



# FINANCIAL SERVICES GUIDE — PART 1

VERSION 12, 30 JUNE 2014

This Financial Services Guide ('FSG') has been authorised for distribution by the authorising licensee:

Magnitude Group Pty Ltd ('Magnitude')

ABN 54 086 266 202

Australian Financial Services Licence No. 221557 (AFSL)

275 Kent Street, Sydney NSW 2000

This FSG (the 'Guide') provides you with important information about Magnitude Group Pty Ltd ('Magnitude' or 'Licensee'), and its Authorised Representatives, who will provide you with the financial services described in this Guide. It is designed to help you evaluate and make an informed decision about whether to use the financial services described in this Guide. We suggest you retain this Guide for your future reference.

This document consists of two parts. This document is Part 1 and contains important information about:

- the financial services we offer as Authorised Representatives of Magnitude;
- Magnitude as the holder of an AFSL;
- the financial services that Magnitude offer;
- the process we follow to provide financial services;
- how we, our associates, and Magnitude are paid;
- any arrangements which may influence our advice to you;
- how we and Magnitude protect your privacy; and
- who to contact if you have a complaint or if you are not satisfied with the services provided.

Part 2 of this document is an Adviser Profile and includes information on the services we are authorised to provide on behalf of Magnitude. The Authorised Representative detailed in this document will be collectively referred to as 'us', 'we' and 'our'.

## PART 1 CONTAINS THE FOLLOWING SECTIONS

- Financial Service Guide (Section 1);
- Privacy Statement (Section 2); and
- Are you satisfied? (Section 3).

Magnitude Group Pty Ltd  
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GPO Box 3371  
Sydney NSW 2001

### ABOUT MAGNITUDE

Magnitude is a Professional Partner of the Financial Planning Association of Australia (FPA).

Magnitude is a wholly owned subsidiary of the Westpac Group. The Westpac Group includes a number of companies that provide financial products and services, funds management, insurance, superannuation, investment and administrative services. The Westpac Group includes Advance Asset Management Ltd, Asgard Capital Management Ltd (Asgard), Ascalon Capital Managers Ltd, St. George Life Ltd, BT Funds Management Ltd, BT Funds Management No.2 Ltd, BT Portfolio Services Ltd, BT Securities Ltd, BT (Queensland) Pty Ltd, Westpac Banking Corporation (Westpac), Westpac Life Insurance Services Ltd, Westpac Securities Administration Ltd, Westpac General Insurance Ltd, Westpac Securities Ltd, Westpac Financial Services Ltd, Hastings Fund Management Ltd and other entities bearing the 'Westpac', 'St. George', 'BT' and 'Asgard' names.

## SECTION 1 — FINANCIAL SERVICES GUIDE

### WHAT OTHER INFORMATION SHOULD YOU CONSIDER BEFORE DECIDING WHETHER TO PROCEED WITH OUR RECOMMENDATIONS?

If you receive personal financial advice this will be documented in a Statement of Advice (SOA), or in specific circumstances a Record of Advice (ROA), that confirms the discussions you have had with us, the recommendations we are making and the basis for those recommendations. These documents will also explain how those recommendations will work towards achieving your goals, any relevant fees received by us, and any associations with financial product providers.

When a financial product is recommended to you, you will be provided with a Product Disclosure Statement (PDS) or other disclosure document issued by the product provider. Among other things, the PDS contains information about the risks, benefits, features and fees payable in respect of the product. In combination, these documents will help you make an informed decision about whether to proceed with our recommendations.

### WHO PROVIDES THE FINANCIAL SERVICES DESCRIBED IN THIS FSG?

The financial services described in this FSG are provided by us as Authorised Representatives of Magnitude.

Part 2 of the document contains details of your financial adviser, their experience, qualifications and professional memberships.

### WHO IS RESPONSIBLE FOR THOSE FINANCIAL SERVICES?

In relation to the financial services offered in this FSG, Magnitude, as the holder of an AFSL, does not act on behalf of any other person or licensee. Magnitude is only responsible for the services offered in the FSG.

Magnitude has authorised the distribution of this FSG.

The law requires Magnitude to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by Magnitude and/or its Authorised Representatives. Magnitude has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

## WHAT FINANCIAL SERVICES DO WE OFFER?

Magnitude is able to provide financial product advice and to deal in a wide range of products (unless otherwise provided in Part 2 of this FSG) including:

- managed investments;
- superannuation;
- deposit taking facilities;
- margin lending facilities;
- personal insurance (e.g. life insurance) and general insurance;
- portfolio administration services;
- retirement savings accounts;
- securities and derivatives;
- structured products; and
- government debentures, stocks and bonds.

