

Financial Services Guide

Dated 19 November 2018

This Financial Services Guide (FSG) is an important document which provides you with information to help you decide whether to use our financial services.

Important information about this FSG

This FSG is an important document. It tells you about Bridges Financial Services Pty Limited (Bridges) trading as 'Bridges Personal Investment Services', also referred to as 'we' or 'us' or 'our', and the financial services we may provide to you.

This will help you decide whether to use our financial services. It provides information on:

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

Other documents you may receive from us

Initial advice

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

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

After providing you with our initial advice in an SoA, any subsequent personal advice that we provide to you will be documented in a Record(s) of Advice (RoAs), provided there has not been a significant change in your personal circumstances or the basis upon which our initial advice was provided.

Copies of each SoA and RoA will be retained on your client file and you may request a copy by contacting your financial planner.

Further advice

If you require further advice, your financial planner must ensure that your personal circumstances and the basis on which the original advice was given have not significantly changed. Therefore, your financial planner may need to check your circumstances again prior to providing any further advice.

A record of this further advice will be kept for seven years. You may request a copy of the RoA from your financial planner.

We are not required to provide you with an SoA or an RoA where the advice relates to certain basic deposit products, non-cash payment facilities or other approved financial products.

Product Disclosure Statement

We will provide you with a Product Disclosure Statement (PDS) or other offer document if we recommend that you buy a particular financial product. The PDS will help you to make an informed decision about whether or not to buy the financial product. The PDS will contain information about the features, costs, risks and benefits of the financial product.

Trading services documents

We will provide you with our Equities Terms and Conditions of Trading which will contain information about the execution services provided by us [and clearing and settlement services provided by Pershing Securities Australia Pty Ltd ('Pershing')] as well as the terms and conditions of those services that allow us to execute transactions on a relevant exchange (such as ASX) for you. When handling and executing your order, we will be required to take reasonable steps to obtain the best outcome for you as required by the market integrity rules. We will provide you with a summary of our Best Execution Policy, which explains how we handle and execute your orders, as required under those rules. The policy is also available on the Bridges website, www.bridges.com.au.

Disclosure statement

You will receive a disclosure statement with more information about the clearing service provided by Pershing and the terms and conditions of those services where Pershing is to clear transactions executed for you by us through a relevant exchange.

CHESS sponsorship services

If we are to act as your CHESS Sponsoring Participant, you will need to enter into a Sponsorship Agreement with us. We will also provide you with a written explanation of that agreement.

1. About us

We are one of Australia's largest national financial planning organisations and hold an Australian Financial Services Licence (AFSL) to provide you with the financial services outlined below. We are a Participant of the Australian Securities Exchange Limited (ASX) and the issuer of this FSG.

Our details are:

Head office: The Bond, Level 3, 30 Hickson Road
Millers Point NSW 2000
Telephone: 02 9028 1000
Facsimile: 02 9028 3098
Postal address: Locked Bag 4004
Queen Victoria Building NSW 1230
Website: www.bridges.com.au

We are a subsidiary of IOOF Holdings Ltd (IOOF), a leading provider of wealth management products and services in Australia.

Listed on the Australian Securities Exchange (ASX: IFL) in the top 200 listed ASX companies, IOOF provides services to over 650,000 clients Australia-wide.

2. The financial services and products we offer

The financial services we are authorised to advise and deal in are:

- basic deposit products
- government debentures, stocks or bonds
- interests in managed investment schemes
- Managed Discretionary Account (MDA) services
- retirement savings accounts
- securities, including shares
- superannuation products
- standard margin lending facilities
- life insurance and risk products, and
- derivatives and foreign exchange products contained on our licence.

Financial services will be provided by us directly or through our authorised representatives, such as your Bridges financial planner.

3. What your financial planner is authorised to do

Your Bridges financial planner acts on our behalf and can provide you with the services listed above.

Generally, your financial planner is authorised to provide financial advice on, and deal in, only those financial products on our Approved Product List.

Your financial planner has access to a range of financial products to help you achieve your financial goals based on your personal circumstances, needs and objectives.

4. How we and your financial planner get paid

When your financial planner provides financial services to you, certain fees may be charged for providing these financial services, however, please note the following:

- The amount of the fees charged depends on the nature of those financial services.
- Your SoA will set out the exact amount of fees, payments and other benefits that we and your financial planner will receive. If you have been referred to us by a third party, the SoA will also set out any applicable amount paid to that third party.
- Your financial planner may receive a share of fees and in some instances payments may be paid from us for the financial services they provide to you. Alternatively, your financial planner may receive a salary from us, or their employer if employed by a third party, together with a performance bonus.

From time to time, we and your financial planner may also receive other benefits from product issuers, such as sponsorship of conferences or subsidised training.

