



InvestSMART Your money. Your move.



Financial Services Guide

February 24th 2014

This Financial Services Guide ('FSG') is dated 24 February 2014 and is an important document that we are required to provide to you under the terms of our Australian Financial Services Licence.

The purpose of this FSG is to provide you with important information to assist you in deciding whether to use any of the services offered by InvestSMART including:

- how to contact us
- product disclosure and advice
- the financial services and products we offer
- our business relationships
- how we are paid and
- our procedures for dealing with disputes and how you can access those procedures.

Who is InvestSMART™?

InvestSMART Financial Services Pty Ltd ('InvestSMART') was set up to provide Australian retail investors with low cost access to quality financial information and products.

We are now one of the largest online financial services companies in the country with more than 125,000 subscribers and covering more than 4,000 managed funds and investment products.

InvestSMART is a wholly owned subsidiary of Australasian Wealth Investments Limited (AWI). AWI is an investment company listed on the ASX and focused on the financial services sect. AWI holds equity stakes in operating businesses in digital distribution, research and information, funds management and trustee and super services.

Our Services

<i>Authorised Services</i>	<i>Authorised Products</i>
<ul style="list-style-type: none">• General financial product advice• Deal in a financial product	<ul style="list-style-type: none">• Deposit Products• Managed Investments• Superannuation and retirement savings account products• Life Insurance• Securities• Government debentures, stocks and bonds

Our staff, directors and associates provide general financial advice only. We will not provide you with any personal advice. This means that we will not take into account your objectives, financial situation or needs. Accordingly, a Statement of Advice will not be provided.

Association with Product Issuers

There is no relationship or association between InvestSMART and product issuers for whom InvestSMART distributes products that might reasonably be expected to be capable of influencing InvestSMART's provision of financial services to you.

InvestSMART may receive a commission payment or fees from these product issuers as a result of you investing in one of their products or products they distribute, as outlined below.

How do you do business with us?

Offers of financial products through InvestSMART will be made in, or accompanied by, a copy of the Product Disclosure Statement or prospectus in relation to that product. The purpose of a Product Disclosure Statement or prospectus is to provide detailed information about the nature of the particular financial product, its costs and the risks associated with purchase.

Anyone wishing to acquire financial products will need to read the entire Product Disclosure Statement or prospectus carefully and complete the application form in, or accompanying, the disclosure document. If you have any special instructions with respect to your investment you will need to provide those instructions to InvestSMART in writing via **PO Box 2801, Bowral NSW 2576**.

You can give us instructions by telephone on **1300 880 160** or through our website **www.investsmart.com.au**.

How are we paid for the services we provide?

Commissions paid to us by product providers primarily remunerate InvestSMART. We also receive fees for advertising, marketing and distributing third party products and services. InvestSMART rebates 100% of initial commissions on managed funds paid by fund managers as additional units in the fund, or by cheque.

Initial commissions, including entry fees and sales commissions, are a one off payment and are calculated as a percentage of the funds you have invested.

Initial commissions are calculated as follows:

- Investment products – between 0% and 5% (GST inclusive) of your investment amount; or
- Insurance products – between 0% to 122.5% (GST inclusive) of the premium that you pay.

Ongoing commissions (sometimes referred to as trailing commissions) are paid for the length of time you hold the product. They are usually paid directly to InvestSMART by the product provider out of the revenue the product provider earns. In some cases, they may be deducted from your investment, or the premium, or management fees you pay to the product provider.

Ongoing commissions and fees are calculated as follows:

- Investment products – between 0% and 1.1% (GST inclusive) of your investment amount; or
- Insurance products – between 0% to 35% (GST inclusive) of the renewal premium.

TrailCap™ provides investors with the means to freely monitor trailing commissions on their managed fund investments. Investors may also receive a cash payment from InvestSMART for a proportion of the trailing commissions we receive from participating fund managers on your investments.

InvestSMART will not receive any commission for investment products acquired by retail clients from 1 July 2014, except for certain managed fund products where the client had an interest in the managed fund prior to 1 July 2014.

How are we remunerated for referrals made to external specialists?

Should you choose to take up a product or service provided by an external specialist such as online broking services, InvestSMART may earn commission based on the ongoing brokerage or fee you pay. The percentage of commission that will be earned by InvestSMART will range from 0% to 50% of the amount you pay.

How are our representatives remunerated?

Our representatives are remunerated by salary from InvestSMART and do not directly receive any commissions or fees. They may be eligible for an annual bonus payment, which is discretionary and based on performance.

What insurance arrangements do we have in place?

InvestSMART holds professional indemnity insurance in place in respect of the financial services we provide to retail clients which complies with section 912B Corporations Act. InvestSMART's professional indemnity insurance covers work done by our representatives or employees during the period of their employment, even if they cease to be employed by us. It does not cover work done by representatives or employees after they cease to be employed by us.

How do we protect your privacy?

We are committed to safeguarding the privacy of your personal information. We collect your personal information for the purposes of providing you with financial services and we will use the information to:

- provide you with the products or services you have requested
- personalise and customise your interaction with InvestSMART
- help InvestSMART manage and enhance its services
- communicate with you
- provide you with ongoing information about products and services available from InvestSMART.

You may view our complete Privacy Policy online at www.investsmart.com.au/Support/Privacy. If you would like a copy of our Privacy Policy, you may call us on 1300 880 160 or mail the Privacy Officer at PO Box 2801, Bowral NSW 2576.

What should you do if you have a complaint?

We have established procedures to ensure all enquiries and complaints are properly considered and dealt with. If you have an enquiry or complaint about the operation or management of our products or services, please phone 1300 880 160 and ask for our Dispute Resolution Officer.

InvestSMART is a member the Financial Ombudsman Service (membership #10433), an external complaints resolution scheme.

If you are not satisfied with our response to a complaint, you may refer the complaint (at no cost) to Financial Ombudsman Service (FOS), GPO Box 3, Melbourne VIC 3001. You can call FOS on 1300 780 808.

How do you contact us?

To find out more about any of our products or services, please visit our website www.investsmart.com.au, call our friendly client services team on **1300 880 160** or write to us at **PO Box 2801, Bowral NSW 2576**.

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