

Financial Services Guide

Effective Date
12 February 2016

Financial Services Guide – MyState Wealth Management

This Financial Services Guide (FSG) contains important information about MyState Wealth Management, our Financial Planners and the services and advice that we can offer you. The information has been designed to help you decide if you want to use the products and services that we provide.

In particular, this FSG contains information about:

- The range of financial services and products that we offer and that we can provide you with advice on;
- What you will receive when we provide you with financial product advice;
- How MyState Wealth Management and our Financial Planners are paid, including our fees and commissions;
- Associations and relationships that might influence the advice provided to you;
- Our internal and external dispute resolution procedures and how you can access them; and
- How you can contact us.

What other documents might you receive from us?

If you decide to obtain personal advice from us we will provide our initial advice and any significant further advice to you in a written document called a Statement of Advice (SoA).

Your SoA is an important document which is designed to:

- Confirm the areas you are seeking advice in;
- Confirm your current personal and financial circumstances (including your goals);
- Present recommendations on how to meet your goals (our advice);
- Explain the strategy and risks associated with our advice;
- Outline how you can implement our advice;
- Explain our fees and/or commissions; and
- Provide information about any relationships or associations that could affect our advice.

You should ensure that you keep a copy of the SoA that we provide so that you can refer to it at a later date.

If we provide further personal advice, this may be documented in an SoA or a Record of Further Advice (RoFA).

A copy of the RoFA is available upon request by contacting us at any time up to seven years from the date we first gave that further advice to you.

When we recommend a financial product to you, we will provide you with access to the relevant disclosure documents which will generally be called a Product Disclosure Statement (PDS).

A PDS, which contains information about the recommended financial product including the features, fees, benefits and risks associated with the financial product, is an important document that is designed to help you make an informed decision on whether to acquire the financial product(s) that we have recommended. Again, you should ensure that you keep a copy of each PDS that we provide so that you can refer to it at a later date.

About us

MyState Wealth Management is a registered business name of Tasmanian Perpetual Trustees Limited ABN 97 009 475 629, the holder of Australian Financial Services Licence (AFSL) Number 234630 and Australian Credit Licence (ACL) Number 234630. Tasmanian Perpetual Trustees Limited is a wholly owned subsidiary of MyState Limited ABN 26 133 623 962, a major Tasmanian based listed diversified financial group.

In providing financial products and services, MyState Wealth Management and employed Financial Planners act under the AFSL held by Tasmanian Perpetual Trustees Limited as the proprietor of MyState Wealth Management.

Under Tasmanian Perpetual Trustees' Australian Financial Services Licence issued by the Australian Securities and Investment Commission (ASIC), we are authorised to provide the financial products and services described in this FSG.

MyState Wealth Management Financial Planners are employed by and act on behalf of MyState Wealth Management. This means we are responsible to you for our actions in relation to the financial products and services in this FSG.

MyState Wealth Management Financial Planners are members of the Financial Planning Association of Australia (FPA), the professional association for qualified financial planners in Australia. MyState Wealth Management Financial Planners are committed to the FPA's Code of Ethics and Rules of Professional Conduct.

You can contact us by:

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|-----------------|--|
| Phone | 1300 651 600 |
| Web | mystate.com.au/wealth |
| Email | wealth@mystate.com.au |
| Mail | MyState Wealth Management GPO Box 1274, Hobart TAS 7001 |
| Visiting | In person at your nearest MyState Wealth Management office |

You can give us instructions:

- In person;
- By phone;
- By fax;
- By email; or
- By any other means as agreed with us.

Please note that some financial products have their own rules about how to give instructions. Please refer to the PDS of the relevant product for those details.

Our services

MyState Wealth Management is able to offer an extensive range of advice services to assist you in achieving your financial and lifestyle goals. These areas of advice include:

- Strategies to achieve your financial goals and personal objectives;
- Financial and investment planning;
- Wealth accumulation and Cash Flow planning;
- Retirement planning;
- Redundancy planning;
- Estate planning;
- Regular and ongoing reviews of your financial planning strategies and objectives;
- Personal risk insurance;
- Investment placement;
- Social Security planning;
- Aged care planning;
- Investment portfolio review including Direct Equities;
- Superannuation planning including advice on Self Managed Super Funds; and
- Margin Lending and Gearing.

In some circumstances, external advice such as legal advice may need to be sought to assist us in delivering these services. If additional costs are to be incurred as a result of this, we will discuss this with you first.

Other services

In addition to our services and products we can also offer or arrange services and products through our relationships with Tasmanian Perpetual Trustees Limited and MyState Bank Limited.