We maintain an Alternate Forms of Remuneration Register. The Register, which you can review by contacting us, outlines some alternative forms of remuneration (including the incentive payments referred to above) that we may pay to or receive from licensees, fund managers or representatives (each of whom also maintains a register).

Your Bridges financial planner may also have an option to sell their Bridges financial planning business back to us as a buyer of last resort (BOLR). The price that we will pay under this BOLR option is the market value of the business.

Any of the above payments will be made as agreed with you or to the extent permitted by law.

5. What fees are paid for our services?

Our fees charged generally include the following:

- ▶ When you only require specific personal advice and an SoA is completed for this, you may be charged a fee which will be disclosed in the SoA.
- ▶ Ongoing fees may be received based on the ongoing service provided, the value of the funds you invest and the financial products you use. This can be an asset based fee paid directly from your investment portfolio. Alternatively this may be a direct debit payment from your bank account or invoiced to you, depending on the arrangement you have agreed upon with your financial planner.
- ▶ When you choose to use our Portfolio Watch Service to review and report on your investments, we may charge a fee which is explained in the documentation relating to this service.
- ▶ When you use our stockbroking services, we will charge a stockbroking transaction fee and any brokerage agreed between you and your financial planner for each transaction (purchase or sale of securities) which is explained in the documentation relating to the stockbroking service. Money may be held by Pershing on your behalf in a trust account for your share trading. Interest earned on any trust account will be paid to Bridges.
- ▶ Whenever you purchase an insurance policy, a payment may be paid by the insurance company to us. The payment amount will depend on:
 - the particular insurance company and insurance policy, and
 - whether the payment received is a fixed percentage of the premium paid for the insurance policy. This can range from 0 per cent to 123.75 per cent of the premium you pay. It will be paid out of the premium you pay and at the time you pay it.

We may provide you with financial services from related and non-related product providers. Australian Executor Trustees Limited ABN 84 007 869 794 AFSL 240023, IOOF Limited ABN 21 087 649 625 AFSL 230522, IOOF Investment Management Limited ABN 53 006 695 021 AFSL 230524, Perennial Investment Management Limited ABN 13 108 747 637 AFSL 275101 and Managed Portfolio Services Limited ABN 77 009 549 697 AFSL 233761.

Our related companies are the registrable superannuation entity licensee and/or responsible entity or investment manager of financial products we may recommend.

We may receive a payment from any of the above parties as a result of you investing in one or more of their products. Our financial planners will fully explain all fees that are charged to you each time you use a financial product(s).

Any of the above fees will be charged as agreed with you or as permitted by law.

6. Fees you pay for using other financial products

The amount of fees charged will depend on the financial products you acquire and the issuer of those financial products.

These fees charged will depend on the services you require and what is agreed between you and your financial planner and may include the following:

- ▶ contribution fee: based on the amount invested
- ▶ administration fee: based on the balance of your investment, depending upon the type of financial product. The amounts will generally be calculated monthly and payable quarterly
- ▶ switching/transfer fee: based on the switch amount or transfer amount between investments in a financial product(s), and
- ▶ all other fees identified by a product issuer in the relevant PDS for the financial product.

Bridges financial planners may receive a portion of any of the above fees from us.

7. Who gets paid when you are referred to us?

If you have been referred to us by one of our referral partners, we may pay them referral fees, details of which will be included in the SoA.

We may also make an incentive payment to referral partners based on the total amount their members invest in approved platforms and services. These referral payments do not result in a fee increase to you.

Permitted referral fees are paid to referral partners on a monthly basis and incentive payments are usually paid six monthly.

Referral fees will be paid as agreed with you or as permitted by law.

8. When you're given advice we will address your personal financial situation, needs, goals and objectives

We are under an obligation to act in your best interests in relation to the personal financial product advice provided to you (ie the 'best interests duty'). Generally, we must ensure, within the subject matter of the advice provided to you 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 planner provides will always be provided to you in writing in the SoA, unless it is further advice as outlined earlier.

However, you have the right not to tell us information about yourself if you do not wish to but still require your financial planner to provide you with personal financial product advice.

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

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 decision relating to the advice.

In all cases where your financial planner provides an 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 this document before implementing any recommendation made in the SoA. Your financial planner 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).

9. Do any relationships or associations exist which might influence the financial advice I provide?

We may provide you with financial services from related and non-related product providers. Australian Executor Trustees Limited ABN 84 007 869 794 AFSL 240023, IOOF Limited ABN 21 087 649 625 AFSL 230522, IOOF Investment Management Limited ABN 53 006 695 021 AFSL 230524, Perennial Investment Management Limited ABN 13 108 747 637 AFSL 275101 and Managed Portfolio Services Limited ABN 77 009 549 697 AFSL 233761. Our related companies are the registrable superannuation entity licensee and/or responsible entity, operator or investment manager of financial products we may recommend.

