



Professional  
Investment Services  
getting you from **a** to **b**

## Financial Services Guide

Professional Investment Services Pty Ltd  
ABN 11 074 608 558

Australian Financial Services Licence Number 234951

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## Financial Services Guide

An important task, at the start of our relationship, is to let you know from the outset that you have the right to ask us about our charges, the type of advice we will give you, and what you can do if you have a complaint about our services.

This Financial Services Guide (“FSG”) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contacted, what financial services we are authorised to provide to you, the remuneration and other benefits received by Professional Investment Services Pty Ltd, (PIS), as Licensee, the adviser and any other relevant parties, details of any potential conflict of interest, details of our internal and external dispute resolution procedures and how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described herein.

You should also be aware that you are entitled to receive a Statement of Advice (SoA) whenever we provide you with any advice which takes into account your financial objectives, financial circumstances, needs and requirements. The SoA will contain the advice, the basis on which it is given and information about fees, commissions and associations that may have influenced the provision of the advice.

In the event we make a recommendation to you to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product on your behalf, we must also provide you with a Product Disclosure Statement containing information about the particular product that will enable you to make an informed decision in relation to the acquisition of that product. You may have a statutory fourteen (14) day cooling-off period for the return of certain financial products and you should refer to the Product Disclosure Statement for details, if applicable, relating to any cooling-off period.

The distribution of the FSG to you by your adviser has been authorised by Professional Investment Services Pty Ltd (PIS). Your adviser is an authorised representative of PIS.

Key information is set out in answer to the following questions:

## 1. BEFORE YOU GET OUR ADVICE

### YOUR QUESTIONS

Who will be providing the financial service to me?

What Financial Services are Professional Investment Services authorised to provide me?

Who does my adviser act for when he/she provides financial services to me?

How will I pay for the service and do you receive remuneration, commission, fees or other benefits when providing the financial services to me? How is that remuneration calculated?

### OUR ANSWERS

Your adviser will undertake the provision of the financial service to you. Please refer to the Supplementary Financial Services Guide (SFSG) included in this FSG for details about your adviser. Your adviser is an authorised representative of Professional Investment Services (PIS) and PIS is the holder of an Australian Financial Services Licence (Licence Number 234951).

PIS offers the following services:

- |                               |  |
|-------------------------------|--|
| - Financial Planning Services | - Wealth Creation                      |
| - Estate Planning             | - Mortgage Elimination                 |
| - Banking Services            | - Share Trading Facilities             |
| - Superannuation              | - Tax Planning Strategies              |
| - Insurance Services          | - Loan Facilities } These services are |
| - Retirement Planning         | - Leasing } provided through           |
| - Salary Packaging            | - Finance } associated entities.       |

Your adviser is authorised by PIS to provide you with the types of product advice detailed in the SFSG. In most cases personal advice will be provided, however if you do not require personal advice, general advice is also available.

Your adviser will be acting for you on behalf of PIS as its Authorised Representative, thus, PIS is therefore responsible to you for any financial advisory services that your adviser provides.

PIS is a principal member of the Financial Planning Association of Australia Limited.

#### UPFRONT COMMISSIONS/FEES

The cost of our service to you will depend upon the nature of the service provided. We (PIS) may receive commission and/or marketing support, in which case the payment will be made to PIS by the fund manager/life company you invest/contract with. Generally, the commission will be based on the amount you invest or purchase, and may vary from product to product. Full details are contained in the Product Disclosure Statement and/or Statement of Advice available from your adviser. Fees/commissions are paid to PIS by the fund manager/life company you invest/contract with. They are paid at the time you invest/contract and in most cases during the life of your investment/contract.

Alternatively, your adviser may charge a fee payable by you based on either the time he/she spends developing your SoA or the value of funds invested. If you choose to pay a fee, your adviser may rebate to you part or all of the commission PIS would otherwise receive. Your Adviser will invoice you for the relevant fee when you receive your SoA.

Note: All fee for service cheques must be made payable to PIS.

#### ONGOING FEES (TRAILS)

Ongoing management fees are payable as agreed with your adviser. PIS may receive an ongoing, or what is called a trailing commission, which may form part of the fund manager's management fee and in most cases, is not an extra charge to you. Refer to Statement of Advice and/or Product Disclosure Statement for details. In the case of insurance, renewal commission may be paid by the relevant life company. Your adviser will provide full details in your SoA.

Should you be referred to the adviser by a third party, (for example, an accountant), the third party will in most cases receive a fee for the referral. You will receive more detailed information concerning any referral fee or commission from the person who referred you to your adviser.

Do any relationships exist which might influence you in providing me with financial services?

Professional Investment Holdings Ltd, the holding company of PIS has a shareholding in Mentor Investment Services Ltd (MIS) and MIS will receive management fees from your investment in the Mentor based products. Also, dependant upon the volume of funds the Adviser may have under management in Mentor based products, your adviser may become eligible to receive an enhanced level of remuneration that will be set out in the Statement of Advice (if applicable).