Through our relationship with Tasmanian Perpetual Trustees Limited we are able to offer or arrange the following services and products:

- Wills and Powers of Attorney
- Taxation services
- Loans

Through our relationship with MyState Bank Limited we are able to offer or arrange the following services and products:

- Deposit and Payment products
- Loans
- General Insurance products

Our products

We are able to advise on and place the following products for you:

- Deposit Products;
- Government Debentures, stocks or bonds;
- Managed Funds;
- Direct Equities listed on the Australian Securities Exchange;
- Exchange Traded Funds (ETF);
- Separately Managed Accounts (SMA);
- Superannuation and Retirement Income Streams;
- Managed Investment Schemes, Wraps/Platforms and Master Trusts including Investor Directed Portfolio Services;
- Personal Risk Insurance;
- Investment Life Insurance products; and
- Standard Margin Lending Facilities.

MyState Wealth Management operates using a selected list of researched products (Approved Product List) and generally we will only provide advice on products from that list.

The Approved Product List is extensive and incorporates a range of external fund managers, financial institutions and personal risk insurance providers. We can provide you with a copy of the Approved Product List on request.

Our advice

About your MyState Wealth Management Financial Planner

When you approach your Financial Planner for financial planning advice, you can be assured that they are a competent and experienced professional who will work with you to provide personal financial advice and services that are appropriate for your needs and circumstances.

Our Financial Planners are employed by MyState Wealth Management and are skilled in the provision of financial advice and services and, as required by Tasmanian Perpetual Trustees' Australian Financial Services Licence, have all met the specified education, training and skill standards. In addition, they have access to a team of specialists in areas such as legislation, investment research and product solutions.

At the initial interview with your Financial Planner, you will be provided with an Adviser Profile, which discloses the financial services and products that we have authorised them to advise on.

If the situation arises that one of our Financial Planners are not authorised to advise you in a specific product that we offer, then they will refer you to another Financial Planner who has been duly authorised.

Who is responsible for the financial services provided?

Our Financial Planners are employed by MyState Wealth Management and act on our behalf. This means we are responsible to you for the financial services that we provide.

How will we prepare and provide advice that is suitable for you?

The MyState Wealth Management financial planning process is designed to ensure that we develop realistic strategies to achieve your financial and lifestyle goals over defined timeframes. This involves your Financial Planner developing a financial plan for you that has been specifically tailored for your individual situation, while taking into account your needs, circumstances and attitudes towards investing and risk.

Your Financial Planner is also able to provide you with ongoing advice and service in relation to your financial plan. While you do not have to use this service, we strongly recommend that you consider doing so to assist in ensuring that the strategy you have implemented is consistent with your lifestyle and financial goals on an ongoing basis.

The ongoing services that we provide include formal reviews, during which we can assess any changes to your situation, together with any external factors that may impact on your current strategy e.g. changes within the economy, to financial markets or to legislation. We can also provide information and administrative services to keep you regularly informed.

What information should you provide to receive personalised advice?

Your Financial Planner will need to assess your individual objectives, financial situation and any other relevant information they believe necessary to be able to provide you with personal financial advice.

Naturally, you have the right not to divulge this information or you may choose to limit the scope of advice provided if you only want advice on specific areas or because you want to reduce the cost of receiving advice. If you do this you should understand that there may be consequences of us not having your full personal information, including your Financial Planner being unable to consider your full needs, objectives and circumstances when making recommendations.

Similarly, if you do not obtain financial advice from us, however you instruct us to apply for or acquire a financial product on your behalf, there is a risk that the financial product(s) that you select will not be consistent with your personal financial needs and objectives.

Information we collect is held in the strictest confidence in accordance with our *Privacy Policy*, and we will provide you with a copy when you first become a customer of MyState Wealth Management. In addition, copies of the policy are available from any MyState Wealth Management office, by calling 1300 651 600 or from our website at mystate.com.au/wealth

Please note that you can access your personal information at any time. If you wish to do so please let your Financial Planner know.

Is our advice limited in any way?

We operate using a selected list of researched products and in general will only provide advice on products from that list. This list, which is continually reviewed and updated, is extensive and incorporates a range of external fund managers, financial institutions and life companies. For more information in relation to our current list of approved products and services please contact us.

An extensive list of approved products

All products on the Approved Product List are supported by research from external and/or internal research experts. We conduct due diligence on external research report providers that provide us with research. Should we consider it in your interests to use a non Approved Product, we follow our review and approval process to ensure the product is appropriate for your circumstances.

As there may be other financial products and services that could also be suitable, you should observe any warnings and consider any significant risks contained in our advice prior to implementing our recommendations. We also recommend that you seek independent legal and tax advice about our recommendations and confirm any entitlement to government benefits with the relevant government department.

About our business relationships

Unless otherwise stated, we act on our own behalf at all times when providing the financial services referred to in this FSG. However it is important to understand the relationships that may be considered an influence on the advice that we provide.

