

Financial Services Guide

A guide to our relationship with you and others

The financial services referred to in this guide are offered by your Financial Adviser (Adviser) on behalf of Primestock Securities Ltd (Primestock).

This guide contains important information about:

- The services we offer you
- How we and our associates are paid
- Any potential conflict of interest we may have
- Our internal and external dispute resolution procedures and how you can access them

When we provide you with personal advice we will give you a Statement of Advice (SOA). To make sure that advice is appropriate to you we must make reasonable enquiries about your current financial situation and future needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice. On an ongoing basis, a Record of Advice (ROA) will be provided instead of an SOA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided. You have the right to request a copy of your ROA at any time.

In the SOA we will tell you about:

- Our fees and brokerage; and
- Any associations we have with financial product issuers or other parties which may have influenced the advice we give you.

If we recommend a particular financial product to you we will give you a Product Disclosure Statement (PDS). This will help you to make an informed decision about the financial product.

WHO IS MY ADVISER?

Details of your Adviser are contained in the attached adviser profile. The adviser profile forms part of this Financial Services Guide (FSG) and is to be read in conjunction with this document.

WHO IS RESPONSIBLE FOR THE FINANCIAL SERVICES PROVIDED?

Primestock is responsible for the financial services provided including the distribution of this FSG.

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DO YOU HAVE ANY RELATIONSHIPS OR ASSOCIATIONS WITH FINANCIAL PRODUCT ISSUER?

Primestock, a wholly owned subsidiary of Prime Development Ltd, is not owned by any financial institutions or investment product providers. Prime Development Ltd is wholly owned by Prime Financial Group Ltd (Prime), an ASX listed national diversified financial services and advisory group. As part of Prime's core activities which include financial advice, corporate advisory and finance, Prime has an investment in funds management businesses Armytage Private Ltd and Ceres Asset Management Pty Ltd, which develop unique investment products/services for the combined group's clients.

Our responsibility is exclusively to you, ensuring you receive the most appropriate strategic advice, service and product for your needs. Accordingly, investment opportunities are recommended based on detailed research, their investment merit and suitability to your particular needs and circumstances.

Primestock, in conjunction with BT Portfolio Services Limited (BTPS), offers the Investor Portfolio Service. Primestock's role is limited to the distribution of this facility. Remuneration received by Primestock is absorbed into the business to assist with administration costs.

WHAT KINDS OF FINANCIAL SERVICES ARE YOU AUTHORISED TO PROVIDE ME AND WHAT KINDS OF FINANCIAL PRODUCT/S DO THOSE SERVICES RELATE TO?

Primestock is authorised to carry on a financial services business to:

Provide financial product advice in the following classes of financial products:

- Basic and non-basic deposit products
- Derivatives, old law securities options contracts and warrants (advice only)
- Government debentures, stocks or bonds
- Interests in managed investment schemes, including IDPS
- Retirement savings accounts
- Life products
- Securities
- Superannuation

Deal in a financial product by:

- Issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:
 - Interests in managed investment schemes.
- Applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
 - Basic and non-basic deposit products
 - Government debentures, stocks or bonds
 - Interests in managed investment schemes, including IDPS
 - Retirement savings accounts
 - Life products
 - Securities
 - Superannuation

to retail and wholesale clients.

ADVISORY SERVICES OUTLINE

Our financial services are personalised to our clients needs. We can provide a total financial solution, or alternatively advice can be limited to a particular service or situation.

Financial Planning Advice

Wealth Creation, Accumulation & Consolidation

- Gearing & Lines of Credit
- Margin Lending
- Debt Management Strategies
- Savings Plans (inc. Education) & Cashflow Planning
- Superannuation Strategies
- Investment Advice
- Life Insurance

Retirement Planning Strategies

- Projections & Modelling based on retirement income needs
- Planning – 5, 10, 20 years from retirement
- Superannuation Strategies
- Pension Planning, inc. accumulation to pension phase
- Investment Advice
- Life Insurance

Investment Advice

- Portfolio Construction
- Managed Funds
- ASX Listed Shares & IPO's (Initial Public Offerings)
- Internationally Listed Shares (Direct)
- Individually Managed Accounts (IMA's)
- Property (ASX Listed & Unlisted Property Trusts)
- Fixed Interest (Bonds – Aust & Int)
- Cash (Deposit Funds & Cash Management Trusts)
- Alternative, Boutique & Unique Investments
- Tax Effective Investments

