INTRODUCTION

This Financial Services Guide is designed to assist you in deciding whether to use any of the services offered by Australia and New Zealand Banking Group Limited AFSL 234527 (ANZ) through ANZ Private. It provides you with an understanding of what to expect from your interactions with ANZ Private.

The ANZ Group includes a number of companies that provide financial services, insurance, superannuation and investment services.

FINANCIAL SERVICES GUIDE (FSG)

This guide contains information about:

• Services and products provided by ANZ Private and ANZ – it outlines the kinds of services and products ANZ is authorised to provide under its Australian Financial Services Licence as well as other services and products ANZ offers;

• Remuneration received by ANZ and other related persons – it outlines the remuneration ANZ, ANZ Private, ANZ staff and other related persons receive in connection with the financial services ANZ provides;

• ANZ’s Complaints Process – this describes how ANZ deals with any complaints you may have about its services or products as well as providing key contact details to communicate a complaint; and

• ANZ’s policy on the collection, use and disclosure of personal information – This describes how ANZ Private may collect, use or disclose some of your personal information in connection to the services it provides to you.

You will typically receive an FSG when ANZ provides you with financial product advice or sells you a financial product.

Some parts of the ANZ Group have their own FSG. You will typically receive their FSG when they provide you with financial product advice or sell you a financial product.

OTHER DOCUMENTS YOU MAY ALSO RECEIVE

You may also receive other documents when ANZ provides services or products to you.

Statement of Advice (SoA) – This is a record of personal advice you receive as well as the information on which that advice was based.

You will receive a SoA when a representative of ANZ Private provides personal financial product advice to you.

You will not receive a SoA where the advice was provided during a telephone instruction given by you to ANZ to deal in a product listed on a market or where the product in question is a basic deposit product, a non-cash payment facility, or a general insurance product.

Similarly, a SoA is not generally provided where ANZ Private is requested to provide further advice to you but the scope of advice and your personal circumstances have not changed significantly. In these circumstances a Record of Advice may be provided to you.

You will also not receive a SoA when you are provided with general advice about a product or service. Where this is the case you will receive a general advice acknowledgement.

Fee Disclosure Statement – Where you have entered into an ongoing fee arrangement to receive ongoing personal advice from ANZ Private, you will receive an annual written statement outlining the services you were entitled to receive, the services you received and the fees you have paid for those services for the previous 12 months under your ongoing fee arrangement.

Product Disclosure Statement (PDS) – This contains general information about the product including:

• The terms and conditions for the product;

• Any significant risks associated with holding the product;

• Information about the cost of the product; and

• Details of fees and charges the product provider receives for issuing the product.

You may receive a PDS when ANZ Private issues you with a product, offers to issue a product to you, or recommends a product to you as part of personal advice.

CONTACTING US

You can contact and find out more about ANZ in the following ways:

By Mail:
Australia and New Zealand Banking Group Limited
ABN 11 005 357 522
ANZ PO Box 537E
MELBOURNE VIC 3001

Telephone: 13 13 14
TTY: 1300 366 255
Internet: anz.com
PRODUCTS ANZ PRIVATE IS LICENSED TO PROVIDE

ANZ holds an Australian Financial Services Licence (AFSL). Under this licence, ANZ Private deals in and provides advice and services in relation to the following products:

Banking
• Basic deposit products
• Term deposits
• Electronic Banking facilities such as Automated Teller Machines (ATMs)

Phone and Internet Banking
• Non-cash payment facilities such as direct debits and cheque facilities

Insurance
• Life and general insurance products

International
• Foreign currency accounts and foreign exchange contracts

Investments
• Capital markets investment products
• Custodial arrangements
• Debentures
• Derivatives
• Managed funds
• Market making for debt securities, derivatives and foreign exchange
• Underwriting securities and interests in managed investment schemes
• Securities

Investment Schemes
• Miscellaneous financial investment products

Superannuation
• Employer-sponsored
• Personal superannuation
• Self-managed

Investment Lending
• Protected equity products
• Margin Lending

Miscellaneous Financial Risk Products, Bank Drafts and Bank Cheques, Domestic and International Telegraphic Transfers

SERVICES AVAILABLE TO YOU AT ANZ PRIVATE

ANZ Private can offer you the following financial services and products:

Banking
• Commercial bill finance
• Leasing and asset based finance
• Loans, overdrafts and guarantees
• Multi currency accounts
• Property Finance

Investment Services
• Capital markets investment products
• Managed funds (superannuation and non-superannuation)
• Foreign currency facilities
• Initial public offerings (IPOs)
• Structured products

Advice Solutions
Personal financial planning including:
• Advice on debt structuring
• Superannuation and retirement planning
• Portfolio construction and investment selection
• Investment gearing
• Estate planning and inter-generational wealth transfer
• Personal Risk insurance
• Equity derivatives advice

Your representative of ANZ Private may advise on some or all of the financial products and services listed above. Where your representative of ANZ Private is not accredited to provide advice for a specific service or product, then he or she will refer you to another representative of ANZ Private who can provide advice relating to those specific services and products.

