.