



Financial Services Guide (FSG)

Equity Trustees Limited

ABN 46 004 031 298, Australian Financial Services Licence No 240975

Date of issue: November 2010

Introduction

The Financial Services Guide ('**FSG**') is an important document which is required to be prepared and issued by Equity Trustees Limited, ABN 46 004 031 298 under the requirements of our Australian Financial Services Licence ('**AFSL**') number 240975.

It is intended to assist you in deciding whether to use any of the services we offer and provides you with information about:

- Equity Trustees Limited ('Equity Trustees', 'we', 'us', or 'our');
- our contact details;
- the range of financial services and financial products that Equity Trustees is authorised to provide under its AFSL;
- how Equity Trustees and its staff are remunerated; and
- our internal complaints handling procedures and how you can access them.

Other documents you may also receive

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

- Statement of Advice ('**SoA**') – If we provide you with personal financial product advice we will give you a SoA. Personal financial product advice is advice that takes into account one or more of your objectives, financial situation and needs. The SoA will contain the advice, the basis on which it is given and information about fees, commissions and any associations which may have influenced the advice.

- Product Disclosure Statement ('**PDS**') or other offer document – If you choose to invest in any of our financial products, you will need to complete the application form attached to the relevant PDS or relevant offer document. The PDS or offer document contains information about the product, costs, risks and various rights, terms and conditions associated with purchasing and holding the product.

Equity Trustees

Equity Trustees was established in 1888, by an Act of the Victorian Parliament, to provide trustee and executor services, offering traditional trustee and estate management duties. We are a publicly listed company on the Australian Securities Exchange.

Equity Trustees offers traditional trustee services and has developed into a financial services provider offering a broad range of products and services to a diverse client base; services that include portfolio management, superannuation, philanthropy and Responsible Entity services for external fund managers. Equity Trustees' responsibilities and obligations as the Responsible Entity of a fund are governed, where appropriate, by the Fund's Constitution, the *Corporations Act* and general trust law.

Equity Trustees is committed to acting in the best interests of its clients via wealth management solutions over a range of asset classes carrying different risk profiles.

Who provides our services

Any financial services offered will be provided by Equity Trustees through its representatives. We do not act as a representative of any other licensee in relation to the services we provide you.

Contacting us

By mail

Equity Trustees Limited
GPO Box 2307
Melbourne Vic 3001

By phone

+61 3 8623 5000

By facsimile

+61 3 8623 5200

By email

equity@eqt.com.au

Website

www.eqt.com.au

Products and services Equity Trustees is licensed to provide under its AFSL

Equity Trustees is authorised under its AFSL to provide general and personal financial product advice. These services may be provided with a range of financial products including:

- deposit and payment products (basic and non basic)
- derivatives
- foreign exchange contracts
- general insurance products
- government debentures, stocks or bonds
- life products including investment life and life risk
- interests in managed investment schemes (including investor directed portfolio services (IDPS))
- interests in managed investment schemes limited to MDA services
- retirement savings accounts
- securities
- superannuation
- deal in financial products by issuing, applying for, acquiring, varying or disposing of:
 - derivatives
 - foreign exchange contracts
 - interests in managed investment schemes (including investor directed portfolio services ('IDPS'))
 - interests in managed investment schemes limited to MDA services
 - securities
 - superannuation
- deal in financial products by applying for, acquiring, varying or disposing on behalf of another:
 - deposit and payment products (basis and non basic)
 - derivatives
 - foreign exchange contracts
 - general insurance products
 - government debentures, stocks or bonds
 - life products including investment life and life risk
 - managed investment schemes (including investor directed portfolio service (IDPS))
 - interests in managed investment schemes limited to MDA services
 - retirement savings accounts
 - securities
 - superannuation
- traditional trustee company services
Under our AFSL we provide the following traditional trustee company services and estate management functions, such as:
 - portfolio management and custodial administration
 - asset management services including advice

- deceased estate administration (including applying for probate of a will or for letters of administration)
- acting as a trustee of a trust (including charitable trusts)
- trust administration
- making wills, powers of attorney for clients or agency arrangement
- acting as attorney under a power of attorney

Equity Trustees is also authorised to deal in life products on behalf of others and to issue financial products in the above range (excluding deposit and payment products, foreign exchange contracts, general insurance, government debentures, stocks and bonds and retirement savings accounts).

