



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 (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:

- the financial services we provide;
- who provides the services; and
- remuneration that we or other relevant persons may receive in relation to the services.

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.

Other documents you may receive from us

If we provide you with personal advice, you are entitled to receive a Statement of Advice that details the advice, the basis for the advice and information about our remuneration and any associations we have that may have influenced our advice.

If we provide you with further personal advice, you may request a record of that advice (if you have not already been given one) within a period of seven years after the further advice was given.

If we make a recommendation for you to acquire a particular financial product or offer to issue or arrange for the issue of a financial product, we must give you a Product Disclosure Statement (PDS) containing the information you reasonably need to make an informed decision about acquiring the product.

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 are authorised to advise and deal in these types of products.

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.

There are two types of financial advice we may give you:

- Personal advice, which means that we have, or you might reasonably expect us to have, considered one or more of your objectives, financial situation and needs; or
- General advice, which means that we have not considered these matters and we will therefore warn you that you should consider whether the advice is appropriate to your own personal circumstances before acting on it.

If we have recommended a particular product, we will also tell you to obtain the PDS for the product and consider it before making any decision about whether to acquire it.

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

Who provides the financial services?

IIML provides the financial services described in this FSG. Our representatives act on our behalf and we are responsible for their conduct in providing financial services to you.

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*.



Remuneration

How are we paid?

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

- If you invest in an IOOF product, we deduct fees from your initial and ongoing investment while you continue to hold the product.
- If our Private Client Advisers prepare a Statement of Advice for you, we deduct a fee from your IOOF platform account upon implementation of the advice.
- If you participate in our Client Review Service, a fee will be deducted from your IOOF platform account upon commencement of the service.

Where you receive personal advice, your adviser will provide specific details of the fees to be deducted from your investment in your Statement of Advice.

Remuneration for representatives

Our representatives receive salaries. They may also receive performance bonuses related to the overall volume of investments placed. Any performance bonus our representatives receive will not affect the level of fees charged on your investments. Performance bonuses are paid by IIML and are not charged to your investment account.

Our representatives are not entitled to receive commissions.

Do we pay others?

You may 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.

We may pay commissions to financial advisers as remuneration for the business they generate into our products. These commissions are included in the fees charged for IOOF products. A guide to the commission we may pay, depending on the product selected, is:

- upfront/initial remuneration – up to 4.40 per cent of the amount invested; and
- ongoing remuneration – up to 0.77 per cent per annum of the value of the investment.

For certain products, optional adviser service fees may also be paid by us to your nominated financial adviser for the services they provide to you in respect of those products.

There are three different options:

- 1 Adviser Service Fee – Upfront: up to 4.40 per cent of each amount invested;
- 2 Adviser Service Fee – Ongoing: up to 2.10 per cent of your account balance; and
- 3 Adviser Service Fee – Once-off: up to \$10,000.

You may agree with your adviser to one or more of these options.

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

We may also provide other discretionary benefits (also known as alternative remuneration) to financial advisers who promote our products or to the dealer groups they represent. These benefits are also paid out of the fees charged for IOOF products and are not an additional cost to you.

We maintain an Alternative Remuneration Register in accordance with the Financial Services Council/Financial Planning Association of Australia (FSC/FPA) Industry Code of Practice, which outlines the alternative forms of remuneration that are paid and received by us. You can inspect a copy of the register at our registered office (Level 6, 161 Collins Street Melbourne) at any time between 9:00am and 5:00pm on a Melbourne business day.

Your financial adviser must provide details of the specific remuneration and benefits they receive in the Statement of Advice given to you at the time the investment is recommended.

Related parties

We are a company in the IOOF group, which comprises IOOF Holdings Limited ABN 49 100 103 722 and its related bodies corporate.

Related companies within the IOOF group include IOOF Ltd, ABN 21 087 649 625, AFS Licence No. 230522, Perennial Investment Partners Ltd, ABN 59 087 901 620, AFS Licence No. 238763 (**Perennial**) and Australian Wealth Management Service Co Pty Ltd ABN 99 074 572 919 (**AWM Service Co**).

Perennial is the investment manager of schemes under the Perennial Wholesale Trusts and the Perennial Institutional Investment Trusts, which the IOOF superannuation funds may invest in. We pay Perennial management fees in consideration for these services.

AWM Service Co is the services company which we have engaged to perform ongoing administration and operational services for us. We pay a monthly fee to AWM Service Co in consideration for providing those services.



Your questions answered

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 2001.

How do I provide you with instructions?

You can generally choose how you would like to give us instructions, e.g. 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.

What information do you need?

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. The Statement of Advice you receive will make clear that you should consider the appropriateness of the advice in regard to your personal circumstances before acting on it.

How do you collect and use my personal information?

Protecting your privacy is important to us. We have a Privacy Policy which outlines how information we collect from you is used, stored and disclosed.

The information we collect from you is necessary to provide you with the financial services and products you request and information about other products and services, offered by us and other members of the IOOF group, which may be of interest to you.

To provide these products and services, we may need to disclose your information to other members of the IOOF group and to external parties who act on your behalf. In doing so, they are also required to protect the privacy and security of your information.

Your personal information will not be used or disclosed for any other purposes without your consent, except where permitted or required by law.

For further assistance on how to access the information we hold about you, contact IOOF on **1800 062 963**.

Will you monitor or periodically review my investment portfolio?

Our advisory services do not include ongoing monitoring or periodic review of your investment portfolio, except upon request or by prior arrangement.

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; and
- 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 133 884 114 (cost of a local call), 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 1300 780 808 (cost of a local call), or by writing to FOS at GPO Box 3, Melbourne VIC 3001.

These services are available free of charge to you, but can only hear your complaint 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**; or
- writing to us at **GPO Box 264, Melbourne VIC 3001**.

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

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