Wealth Protection & Life Insurance

- Income Protection
- Term Life Insurance
- Total & Permanent Disablement & Trauma Cover
- Business Expenses
- Key Man Insurance
- Group Insurance

Estate Planning

- Developing a strategy & plan for the transfer & protection of assets
- Review of existing Structures & Wills
- Advice on potential Structures
- Control of Assets (both now & in future)
- Powers of Attorney & Guardianship
- Life Insurance & Superannuation
- Asset Protection
- Co-ordination of overall process, inc. Lawyers

Business Succession Planning

- Developing a strategy & plan for owners for the eventual divestment &/or transfer of the business
- Advice on transfer to family members, management buy out, trade sale or IPO
- Buy-sell Agreements
- Asset Protection
- Risk Management & Life Insurance
- Review of current Guarantees

Asset Protection

- Personal & Corporate Risk Management Strategies
- Developing a Plan, Strategy & Structure to Protect Wealth
- This complex area is intertwined with estate & succession planning

Self Managed Superannuation Fund (SMSF) & Superannuation Advice

SMSF

- Binding Death Benefit Nomination
- Investment Strategy
- Investment Strategy Review
- Trust Deed Review
- Establishment of SMSF
- Investment Advice
- Strategic Planning Advice
- Pension Planning, inc. accumulation to pension phase
- Reasonable Benefit Limit (RBL) Management & Advice

Personal

- Investment Advice
- Strategic Planning Advice
- Superannuation Consolidation & Rollovers
- Lost Superannuation Retrieval
- Structuring of Insurance through Superannuation
- Pension Planning, inc. accumulation to pension phase

Corporate

- Set-up of Default Funds
- Insurance for Members

Finance

- Residential Home Loans
- Commercial
- Construction
- Trade Finance (debtor finance, overdrafts & letters of credit)
- Vehicle & Equipment Leasing
- Foreign Exchange
- Business Loans
- Banking Solutions

WHAT INFORMATION SHOULD I PROVIDE TO RECEIVE PERSONALISED ADVICE?

You need to provide us with a list of your personal goals & objectives, details of your current financial situation and any relevant personal information, so that we can offer you the most appropriate advice possible. You have the right not to disclose your total situation, if you do not wish to. However, if you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation. You should read the warnings contained in the SOA carefully before making any decision relating to a financial product/s.

HOW CAN I GIVE YOU INSTRUCTIONS ABOUT MY FINANCIAL PRODUCT/S?

You may tell us how you would like to give us instructions in relation to implementing our recommendations or your own specific transaction. For example by phone, fax or other means such as email. In all cases we will require a written confirmation of these instructions.

HOW WILL I PAY FOR THE SERVICES PROVIDED?

You may pay us a fee. Alternatively, we may receive a payment called brokerage, which is paid to us by the financial product issuer/s. We will give you a SOA containing details of our fees and any payments made to us by a financial product issuer/s.

You have the right to request further particulars in relation to the remuneration received by the licensee and our authorised representatives at any time.

HOW IS BROKERAGE, FEES OR OTHER BENEFITS CALCULATED FOR PROVIDING THE FINANCIAL SERVICES?

The payment we receive may vary from one financial product issuer to another. Details of the payment we receive are contained in the PDS's for most financial product issuers available from your Adviser. Your Adviser can give you full details.

If you receive personal advice from us we will tell you about any brokerage, fees and any other benefits, where possible in actual dollar amounts, in the SOA. Our Adviser will give you this SOA, before we proceed to act on your instructions.

- We may be paid by the financial product issuer at the time you invest or contract, and during the life of your investment or contract. This can be calculated as a percentage of the premium or amount invested both initially and on an ongoing basis (this can be paid monthly, quarterly or annually depending on the product provider).
- We may charge you a fee, depending on the time we spend developing your plan, or depending on the value of funds you invest.
- We may invoice you for a fee when you receive our written recommendations.
- You may have to pay us a management fee annually or in installments.
- We may receive ongoing payments from the financial product issuer.