If your representative of ANZ Private’s advice is restricted to a range of products or general advice only, he or she will disclose that to you.

General advice is advice that does not take into consideration your personal circumstances, needs and objectives and may be limited to product features only.

Representatives of ANZ Private only advise and deal in products and services approved by ANZ Private. They will not be able to advise you on products if ANZ Private has not approved them.

As paid employees of ANZ, ANZ representatives are not independent, impartial or unbiased. They may distribute or advise on products issued or distributed by ANZ, and ANZ may receive remuneration for this. Please refer to your advice document where specific information relating to the points above are disclosed.
Services and products available by referral from ANZ Private
The following services are offered by referral to an ANZ Private business partner:
• Direct Equities advice
• Estate planning
• Taxation planning
• Superannuation and investment administration
ANZ Private may receive benefits for referring a customer to a business partner. These benefits may take the form of a referral fee, shared commissions or non-monetary benefits from the service/product provider.

ANZ PRIVATE MAY OFFER PRODUCTS AND SERVICES OF OTHER ISSUERS
Not all products offered by ANZ Private are issued by ANZ. ANZ Private generally acts on its own behalf when providing financial services that relate to the following products:
• Life and General Insurance
• Investment, superannuation and retirement products
• Travellers’ cheques
• Miscellaneous financial risk products
• Exchange Traded Options
If you need to know the name of the issuer of a product that ANZ Private offers you, please refer to the Product Disclosure Statement or Statement of Advice (if you receive either of these) or ask your representative of ANZ Private. ANZ provides all other services and products on its own behalf.

ARRANGEMENTS WITH EXTERNAL SERVICE PROVIDERS
ANZ may from time to time engage a third party to provide financial services on its behalf. Where that third party does not hold its own AFSL, it will provide the financial services as ANZ’s ‘authorised representative’. Authorised representatives can be either individuals or bodies corporate. ANZ may authorise a company or an individual to act as ANZ’s authorised representative in respect of the financial services they provide.

For example, ANZ may authorise an external call centre and its staff to provide financial product advice or authorise external contractors to work in ANZ branches or call centres on a temporary basis. ANZ is responsible for the conduct of these authorised representatives when they act on behalf of ANZ.

BENEFITS ANZ PRIVATE MAY RECEIVE
Fees and charges
ANZ Private may charge fees or receive commissions for financial services and products it provides to you. Details of the fees or commissions ANZ Private receives for issuing products will be contained within the Product Disclosure Statement for those products.

Other Benefits
In general, ANZ Private may receive benefits (including from other ANZ Group members) related to the following:

Insurance policies or referrals
ANZ Private may receive commissions or other benefits from insurers for selling their insurance policies or successfully referring a customer to the insurer. These payments may take various forms including, a proportion of the first and/or subsequent years’ premium payments.

Commission payments from insurers are generally received by ANZ on a monthly, quarterly or half-yearly basis.

Investment and superannuation products
In certain limited circumstances ANZ Private may also receive commission payments for selling investment and superannuation products, which can be made up of:
• a percentage of the amount initially invested; or
• a percentage of the ongoing value of the investment.

Commission payments made by superannuation or investment companies are generally received by ANZ on a monthly, quarterly or half-yearly basis.

Securities, derivatives, foreign exchange products and warrants over managed investment schemes
ANZ may:
• buy and sell securities and warrants over managed investment schemes;
• issue derivatives, foreign exchange products or warrants over interests in managed investment schemes; and
• underwrite the issue of securities or interests in managed investment schemes.

When ANZ provides financial services in respect of the above products, ANZ may benefit by receiving either of the following:
• a margin representing the amount above which ANZ sourced or funded the product; or
• a percentage of the value of the first instalment of the product plus an annual percentage of the value of the final instalment of the product.

This may be paid quarterly, or on the issue and sale of various products.

ANZ may arrange for the provision of execution, clearing and settlement services by third party brokers in relation to financial products trading through licensed financial markets. When ANZ provides these financial services, ANZ may benefit by receiving a proportion of the brokerage revenue and other fees associated with the service from the broker. Payment from the broker is generally received by ANZ on a monthly basis. However, this payment may also be made annually in arrears.
Travellers' cheques
ANZ may receive a commission of the face value of any travellers' cheque it sells to you. This percentage will depend on the currency of the travellers' cheque and the foreign currency amount issued. The commission is received by ANZ on a quarterly basis.