10. How we protect your personal information

We recognise the importance of protecting your privacy. Your personal information will be handled in accordance with our privacy policy, which outlines how the information we collect from you is used, stored and disclosed.

We will collect your personal information from the client information questionnaire you complete with your financial planner. 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 planner 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 planner
- banks or other financial institutions
- insurers and reinsurers and their claims agents and assessors
- product providers
- mail houses
- 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.

By signing the client information questionnaire, you agree to us collecting, storing, using and disclosing your personal information. If you do not provide all the information requested in your application form, we will not be able to provide you with financial advice.

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
Bridges Financial Services Pty Ltd
Locked Bag 4004
Queen Victoria Building NSW 1230

By email: privacy.officer@ioof.com.au

By phone: 1800 221 151

Depending upon the nature of the request, we may have the right to impose a reasonable charge.

To obtain a copy of the IOOF group privacy policy please contact our client services team on 1800 221 151 or through our website at www.bridges.com.au/privacy_policy.

11. How you give instructions

Generally, you may give us your instructions verbally or in writing, such as by facsimile, email or letter. However, in some instances we require your instructions to be in writing.

12. Restrictions that apply

We shall avoid or not act on your behalf, unless we are specifically told to do so by an authorised third party.

For your own protection, you should not:

- sign any blank forms or documents
- appoint any financial planner to act as your attorney or authorised signatory
- nominate any financial planner to receive your statements without you also receiving a copy, and
- give us unclear or misleading instructions or false information.

From 1 July 2014, new regulation requires your financial planner to declare whether they are a registered tax (financial) adviser or not, hence the tax (financial) advice or not that they are authorised to provide. One of the following categories will apply to your financial planner:

- Your financial planner is not a registered tax (financial) adviser and will not advise you on taxation issues, although they will consider these in providing you with financial services. However, if you intend to rely on the advice to satisfy liabilities, obligations or to claim entitlements which may (or could) arise under a taxation law, it is recommended you request advice from a registered tax agent.
- Your financial planner is a registered tax (financial) adviser. They are authorised to provide a tax (financial) service, where the advice is:
 - provided in the context of the personal advice authorised by the licensee, and
 - part of the financial advice which interprets and applies the tax laws (including tax, superannuation and SMSF laws) to your personal circumstances.

As a registered tax (financial) adviser, they are not authorised to provide tax agent services (ie those services in relation to the preparation and filing of tax returns and liaison with the ATO, etc).
- Your financial planner is a registered tax agent. They are authorised to provide a tax (financial) service, where the advice is:
 - provided in the context of the personal advice authorised by the licensee, and
 - part of the financial advice which interprets and applies the tax laws (including tax, superannuation and SMSF laws) to your personal circumstances.

Where tax agent services are provided (ie those services in relation to the preparation and filing of tax returns, and liaison with the ATO, etc), these services constitute a separate business activity and are not provided under the licensee's AFSL.

We are only responsible for advice relating to the financial products and services described in this FSG and our Approved Product List.

13. What we expect from you

We will expect that you will do the following:

- ▶ give us complete, up-to-date and accurate details of your personal objectives, financial situation and needs
- ▶ keep us informed of any changes in your personal situation, and
- ▶ use our advice to make your investment decisions.

14. What happens if you want to make a complaint?

If you have a complaint about any of the financial services provided to you by your financial planner, you should first contact your financial planner who provided the service to you.

If the complaint is not satisfactorily resolved by your financial planner within five (5) business days of making the complaint, you should contact us at the following address:

Complaints Officer
 Bridges Financial Services Pty Limited
 Locked Bag 4004
 Queen Victoria Building NSW 1230
 Telephone: 1800 221 151
 Facsimile: 02 9028 3098

When your complaint is received by us it will be entered into our complaints database. All details of the complaint will be sent to our Complaints Officer who will investigate the circumstances of the complaint.

If our Complaints Officer is unable to reach a satisfactory resolution of the complaint within 45 business days of receipt (or 90 days where we inform you more time is required), you may contact The Australian Financial Complaints Authority:

Australian Financial Complaints Authority Limited
 GPO Box 3
 Melbourne, VIC 3001
 Tollfree: 1800931678
 Email: info@afca.org.au
 Website: www.afca.org.au

You can also make a complaint to the Australian Securities and Investments Commission (ASIC) at any time by contacting their information line on 1300 300 630.

There is no charge to you for accessing the services offered by the above organisations.

15. What kind of compensation arrangements are in place?

We maintain professional indemnity insurance in accordance with the law. Our professional indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum insured for us and our financial planners/employees in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any authorised financial planner/employee who has ceased working with us, but for work done while engaged with us.

16. Further questions

If you have any further questions about the financial services which we and our financial planners provide, please call our Client Advisory Services on 1800 854 399. Please retain this document for your reference and any future dealings with us.