



Financial services guide

Macquarie Private Wealth

About this document

This Financial Services Guide (Guide) is an important document that outlines the types of products and services that Macquarie Equities Limited ('MEL', 'we', 'us' or 'our') can provide to you under our Australian Financial Services Licence (AFSL).

This Guide is designed to assist you in deciding whether to use our financial services and to provide you with an understanding of what to expect from our relationship. It contains important information about:

- who we are and how we can be contacted
- the services and types of products we are authorised to provide
- how we (and any other relevant parties) are remunerated
- potential conflicts of interest
- how complaints are dealt with.

Other documents you may receive

If you choose to use any of our products or services, you may also receive other important documents including:

Statement of Advice (SoA) and Record of Advice (RoA)

An SoA is a document that summaries your situation and goals and sets out your adviser's advice and recommendations. If you are a retail client, you will normally receive an SoA when we provide you with personal advice that takes into consideration your objectives, financial situation and needs. The SoA will contain:

- the advice
- a summary of the key background on which the advice is based
- information about fees, commissions and associations related to the provision of the advice.

We may not provide you with an SoA in certain circumstances, such as when we only provide general advice or when we provide you with further personal advice. If you have previously received an SoA and the basis on which the advice was given is not significantly different and your relevant personal circumstances have not materially changed, we may not be required to provide you with a further SoA. Where further personal advice is provided and we are not required to provide you with a further SoA, the details of such personal advice may be documented in an RoA.

A RoA is similar to an SoA in that it sets out the personal advice that your adviser provides; however, the adviser retains the RoA. You can request a copy of the RoA from your adviser for up to seven years after the advice has been given. Your request can be made in writing or verbally.

Product disclosure statement (PDS)

A PDS is a document that describes a financial product. A PDS contains important information to assist you to make a decision about the product. You will usually receive a PDS if a recommendation is made to acquire a particular financial product (other than securities) or an offer is made to issue or arrange the issue of a particular financial product.

Advice and your best interests

In order for us to give you personal advice, you will need to provide details of your personal objectives, current financial situation, needs and any other relevant information, so that we can provide you with advice which is appropriate and in your best interests.

You do not have to provide us with this information. If you choose not to provide us with this information, we may not be able to provide you with personal advice, or the advice you receive may be general in nature and may not address your particular objectives, financial situation and needs.

We may provide personal advice to you if you use the services of one of our advisers. We will not give you personal advice in our regular updates, research reports, marketing material, or when you contact our Client Service Centre.

We are committed to acting in your best interests when we provide you with personal advice. We will conduct meaningful discussions with you about your financial needs. Your needs and interests are important in driving our advice and services.

If there are any instances where the advice and service cannot be fulfilled by your adviser according to their level of accreditation, your adviser will coordinate the provision of the advice and services from other advisers if this is appropriate for you. Your adviser can provide you with further details of their accreditation levels and the types of advice and services they can offer to you.

Our financial services and financial products

We are authorised to offer the following financial services:

- financial product advice (both general advice and personal advice)
- dealing in financial products, including arranging the issue of financial products
- custodial/depository services.

We are authorised to provide financial product advice on and to deal in a range of financial services and financial products including:

- deposit and payment products
- derivatives
- government debentures, stocks or bonds
- life insurance
- superannuation
- managed investment schemes
- investor directed portfolio services
- managed investment warrants
- retirement savings accounts
- securities
- foreign exchange
- margin lending facilities.

When you trade through us, we will always seek to achieve the best outcome for you when handling and executing your orders. For more information on how we seek to achieve the best outcome for you, please visit macquarie.com.au/melbestexecution.

We also provide an extensive range of related advice and planning services including:

- investment advice
- retirement planning
- debt planning
- risk insurance advice
- estate planning
- superannuation advice
- portfolio review services
- cashflow and budgeting services.

We have an extensive investment and product menu which includes products offered by members of the Macquarie Group as well as products from other financial institutions. This means we are not limited to recommending Macquarie Group products when advising you.