Your Adviser will tell you in writing in the SOA what fees we may charge you, when you have to pay, and what payments we may receive from the financial product issuer/s.

SOA & STRATEGY PREPARATION

The SOA & strategy preparation fee is calculated on the basis of the anticipated time, experience and expertise required to structure and document an appropriate strategy, and may involve a number of our team members. This fee is charged on the basis of a standard hourly rate ranging from \$200 - \$350 plus GST.

Your Adviser will provide an indicative cost for the preparation of the SOA & strategy, and you will be required to sign an engagement authority authorising your Adviser to proceed on this basis. In the case of complex advice that may require additional time over and above that initially anticipated, the additional time required will be charged at the standard hourly rate. If it becomes apparent that additional time will be required, your Adviser will inform you immediately upon it becoming evident.

SOA PRESENTATION & IMPLEMENTATION

Upon completion of the SOA & strategy preparation your Adviser will contact you to organise a convenient time to present and explain the SOA & strategy. Provided you feel that it is appropriately structured and addresses your current financial situation, needs & priorities, and your short term and longer term goals & objectives, and does not require amendment, your Adviser will proceed to implement the agreed SOA & strategy.

SOA PRESENTATION & IMPLEMENTATION CONT.

The implementation fee takes into consideration the size of the portfolio of funds that you would like us to be responsible for. The implementation fee that is charged is generally between 0 - 5% of the funds being invested. For example, if you invested \$100,000 and the negotiated implementation fee was 3.30%, the total implementation fee would be \$3,300 (inc. GST). For some investments, such as agri-business investments, the provider may pay Primestock up to 12% (inc. GST) of the value of the application monies.

ONGOING SERVICE PROGRAM

The standard ongoing service program fee is between 1 - 2% p.a. of the funds under review and management. For example, the fee on a portfolio of \$100,000, with a negotiated fee of 1.1% per annum would be \$1,100 p.a. (inc. GST).

The cost of this fee varies in accordance with the size and complexity of your portfolio and will be agreed in consultation with you at the time of placing the investment. At that time, your Adviser will also specify the exact nature of the ongoing service program. For additional services outside of those specified in the ongoing service program, further costs may be incurred at the Advisers standard hourly rate.

HOW DO I PAY FOR THE SERVICE?

Once the fee to be charged for each of the above services has been determined and agreed, you must then decide which payment option most appropriately suits your needs. Primestock and/or your Adviser may receive remuneration for services in one of two ways:

Direct invoice for fees - our Adviser may charge a fee directly to you for services provided which is then payable to Primestock.
Brokerage from product providers - Primestock may also receive fees deducted from the funds invested and forwarded by the product providers as brokerage. Brokerage may vary between 0 - 5% for initial placement of funds and 0 - 2 % ongoing. Regardless, the fees received by Primestock will not exceed the agreed fees.

WILL ANYONE BE PAID FOR REFERRING ME TO YOU?

Where you have been referred to us by someone else, if we pay them a fee or brokerage in relation to that referral, we will tell you in the SOA who will receive that fee or brokerage and the amount they will receive.

WILL YOU RECEIVE ANY OTHER BENEFITS FROM YOUR RECOMMENDATIONS?

From time to time, financial product issuers offer our representatives invitations to social and sporting events and the occasional gift such as a bottle of wine or hampers on special occasions.

WHAT SHOULD I DO IF I HAVE A COMPLAINT?

If you have any complaints about the service provided to you, you should take the following steps.

- 1.** Contact us and tell us about your complaint.
- 2.** If your complaint is not satisfactorily resolved within 45 days, please contact our Customer Relations Officer on 1800 064 959 or put your complaint in writing and send it to us at Primestock's address, noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
- 3.** If the complaint can't be resolved within 45 days to your satisfaction, you have the right to refer the matter to the Financial Industry Complaints Service Limited. They can be contacted on 1300 780 808, or you can write to them at PO Box 579, Collins Street West Melbourne VIC 3007.

PRIME GROUP PRIVACY POLICY

To obtain a copy of our privacy policy visit www.primestock.com.au, or contact our Client Services team on 1800 064 959.

If you have any further questions about the financial services Primestock provides, please contact your Adviser.

Retain this document for your reference and any future dealings with Primestock.