1. Our relationship with our related company

MyState Bank Limited ABN 89 067 729 195
AFSL 240896 Australian Credit Licence Number 240896 is a related company in that is also a wholly owned subsidiary of MyState Limited ABN 26 133 623 962.

Where we recommend a financial product or service, in some circumstances our related company may benefit from our recommendation and/or receive a fee for the product or service.

2. Our relationships with third party referrers

We receive referrals from third parties to provide financial planning services to referred customers. We may pay an up-front referrer commission or fee to third parties in these situations. If this is the case your Financial Planner will advise you of the value of the commission or fee that will be paid.

Details of any such associations and any referral commission or fee paid will also be set out in the SoA provided to you.

It is important to note that any fee or commission that is paid to a referrer is paid by us and that you do not incur any additional costs as a result our referrer arrangements. No on-going or trailing commission will apply.

3. Our relationships with others

We have agreements with a number of service providers, managed investment product issuers as well as being an appointed distributor for a number of life insurance product issuers. They include but are not limited to:

- Powerwrap Limited
- Praemium Australia Pty Ltd
- LONSEC Limited
- Licensee Select (a BT Financial Group brand)
- ASGARD Capital Management Limited

Details of the fees and relationships with these and other companies can be found in the relevant PDS for the product recommended which we will provide to you where appropriate.

Important: In recommending or arranging any managed investment or life insurance product, we are acting on your behalf and are not acting as an agent for any managed investment or life insurance product issuer.

Our remuneration

How is your MyState Wealth Management Financial Planner remunerated?

As an employee of MyState Wealth Management, your Financial Planner is paid a salary, superannuation and may also receive additional benefits from us should they satisfy certain key performance indicators including the achievement of service, revenue, compliance and continual professional development related objectives. Additional benefits may be in the form of dollar bonus payments or other non-monetary incentives.

Please note that when you receive personal financial advice from us, further details of how your Financial Planner is paid will be provided in your financial plan.

How will you pay for the services provided?

During your first meeting with your Financial Planner, which is provided at our cost, any fees that are payable to us in relation to our services will be discussed and agreed with you, including options about how you pay those fees. Fees received by us may comprise one or a combination of the following:

- An agreed initial fee-for-service based on a number of factors including the complexity of the advice and the time involved developing and implementing your plan;
- An agreed annual fee-for-service payable annually or in

instalments based on a number of factors including the required level of contact, complexity of advice, nature and size of the portfolio and the time involved;

- Brokerage for transactions of securities listed on the Australian Stock Exchange;
- An agreed ongoing fee based on the value of your portfolio; and/or
- Commission paid to us by financial product issuers out of their fees for as long as you hold the product.

Remuneration received by us may therefore include:

- A distributor fee 0.055% of the portfolio held within the MyState Wealth Management Investment, Superannuation or Pension Accounts.
- A payment between 7.5% and 25% of the net administration fee that you pay for the ASGARD eWrap, Corporate Super or Master Trust Accounts.

What other benefits do MyState Wealth Management and my financial adviser receive from product providers?

Some product providers, who had an existing arrangement with us prior to 1 July 2013, pay a licensee commission to us based on the total funds invested in their products or insurance premiums paid for their insurance products and amount of margin loans made by our Financial Planners.

We pass a share of the licensee commission to our Financial Planners who were existing advisers with us prior to 1 July 2013. The rate the Financial Planner receives will vary depending on the total value of licensee commissions they helped generate for MyState Wealth Management.

Your Financial Planner will explain the fees and commissions associated with a product or service to you in their entirety. You can request further information about the remuneration we receive at any time, so if there is anything that is unclear or if you require more information about our service levels, fees or commissions, please contact your Financial Planner. You can also refer to your Statement of Advice for information on our fees, commissions and any payments made to us by product issuers.

Typical examples of fees

Initial Limited Scope Advice

From \$2,521: Including the preparation of an initial Statement of Advice plus the implementation of any agreed strategies. The actual amount will depend on a number of factors including the complexity of the financial advice required and the time involved.

Example: Paul and Jane require financial advice that is limited in scope and a fee of \$3,020 is agreed.

Initial Comprehensive Advice

From \$3,970: Including the preparation of an initial Statement of Advice plus the implementation of any agreed strategies. The actual amount will depend on a number of factors including the complexity of the financial advice required and the time involved.

Example: Paul and Jane require comprehensive financial advice and a fee of \$4,675 is agreed.

Annual fee-for-service

We provide four annual ongoing service packages. The minimum agreed fee for each package is:

- \$858
- \$1,561
- \$2,289
- \$3,473

The annual fee-for-service agreed for an individual client is from the minimum levels stated above. As the agreed service level will depend on a number of factors including the complexity of the advice, the amount of contact required, the nature and size of the portfolio and the time involved, the fee may be considerably higher in some cases.