If you have any questions about our products or services or your adviser's level of accreditation, you can speak to your adviser. If you do not have an adviser, you can:

- call our Client Service Centre on 1800 789 789
- visit our website at macquarieprivatewealth.com.au
- write to us at Macquarie Private Wealth, PO Box 192, Australia Square NSW 1215.

Who we act for when providing you our financial services and financial products

We are responsible for the financial services described in this Guide and will generally be acting on your behalf when providing you with financial services. In certain circumstances, we or other members of the Macquarie Group may be acting on behalf of other parties.

Providing instructions to us

You can provide instructions to us by telephone, mail, email, fax or via our website. Please contact your adviser and alert them to your email, mail or fax if you are working within tight timeframes. There may be special instruction arrangements for some products and services. Any special instruction agreements are explained in the relevant PDS, terms and conditions or product offer document.

Telephone conversations with us may be recorded.

Payment we receive for the services we provide

We may charge fees for services and products we provide. Where we provide you with personal or general advice, information about fees, commissions and/or other benefits will be contained in the SoA or, where an SoA is not provided, will be disclosed to you verbally or in writing.

These fees may be charged in various ways, including:

- advice fees
- ongoing service fees
- asset-based fees
- administration fees
- brokerage on trades
- subscription or service fees
- other benefits that are paid with your consent.

If you invest in a product we recommend, we may receive benefits from the product issuer where permitted by law. These benefits may include portions of upfront fees, management fees (which includes transaction, ongoing and, if applicable, any borrowing costs). In addition, where you place funds in our trust account, we will retain any accrued interest.

What we may charge you

Advice fees

The fee for the preparation of advice will vary depending on your individual circumstances and an assessment of the complexity of the advice provided. This fee will be agreed with you prior to your adviser preparing the advice.

You may also be charged an ongoing advisory fee of between 0 per cent to 5 per cent of the ongoing value of your investments, or your adviser may charge an annual fee (which will be agreed with you upfront).

Where you have borrowed to fund your investments, we may charge you a flat fee. The applicable advice fees will be disclosed to you by your adviser.

Brokerage and other service fees

Brokerage will apply to any trading in financial products that you conduct with us. The schedule of standard fees and charges related to our brokerage services are shown below. In addition to brokerage fees, we may also charge other fees including (but not limited to) exchange and clearing fees, interest and other administrative fees. Further details of brokerage fees are set out in our account opening forms, terms and conditions, product disclosure statements and/or the relevant product offer document.

| Product/Service | Type of fee | Fee details |
|--|--|--|
| Australian exchange traded securities, options and funds | Equities, fixed interest and exchange traded funds (ETF) brokerage fee | Minimum* of \$137.50 and a maximum of 2.75% of the traded value |
| | Options brokerage fee | Minimum* of \$137.50 and a maximum of 2% of the traded value *In certain circumstances, we may decide to charge a lower brokerage fee than the normal rate. Where applicable, your adviser will disclose to you the brokerage fee which applies to you. |
| International exchange traded securities, options and funds | Equities, fixed interest and ETF brokerage fee | Minimum of \$US165 or local currency equivalent and a maximum of 5% of principal transacted |
| | US options brokerage fee | Minimum of \$US165 plus \$US0.50 per contract and a maximum of 5% of principal transacted, plus up to \$US4 per contract |
| | Annual account keeping fee | \$US120 per annum per account |
| Futures | Brokerage fee on Australian exchange | Minimum of \$A0.22 and a maximum of \$A110 per contract traded* |
| | Brokerage fee on foreign exchanges | Minimum of \$US0.22 and a maximum of \$US110 per contract traded* *Excluding exchange fees and any online trading platform fees if accessing futures online. |
| Margin foreign exchange | Brokerage fee | Minimum of 0.0002% to a maximum of 0.002% on either side of Macquarie's interbank rate |
| Unlisted securities and unlisted funds | Brokerage/Transaction fee | Where you trade unlisted products, you will be charged a fee agreed with your adviser |

What monetary benefits are paid to us by product issuers and others?