Professional Investment Holdings Ltd has a shareholding in Ventura Investment Management Ltd (VIML) and VIML will receive management fees from your investment into the fund. Also, dependent upon the volume of funds the Adviser may have under management in Ventura based products, your adviser may become eligible to receive a financial benefit and/or shareholding in VIML as a result of your investment into the Ventura Investment Program.

Professional Investment Holdings Ltd. has a 100% holding in Discovery Investment Services Corporation Ltd and Investment Diversity Ltd.

Professional Investment Holdings Ltd has an 80% holding in ARC Funds Management.

Professional Investment Holdings Ltd also receives a financial benefit from the Australian Master Superannuation Fund and Retirement Income Account.

Professional Investment Services Pty Ltd receives a percentage of premiums from the Professional Protection Plan and may receive a share of the profit.

Aviva Australia Holdings Limited and Aviva Marketing Services Pty Limited ABN 48 060 534 947 (AMS) has a 25.35% holding in Professional Investment Holdings Ltd.

Professional Investment Services Pty Ltd may receive various marketing allowances on some products up to five percent and/or conference sponsorships from various product providers up to sixteen thousand dollars. This list of Strategic Alliance Partners is current as at February 2006.

- Advance Funds Management Ltd
- Asteron Life Limited
- Australian Skandia Limited
- Aviva Limited
- Barossa Vines Limited
- Brooklyn Park Olives Groves Ltd
- BT Financial Group
- Challenger Financial Services Group
- Colonial First State Investment Limited
- Colonial Margin Lending
- Commonwealth Bank of Australia
- Forest Enterprises Pty Ltd
- Great Southern Securities Pty Ltd
- Gunns Plantations Limited
- ING Group
- Invesco Australia Limited
- LM Investments Ltd
- Macquarie Investment Management Ltd
- Perpetual Investment Management Ltd
- SAITeysMcMahan Securities Pty Ltd
- Sealcorp Holdings Limited
- St George Margin Lending
- Timbercorp Agribusiness Investment Managers

Please note, dependent upon the volume of business transacted, your adviser may become eligible to purchase a shareholding in Professional Investment Holdings Ltd. Please refer to the adviser's SFSG for details, if applicable.

Your adviser may receive benefits in relation to a financial product or from a product issuer. Please refer to the Adviser's SFSG and SoA for details, if applicable.

Your adviser and PIS maintains an Alternative Remuneration Register (soft dollar) that contains information about any alternative forms of payment or benefits that may be received. If you wish to inspect the Register or ask any questions about this, please ask your adviser.

## 2. WHEN YOU GET OUR ADVICE

### YOUR QUESTIONS

Will I be given advice that is suitable to my needs and financial circumstances?

What should I know about any risks of the financial products or strategies you recommend to me?

What information do you maintain in my file and can I examine my file?

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?

If you provide further advice what documentation will be provided to me?

### OUR ANSWERS

Yes. But to do so your adviser will need to ascertain your individual financial objectives, financial circumstances, needs and requirements before he/she recommends any financial products or services to you.

You have the right not to divulge this information to us if you do not wish to do so. In that case, your adviser is required to warn you about the possible consequences of not providing your full personal information. You should take notice of these warnings.

Your adviser will explain to you any significant risks of financial products and strategies that are recommended to you. If you feel that you need further clarification, please ask your adviser.

Your adviser maintains a record of your personal profile, which includes details of your financial objectives, financial circumstances, needs and requirements. He/she also maintains records of any recommendations made to you in the course of taking instructions from you as well as in any Statement of Advice he/she may provide to you. PIS is committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. Please refer to the privacy policy at the end of this FSG.

If you wish to examine your file, you should contact your adviser and he/she will make arrangements for you to do so.

Yes. You may specify how you would like to give instructions. For example by telephone, fax, email or other means.

If your adviser provides you with further advice with respect to financial products you may request from him/her a record of the advice given (if you have not previously been provided with such a record). The request may be verbal or in writing and it should be made within thirty (30) days of the advice being given.

## 3. IF YOU HAVE ANY COMPLAINTS

### YOUR QUESTIONS

Who can I complain to if I have a complaint about the provision of the financial services to me?

### OUR ANSWERS

If you have a complaint about the service provided to you, you should take the following steps:

1. Contact your adviser and tell your adviser about your complaint.
2. If your complaint is not satisfactorily addressed within three (3) days, please contact the Compliance Manager, Professional Investment Services Pty Ltd, Level 14 Corporate Centre One, Cnr Bundall Road & Slatyer Avenue, Bundall, Queensland 4217 or phone (07) 5574 0244, or put your complaint in writing and send it to PIS at the above address. We will try to resolve your complaint quickly and fairly.
3. If the complaint cannot be resolved to your satisfaction, you have the right to present your complaint to the Financial Industry Complaints Service, (FICS). FICS can be contacted on 1300 780 808. This service is provided to you free of charge. PIS is a member of FICS.