Example: Paul and Jane require ongoing financial advice and an annual fee-for-service of \$3,473 is agreed.

Fees for share and derivatives transactions

Brokerage fees payable are generally between 0.11% and 1.25% - subject to a minimum brokerage fee of \$19.80. We will disclose any brokerage fees that will be incurred for any share transactions.

Example: Paul and Jane buy a number of shares totalling \$5,000. The brokerage fee payable is \$19.80.

Commission for Life Risk Insurance Products

An initial commission of between 0% and 130% of the first year's annual premium and then ongoing commission between 0% and 40% of the annual premium paid.

Example: Paul takes out income protection with an annual premium of \$1,200. We receive an initial commission of \$1,380 and an ongoing commission of \$207 from the insurance provider.

Commissions received from product providers

Upfront or ongoing commissions from insurance providers may be received by us. We may also receive initial and/or ongoing commissions from product providers in relation to other financial products under an arrangement that began prior to 1 July 2013.

What other benefits does MyState Wealth Management receive?

If MyState Wealth Management or one of our Financial Planners receives a gift or benefit that has a value of \$50 or more, the gift or benefit will be noted in a register. Should you wish to see this register, please contact us.

Complaints and feedback

We work hard to deliver the best experience possible to our customers. We value your opinion, so if a product or service does not meet your expectations, we want to know about it.

Our team is here to listen, and ready to help you resolve any complaints or concerns you may have. Plus, your feedback gives us the opportunity to improve our products and services, which is something we continually strive to do. So if you have a complaint, concern, suggestion or just wish to give some feedback, please don't hesitate to get in touch.

Making a complaint

When you make a complaint we will:

- try to resolve the matter on the spot - in most situations we can do this;
- keep you up to date on our progress;
- work hard to resolve your matter within 21 days;
- let you know in writing if we require more information or more time to investigate your matter; and
- provide you with a final response within 45 days.

If we are unable to provide a final response to your complaint within 45 days, we will inform you of the reasons for the delay.

To help us get the best understanding of your concern, we recommend that you:

- be prepared with any supporting documents or evidence you think will help clarify your concern; and
- be as clear as possible about what has happened.

To make a complaint

Step 1 Talk to us

In most situations, we will be able to resolve the matter for you on the spot. Call us on 1300 651 600 or visit your nearest MyState Wealth Management office.

If you prefer to put your complaint in writing, you can email or write to us, or complete and return the *Complaints, Compliments & Feedback form* available at mystate.com.au/wealth.

Phone 1300 651 600

Email mycomplaint@mystate.com.au

Mail MyState Wealth Management
GPO Box 1274
HOBART TAS 7001

If your complaint is complex or needs a detailed investigation, we will make sure that it is referred to the right department promptly and will respond to your complaint as quickly as possible.

Step 2 Ask for your complaint to be reviewed

If you are not satisfied with our initial response, you can request the matter be reviewed by a Senior Manager. You can contact us by phone, in writing by mail or email, or in person at your nearest MyState Wealth Management office. Please let us know the reason why you are not satisfied with our initial response, the outcome you are seeking and your customer or account number if you have one. We will make sure that it is referred straight away to an appropriate Senior Manager for review and a response.

Step 3 External review

If, despite everyone's best efforts you remain dissatisfied with our Senior Manager's response, you may wish to have the matter investigated by someone else. The Financial Ombudsman Service (FOS) offers a free independent dispute resolution service for the Australian banking, insurance and investment industries. You can contact the FOS by:

Phone 1300 780 808
Fax 03 9613 6399
Post GPO Box 3
Melbourne VIC 3001
Email info@fos.org.au
Web www.fos.org.au

For information regarding complaints about your privacy refer to our *Privacy Policy* available at mystate.com.au/wealth, by calling us on 1300 651 600 or dropping into your nearest MyState Wealth Management office.

Our added protection for you

We have compensation arrangements in place to comply with the requirements of the *Corporations Act 2001*. To this extent we hold a Professional Indemnity Insurance Policy which, subject to its terms and conditions, covers claims relating to the professional services provided by us and our employees while in our employ or subsequent to them leaving our employment.

How to contact MyState Wealth Management

1300 651 600

mystate.com.au/wealth

Mail: MyState Wealth Management

GPO Box 1274

Hobart Tasmania 7001

Email: wealth@mystate.com.au

MyState Wealth Management is a registered business

name of Tasmanian Perpetual Trustees Limited

ABN 97 009 475 629

AFSL 234630

Australian Credit Licence Number 234630

A wholly owned subsidiary of MyState Limited

ABN 26 133 623 962