When we advise you about products offered by another member of the Macquarie Group or external product issuers and you acquire that product, we may, subject to law, receive various monetary benefits as summarised below.

| Type of product or service | Frequency of monetary benefit paid to us | Monetary benefit we may receive* |
|---|--|--|
| Portfolio management services | Upfront Ongoing Ad hoc Ongoing | As agreed between you and your adviser 0% to 5.5% per annum As agreed between you and your adviser We may also charge you a minimum monthly fee which will be disclosed in the relevant PDS or other offer document |
| Personal risk insurance products | Upfront Ongoing | 0% to 130% of the first year's premium 0% to 40% (per annum) of the ongoing annual premium |
| Investment products | Upfront One-off Ongoing | 0% to 12% of the upfront amount held with the product issuer 0% to 5% of the value transacted 0% to 6% (per annum) of your ongoing investment position |
| Margin lending products | Ongoing | 0% to 1% per annum of your loan balance with the margin lender |
| Foreign exchange | One-off | Up to 30% of the fee charged by the foreign exchange service provider |
| Trade execution platforms | Ongoing One-off One-off | 0% to 1% of your loan or cash balance with the platform 0% to 1.9% of the amount transacted through the platform For administration of international securities, we may receive up to 50% of the fee charged by the international securities platform provider |
| Capital raisings | Upfront | A fixed fee and/or 0% to 10% of the total value of the securities distributed by us, paid by or on behalf of, the issuer of the securities |

* All noted fees are GST inclusive unless otherwise specified.

What other remuneration or benefits may be received by Macquarie?

Macquarie staff

Unless otherwise indicated, your adviser may also be entitled to receive up to 56 per cent of all fees we charge you and commissions we receive from product issuers. The applicable advice fees will be disclosed in the statement of advice provided to you by your adviser. Examples are listed below:

| | |
|---|--|
| Fee for service for advice | On the provision of an SoA, your adviser may agree a fee of \$5,000 (excluding GST). We will receive \$5,000, of which your adviser may receive up to \$2,800. |
| Broking fees example for an Australian equity trade | On a transaction charged at \$125 (excluding GST), we will receive \$125, of which your adviser may receive up to \$70. |
| Commission example for a typical personal risk insurance product | For a first year premium of \$1,000 (excluding GST) with an upfront commission of 130 per cent, we will receive \$1,300, of which your adviser may receive up to \$728. Where an ongoing trail commission is received, we will receive a percentage of the premium paid for the duration that the policy is in force. For example, if the trail commission rate is 18 per cent and the premium in year 2 is \$1,000 (excluding GST), we will receive \$180, of which your adviser may receive up to \$101. |

Our employees and directors receive salaries, bonuses, commission and other benefits from us. Your adviser will set out the remuneration and commissions they receive in the SoA given to you when providing personal advice.

Any alternative form of remuneration, such as gifts, are recorded by MEL on a Register which outlines all alternative forms of remuneration received by MEL representatives. The Register is publicly available upon request.

Other Macquarie Group entities and associates

Other Macquarie Group entities and associates may, subject to law, receive remuneration, commission and other benefits from you, which are attributable to, or in respect of, financial services provided by us. For example, when you acquire a financial product from a Macquarie Group entity in connection with our advice, the Macquarie Group entity may receive fees, brokerage and/or commissions in relation to your investment in that product. In addition, where the Macquarie Group entity is a product issuer, a financial service provider or a platform provider, it may charge various upfront and/or ongoing fees, including contribution fees, withdrawal fees, management fees and administration fees. Please refer to the relevant Macquarie Group entity's financial services guide, product disclosure statement or other disclosure document for further explanation of these fees or contact your adviser.

Associations and relationships

Members of the Macquarie Group (including MEL) or their associates, officers or employees (Macquarie Members) may have interests in particular financial products by acting in various roles including as investment banker, underwriter or dealer, holder of principal positions, broker, lender or adviser in respect of that financial product. In addition, Macquarie Members may buy or sell the financial products as principal or agent and as such may affect transactions which are not consistent with recommendations provided to you by us.