Equity Trustees may also:

- operate registered managed investment schemes
- operate an IDPS
- provide custodial or depository services

In order to facilitate the above services, Equity Trustees is a non-broking (or general settlement) participant in the Clearing House Electronic Sub Register System ('CHESS') operated by the ASX Settlement Pty Ltd a wholly owned subsidiary of the Australian Securities Exchange ('ASX').

Providing instructions to Equity Trustees

You can provide us with instructions by telephone, mail, or fax. Email instructions will only be taken as accepted if you receive a reply email from us acknowledging receipt.

However, there may be certain products and services that have their own rules around how to provide instructions or execute transactions. Please refer to the relevant PDS or other offer document.

How are we paid for the services we provide?

Equity Trustees may charge fees for services and products it provides to you.

In respect of traditional trustee company services Equity Trustees is entitled to collect fees, please refer to Equity Trustees' Fee Schedule for further information. This information is available on our website at: www.eqt.com.au/wealth-management--estate-planning/fees.aspx

If you invest in a product we offer, we may receive remuneration in relation to your investment in that product.

Remuneration may include management fees (which includes transaction, ongoing and if applicable any borrowing costs) as well as administration type fees for services such as custody. Our fees are usually based on the value of your investment and in some cases a minimum fee may apply. The remuneration we will receive for the products we offer will be contained in the PDS or relevant offer document for the particular product.

If you do not receive a copy of our fee schedule you should request a copy before you acquire a product or service from us.

If you receive personal advice from representatives of Equity Trustees, more detailed information about fees, commissions or other benefits payable to Equity Trustees or your adviser will be contained in or with your SoA.

What commissions, fees or other benefits are received?

Equity Trustees' staff members are generally salaried employees. Some staff members may receive a monetary benefit as a result of meeting certain performance targets, in respect of Equity Trustees' Portfolio Manager Services. The amount of salaries, bonuses and other benefits which employees and directors may be entitled to will depend on various factors including the performance of that person, as well as our overall financial performance.

It is the policy of Equity Trustees to arrange for any commission payable in connection with a financial product which we arrange on your behalf to be rebated to you by the product issuer. If the product issuer is not prepared to rebate the commission, any commission that we receive will be disclosed in any SoA we may give you.

You may receive advice in relation to the products we offer from financial advisers who do not work for Equity Trustees. These advisers may receive remuneration from us if you buy our product. The adviser's remuneration is included in the fees you pay when investing in our products. The amount of this remuneration is set out in the PDS or offer document for the particular product. Your adviser is also required to set out the remuneration and commissions they receive in the FSG or SoA that they must give to you.

Privacy

Personal information that you provide to Equity Trustees in respect of receiving a financial service or product is subject to privacy laws. This information is handled in accordance with our Privacy Policy. You can gain access to the personal information Equity Trustees holds about you, subject to some exceptions allowed by law. Equity Trustees will give you reasons if we deny access. If you have any queries in relation to Equity Trustees' Privacy Policy or if you have any questions about how Equity Trustees handles your personal information, or if you wish to access the personal information that it holds about you, please contact the Equity Trustees Privacy Department on 03 8623 5000.

Benefits for those who refer customers to Equity Trustees

Equity Trustees may pay external parties who refer customers to Equity Trustees 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.

This payment or benefit is paid by Equity Trustees and is not an additional charge or fee paid by the client.

Professional indemnity insurance

Equity Trustees maintains a Professional Insurance policy that meets the requirements of s912B of the *Corporations Act 2001*. This policy provides indemnity for breaches of the *Corporations Act* by Equity Trustees and its representatives, including past representatives for conduct while at Equity Trustees.

Enquiries and Complaints Process

If you have a complaint about any of our products or services, Equity Trustees has established complaints resolution procedures that aim to properly consider, deal with, and resolve your complaint.

To save yourself valuable time, gather all the facts and documents about the complaint, think about the questions you want answered and decide what you want us to do.

Next, contact the department that handled the matter and explain the problem. If your complaint hasn't been resolved to your satisfaction, please contact our Complaints Officer:

Complaints Officer
Equity Trustees Ltd
GPO Box 2307
Melbourne Vic 3001

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Facsimile +61 3 8623 5200
Email equity@eqt.com.au