

22 January 2020

# 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 Services Ltd ABN 80 007 350 405, AFSL 230703 (also referred to in this FSG as 'IISL', '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.

## 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 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 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 website or contact our Client Services Team, you will receive general advice only.

## Who provides the financial service?

IISL provides the financial services described in this FSG to you directly.

IISL is authorised to provide these financial services under its Australian Financial Services Licence No. 230703.

IISL 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,

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.

IISL 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 has been prepared for you, you may be charged a fee. Any cost associated with advice that we provide to you will be discussed with and agreed to between you and your financial planner.

If you invest in a product we offer, IOOF will receive remuneration in relation to your investment in that product. This remuneration may include contribution fees and management costs. In some situations, account fees and transaction fees may apply. The remuneration we will receive for the products we offer is set out in the PDS for the particular product.

## Remuneration for representatives

Our 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 your financial adviser can provide, they will refer you to a suitably qualified professional.

## 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.

No such remuneration is currently requested or received.

## Related parties

IISL 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, IOOF Investment Management Limited (IIML) ABN 53 006 695 021, AFSL 230524, and Australian Executor Trustees Limited ABN 84 007 869 794, AFSL 240023.

## Your questions answered

### Will IISL 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 (i.e. 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 are committed to maintaining the privacy and security of your personal information.

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 we will hold on your file.

We collect, use and/or disclose your personal information primarily to provide you with the products and services that you request. We may also use your information for 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.

In connection with providing our services to you, we may disclose your information to external parties, including:

- your financial adviser
- your employer
- banks or other financial institutions
- medical professionals
- insurers and reinsurers and their claims agents and assessors
- superannuation trustees, product issuers, legal and accounting firms, auditors, mail houses, contractors, or other service providers
- 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 to overseas recipients. However, any overseas disclosure does not affect our commitment to safeguarding your personal information and we will take reasonable steps to ensure any overseas recipient of your personal information complies with Australian privacy law. Should your financial adviser utilise an overseas service provider, these arrangements will be detailed in their Financial Planner Profile.

Your personal information will be handled in accordance with our Privacy Policy which outlines how we collect, use, store and disclose your personal information. For more information, including how to access or correct your personal information, or how to complain about a breach of the Australian Privacy Principles, please read our Privacy Policy which can be accessed on our website at [www.ioof.com.au/privacy](http://www.ioof.com.au/privacy) or by contacting:

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

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

**By phone:** 1800 062 963 (Client Services Team)

### 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 your account (or wish to obtain further information about the status of an existing complaint), please contact the Manager, Customer Care on 1800 062 963 or write to:

**Manager, Customer Care**  
**IOOF Investment Services Ltd**  
**Reply Paid 264**  
**Melbourne VIC 8060**

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 number
- a detailed description of the facts surrounding your complaint.

Where possible, concerns will be resolved immediately.

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

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

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

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

**Tel:** 1800 931 678 (Free call)

**Mail:** Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

### How do I contact you?

You can contact us by:

- calling our offices on 1800 062 963
- visiting our website 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.