Remuneration or benefits paid to those who refer clients to us

If you have been referred to us by someone else, we may pay them a fee or commission in relation to that referral, where the law allows. Additionally, we may receive payments for referring you to other professionals, where the law allows.

Compensation arrangements

Macquarie Group Limited, on behalf of MEL, has a professional indemnity insurance policy in place which satisfies the regulatory requirements for compensation arrangements under section 912B of the Corporations Act. Subject to the terms and conditions, the policy provides cover for civil liability resulting from third party claims concerning the professional services provided by MEL and its employees and representatives.

This insurance arrangement continues to provide coverage for past employees and representatives in respect of professional services performed whilst engaged by MEL.

Personal information

At Macquarie, the privacy of your personal information is important to us. Any personal information collected will be handled in accordance with our Privacy Policy.

To provide you with our services, we maintain a record of the information you provide to us, including your personal profile, and details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

Our Privacy Policy details how we comply with the requirements of the Privacy Act in the handling of your personal information. A copy of that policy can be obtained by visiting the Macquarie website at macquarie.com.au.

If you would like a copy of the information we hold, please contact your adviser. We may charge you a nominal cost for accessing and/or photocopying personal information that you request.

Making a complaint

Macquarie is committed to providing a high standard of client service and to maintaining our reputation for honesty and integrity. If our level of service or quality of products has failed to meet your expectations, we would like you to tell us about your concerns. Macquarie's complaint handling process is designed to ensure that your concerns are dealt with appropriately and that your complaint is addressed promptly and fairly. Your complaint may be lodged either verbally or in writing and will be dealt with in strict confidence.

If you are a retail client and have a complaint about the service provided to you, please contact:

- your adviser and discuss your concerns
- our Client Service Centre on 1800 789 789
- the Complaints Manager, Macquarie Private Wealth, PO Box 192, Australia Square NSW 1215.

If you are not satisfied with how your complaint is handled, you may direct your concerns to:

Financial Ombudsman Service (FOS)
GPO Box 3, Melbourne VIC 3001

Tel 1300 780 808
Fax (03) 9613 6399

Website fos.org.au
Email info@fos.org.au

Information about Macquarie Equities Limited

MEL is part of the Macquarie Group and as such is associated with other Macquarie Group companies that issue financial products. Should an investment recommendation be required, we may recommend that you invest in a Macquarie issued or branded product.

The Macquarie companies that MEL is associated with include Macquarie Private Portfolio Management Limited ABN 26 089 987 388, Macquarie Investment Management Limited ABN 66 002 867 003, Macquarie Bank Limited ABN 46 008 583 542, Macquarie Life Limited ABN 56 003 963 773, Macquarie Securities Australia Limited ABN 58 002 832 126, Macquarie Financial Products Management Limited ABN 38 095 135 694, Macquarie Mortgages Pty Limited ABN 23 057 760 175, Macquarie Direct Property Management Limited ABN 56 073 623 784 and Risk Advice Specialists ABN 27 153 718 079.

MEL is a participant of ASX Limited, Australian Clearing House Pty Limited and ASX Settlement and Transfer Corporation Pty Limited.

For more information about Macquarie Private Wealth call us on 1800 789 789, visit macquarieprivatewealth.com.au or email macquarieprivatewealth@macquarie.com

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Macquarie Private Wealth's services are provided by Macquarie Equities Limited (MEL), ABN 41 002 574 923, participant of Australian Securities Exchange Group, Australian financial services licence number 237504. MEL is not an authorised deposit-taking institution for the purposes of the Banking Act (Cth) 1959, and MEL's obligations do not represent deposits or other liabilities of Macquarie Bank Limited ABN 46 008 583 542 (MBL). MBL does not guarantee or otherwise provide assurance in respect of the obligations of MEL.

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