ANZ may also receive a lump sum payment at the end of a year. The amount of the payment and whether ANZ receives the payment depends on the total face value of travellers' cheques sold by ANZ in that year.

Miscellaneous financial risk products
ANZ may receive a commission for selling miscellaneous financial risk products. Commission payments are generally received by ANZ on a monthly, quarterly or half yearly basis.

You may request particulars of any remuneration, commission or benefits payable to ANZ in respect of a particular product or service.

The amount paid to ANZ from third party product issuers or service providers will vary from time to time.

All benefits to ANZ form part of ANZ's overall earnings.

Personal Advice
ANZ Private may charge fees and/or receive commissions for financial services and products provided to you. Where personal advice is provided, details of the fees and/or commissions received will be contained in a Statement of Advice or the Product Disclosure Statement for those products.

Where you engage ANZ Private for strategy development a fee may be charged. The calculation of this fee is based upon the complexity of the individual’s needs and reflects the time it takes to conduct a detailed financial evaluation and develop any strategic advice.

An ongoing service fee may be charged if you agree to receive ongoing Advisory services from ANZ Private. This fee may be charged directly to you or deducted from your financial product you have already acquired. A fee will be agreed between you and ANZ Private and will depend on the level of ongoing service provided.

On average, the fees charged for both strategy development and ongoing service may range between $6,000 per annum and $20,000 per annum (incl. GST) and is dependent on the complexity of your situation and your ongoing service requirements.

Dividends
ANZ may also receive dividends from its ownership of ANZ Wealth Australia Limited ABN 60 000 000 779.

REMUNERATION OR OTHER BENEFITS RECEIVED BY REPRESENTATIVES OF ANZ PRIVATE
All representatives of ANZ Private receive a salary and do not directly receive any upfront or ongoing (trail) commissions.

Any additional monetary and non-monetary benefits, which may include shares, are discretionary and are based on an assessment of their alignment to ANZ Values and their achievement of business objectives at the end of each ANZ financial year (30 September).

These objectives include:
- Financial contributions (not applicable for Private Wealth Advisors);
- Relationship management, including client satisfaction;
- Practice management, including compliance and risk management; and
- Leadership and teamwork within ANZ, including professional development, coaching of less experienced staff and collaborative relationships.

Based on the balanced and discretionary approach to determining financial bonuses, it is not possible to determine whether your Representative will receive such monetary benefits or awards, or to quantify them. As a result of the methodology used, the monetary benefit cannot be accurately estimated.

If any fees, commissions or other benefits payable to ANZ or your representative of ANZ Private affect the return payable to you under a product, further details will also be contained in the Product Disclosure Statement for the relevant product.

Benefits for those who refer clients to ANZ Private
ANZ Private may pay external parties (including other ANZ Group members) who refer clients to ANZ Private a commission or other benefit. This could be made up of a single one-off payment or benefit or calculated as a percentage of the total amount of sales generated by their referrals.
ANZ’S BUSINESS INTERESTS AND ASSOCIATIONS

The ANZ Group, includes the following subsidiaries:

- ANZ Lenders Mortgage Insurance Pty Limited ABN 77 008 680 055;
- Esanda Finance Corporation Limited ABN 64 004 346 043;
- ANZ Share Investing Limited ABN 93 078 174 973 and its related bodies corporate; and
- ANZ Wealth Australia Limited ABN 60 000 000 779 and its related bodies corporate.

ANZ owns 25% of Bpay Pty Limited ABN 69 079 137 518.

ANZ may receive commission or other payments from insurers when it is involved in the distribution of insurance products. These payments are set out below.

QBE: ANZ receives a commission for distributing motor, home and landlord insurance products underwritten by QBE Insurance (Australia) Limited (ABN 78 003 191 035, AFSL 239 545) (QBE).

Commissions range from 11.5% to 22.5% of premium for both new and renewed insurance.

ANZ may also receive from QBE a percentage of total premiums received by customers towards product development and customer retention activities and may be entitled to a performance bonus of up to 2% of total premiums received in excess of any sales and retention targets.

ANZ also receives 20% of premiums for distributing consumer credit insurance underwritten by QBE.

Zurich: ANZ has entered into a long-term strategic alliance agreement with Zurich Financial Services Australia Limited (Zurich). Under this agreement, Zurich will design, make available and issue specified ANZ-branded mortgage protection insurance (a consumer credit product) and life insurance products to ANZ customers in Australia, and ANZ will make the products available through ANZ’s network.