The Australian Securities and Investments Commission (ASIC) also has a freecall Infoline on 1300 300 630 which you may use to obtain information about your rights.

## PRIVACY POLICY

### OUR COMMITMENT

At the Professional Investment Holdings Group of Companies (the "Group") we recognise that your privacy is important. The Group includes all our financial planning, insurance, broking, finance, accounting, technological, superannuation and fund management affiliates.

We are bound by, and committed to supporting, the National Privacy Principles (NPP) set out in the Privacy Amendment (Private Sector) Act 2001. The information set out below is largely a summary of our obligations under the NPP.

### COLLECTION

Our main purposes for collecting personal information are to facilitate financial planning, financial products or services, insurance policies or related services, and to update our records. At or before the time we collect personal information from you we will take reasonable steps to inform you why we are collecting that personal information, who else we might disclose that personal information to and what may happen if you do not provide personal information to us.

### USE AND DISCLOSURE

We are subject to certain legislative and regulatory requirements that necessitate us obtaining and holding detailed information that personally identifies you and/or contains information or an opinion about you. In addition, our ability to provide you with a comprehensive financial planning and advisory service is dependent on us obtaining certain personal information about you, including:

- employment details and employment history;
- details of your financial needs and objectives
- details of your investment preferences and aversion or tolerance to risk;
- details of your current financial circumstances, including your assets and liabilities (both actual and potential), income, expenditure, etc.
- information about your employment history, employment circumstances, family structure, commitments and social security eligibility;
- any other relevant information including medical history and/or reports required for the purposes of risk insurance.

As we operate throughout the world, some of these uses and disclosures may occur outside Australia.

The Group may use the personal information collected from you for the purpose of providing you with direct marketing material such as articles that may be of interest to you. You may, by contacting us by any of the methods detailed in this policy statement, request not to receive such information and we will give effect to that request. Please allow two weeks for your request to be actioned.

### DATA QUALITY

Pursuant to the Corporations Act, and Rules of Professional Conduct of the Financial Planning Association of Australia, we are required to collect sufficient information to ensure appropriate advice can be given in respect of recommendations made to our clients. If you elect not to provide us with the personal information you may be exposed to higher risks in respect of the recommendations made to you and this may affect the adequacy or appropriateness of advice given to you.

### DATA SECURITY

We take reasonable steps to protect the information we retain from misuse, loss and from unauthorised access, modification or disclosure. We will not retain any of your information for any longer than it is required by us, except to satisfy legal requirements. We will destroy or de-identify your personal information when it is no longer required.

### OPENNESS

We may use and disclose personal information for the purposes for which it was provided or secondary purposes in circumstances where you would reasonably expect such use or disclosure.

We may disclose personal information to third parties or external contractors carrying out functions and duties for and on behalf of the Group. It is a condition of our agreement with each of our external contractors that they adhere to this privacy policy.

The information we collect from you may also be disclosed to third parties if the disclosure is required by or permitted by law, or pursuant to the Rules of Professional Conduct of the Financial Planning Association of Australia.

In the event that we propose to sell our business we may disclose your personal information to potential purchasers for the purpose of them conducting due diligence investigations. Any such disclosure will be made in confidence and it will be a condition of that disclosure that no personal information will be used or disclosed by them. In the event that a sale of our business is effected, we may transfer your personal information to the purchaser of the business. As a client you will be advised of any such transfer.

### ACCESS AND CORRECTION

You may access the personal information we retain and request corrections. This right of access is subject to some exceptions allowed by law.

We will not provide you access to personal information which would reveal any confidential formulae or the detail of any in-house evaluative decision making process, but may instead provide you with the result of the formulae or process or an explanation of that result.

The Group reserves the right to charge a fee for searching for and providing access to your personal information. In the event we refuse you access to your personal information, we will provide you with an explanation for that refusal.

We will endeavour to ensure that at all times the personal information about you that we hold is up to date and accurate. The accuracy of the personal information is dependent to a large degree on the information you provide and you should advise us if there are any errors in your personal information.

### IDENTIFIERS

In some circumstances we are required to collect government identifiers, for example, your Tax File Number. We will not use or disclose this information other than when required to do so by law or, when consented to by you.

### ANONYMITY

You may deal with us anonymously where it is lawful, practicable and reasonable to do so.

### SENSITIVE INFORMATION

Without your consent, for example where information is provided by you for insurance and or risk purposes, we will not collect sensitive information about you. Exceptions to this include where the information is required by law, or for the establishment, exercise or defence of a legal claim.

### PRIVACY COMPLAINTS

If you wish to complain about any breach or potential breach of this privacy policy or the National Privacy Principles, you should contact us by any of the methods contained in this policy statement and request that your complaint be directed to the Complaints Manager. Your complaint will be considered within seven days and responded to accordingly. It is our intention to use our best endeavours to resolve any complaint to your satisfaction, however, if you are unhappy with our response, you are entitled to contact the Office of the Privacy Commissioner who may investigate your complaint further.