Zurich will pay ANZ: commissions on the mortgage protection product of 20% of premiums plus an administration fee (payable per policy at inception); commissions on life insurance products, either in accordance with the prescribed caps and claw-back requirements or in accordance with the level commission requirement; grandfathered trail commissions on certain individual and group life products; and, commissions on group life cover taken out by employers for employees (following a referral by ANZ to Zurich) at an agreed rate.

A RECORD OF TELEPHONE ADVICE

Where you instruct ANZ to order or transfer a product which is traded on a stock market on your behalf over the telephone, and ANZ provides you with advice relating to that instruction, you may request a record of that advice, unless ANZ has already provided you with one.

You may request a copy of the Record of Telephone Advice relating to securities, derivatives or foreign exchange kept by ANZ. This request must be made within seven years of the provision of such advice and should be directed to your representative of ANZ Private.

PROVIDING INSTRUCTIONS TO ANZ

You can contact ANZ by using the contact details set out at the front of this guide. Some products and services may have their own rules around how to provide instructions or carry out certain transactions.

Please refer to the Product Disclosure Statement for your product for these details.

Your representative of ANZ Private cannot accept cash under any circumstances.

COMPENSATION ARRANGEMENTS

ANZ has professional indemnity insurance arrangements in place to meet its obligations as the holder of an AFSL. ANZ’s insurance arrangement cover claims relating to services and products it offers and the conduct of current and former staff (where ANZ is responsible for the conduct of the staff member at the time of the relevant conduct).

MAKING A COMPLAINT

If you have a complaint about any of our products or services, ANZ has established complaints resolution procedures set out below:

For the fastest possible resolution to your complaint:

- talk to your Representative of ANZ Private or
- call ANZ on 1800 805 154 or TTY 1300 366 255 or
- talk to staff at your local ANZ branch or business centre or
- email us at yourfeedback@anz.com

If you are not satisfied with the resolution offered, you can have your complaint reviewed free of charge, by:

- ANZ’s Customer Advocate; or
- the Australian Financial Complaints Authority, an external dispute resolution scheme.

ANZ’s Customer Advocate

ANZ’s Customer Advocate provides an impartial review to help you reach an outcome that is fair to both you and us.

- Phone: +61 3 8654 1000
- Mail: ANZ Customer Advocate
  833 Collins St, Docklands VIC 3008
- Email: customeradvocate@anz.com
Australian Financial Complaints Authority (AFCA)
The Australian Financial Complaints Authority (AFCA) is designed to offer fair, independent and accessible dispute resolution for consumers who are unable to resolve complaints directly with their financial services provider. In most cases you have two years to submit a complaint to AFCA after you have raised it with us and received a final outcome from us. Before AFCA investigates your complaint, they will generally give us an opportunity to resolve or respond to it.

- **Phone:** 1800 931 678
- **Mail:** Australian Financial Complaints Authority
  GPO Box 3, Melbourne VIC 3001
- **Email:** info@afca.org.au
- **Website:** www.afca.org.au

Australian Securities and Investments Commission
The Australian Securities and Investments Commission’s (ASIC) website contains information on complaining about companies and people and describes the types of complaints handled by ASIC.

To obtain further information contact the ASIC Info line:
- **Telephone:** 1300 300 630
- **Fax:** +61 3 5177 3999
- **Email:** infoline@asic.gov.au
- **Internet:** asic.gov.au

**IMPORTANT INFORMATION ABOUT PRIVACY**

Protecting your privacy and the confidentiality of your personal information is fundamental to the way ANZ does business. ANZ will collect and use information about you during the course of your relationship with ANZ.

**ANZ’s Privacy Policy**
(anz.com/privacy) contains information about:
- circumstances in which ANZ may collect personal information from other sources (including a third party);
- how to access personal information and seek correction of personal information; and
- how you can raise concerns that ANZ breached your privacy

If you would like a hard copy of this information, please contact your ANZ Private Representative or visit any ANZ branch for a copy of ANZ’s Privacy Policy.
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NEED MORE INFORMATION?

If you require any more information relating to ANZ’s Privacy Policy, please:

- Call 13 13 14
- Contact your ANZ Private Representative
- Visit your branch

Information about other products

As a valued customer, we wish to continue to provide you with promotional information by mail or telephone, about products and services of ANZ, its subsidiaries and corporate partners that may interest you. If you do not wish to receive this material, please:

- Call ANZ Investments Client Service Centre on 133 863
- Contact your ANZ Private Representative
- Visit your branch

This material provides general information current at the time of publication. This material does not take into account your personal needs, objectives and financial circumstances. Terms and Conditions, fees and charges apply to products and services listed. ANZ Private Wealth Managers are representatives of Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522, the holder of an Australian Financial Services Licence.