Some of the services you are able to access through Magnitude include:

- financial planning advice;
- wealth accumulation advice;
- superannuation advice, including self managed superannuation funds;
- redundancy advice;
- retirement advice;
- gearing strategies;
- cash flow advice;
- social security benefits advice;
- life and disability insurance advice;
- managed discretionary account services; and
- estate planning services (financial planning).

## WHAT PRODUCTS ARE AVAILABLE?

A range of financial products by many leading financial product providers are available for recommendation by us. Details of the available products that we can recommend are contained in the Approved Product List (APL).

Internal and external experts provide financial product research, which is used to carefully select and maintain an extensive list of Approved Products for us to select from. We conduct due diligence on external research report providers that provide us with research.

We will only recommend a product to you after considering its appropriateness to your individual objectives, financial situation and needs. The recommendations will be made after conducting an investigation into the financial products and may require us to investigate and consider a financial product which is not on the APL.

## HOW DO WE ENSURE THAT THE ADVICE WE GIVE YOU SUITS YOUR NEEDS AND OBJECTIVES?

To ensure that we provide advice that is suitable to your needs and financial circumstances, we firstly need to understand your financial situation, personal financial objectives and needs. We will follow a step-by-step process as outlined below:

- 1\_ We will meet with you for an initial consultation. During this meeting we will discuss your expectations and provide you with details of the services that we can offer.
- 2\_ We will collect all the information that we need from you, including your personal financial situation, financial objectives and needs. If you do not wish to provide the information we require, we will advise you about the possible consequences of not having disclosed your full personal information and the impact on the recommendations given. This may include not being able to provide advice on the subject matter that you request.
- 3\_ We will help you identify your goals and discuss your attitude towards investment risk.
- 4\_ We will consider strategies and areas such as income, social security, insurance, cash and estate planning requirements. Where required we will also conduct a reasonable investigation of the financial products that may be suitable to implement the strategies as part of the recommendations. Based on these considerations and others, we will prepare and present you with a written SOA, or in some cases depending on the circumstances an ROA.
- 5\_ We will discuss our recommendations with you, make any changes you require and gain your agreement to implement those recommendations.
- 6\_ We will then implement those recommendations.
- 7\_ We will periodically meet with you to review your financial circumstances if we agree to an ongoing service arrangement which includes a regular review component. If an ongoing service arrangement is entered into, this will be documented in your SOA. Where you have entered into an ongoing fee arrangement after 1 July 2013, your planner will renew their agreement with you every two years.

We will also explain to you any significant risks of the financial products and strategies which we recommend to you. If you are unclear of the risks, do not hesitate to question us further.

## WHAT DOCUMENTS DO YOU GET IF WE PROVIDE FURTHER ADVICE?

Where a further review is conducted and personal advice is provided, in some circumstances we are not required to provide you with an SOA for this further advice. Where this is the case, if you have not already been provided with an ROA, you may request a copy of the ROA from us by contacting us (on any of the contact details set out in Part 2 of this Guide) for a period of seven years from when the further advice was first provided to you. In all other circumstances we will provide you with an SOA.

## HOW CAN YOU INSTRUCT US?

You may specify how you would like to give us instructions, for example, by phone, fax or email using any of the contact details set out in Part 2 of this document. Alternatively, you may provide instructions to us in person. Where instructions are provided by telephone, these must be confirmed in writing.

## HOW ARE WE PAID FOR OUR SERVICES?

We and Magnitude may receive:

- fees paid by clients;
- commissions paid by product providers;
- other payments by product providers; and
- other benefits.

All fees and commissions are payable to Magnitude. We may receive up to 100% of any fees and commissions received.

Details of any fees, commissions or other benefits that we, Magnitude or other associated persons are entitled to receive if you implement our recommendations in relation to a specific financial product, will be disclosed to you in your SOA or ROA when personal advice is given. Details of the fees, commissions or other benefits will only be disclosed if they are reasonably capable of influencing us in providing the advice. This disclosure will be in dollar terms, or where this is not possible, in percentage terms.

The types of fees, commissions and other benefits that may be received by us and by Magnitude include the following:

## WHAT TYPES OF FEES, COMMISSIONS, PAYMENTS AND OTHER BENEFITS DO WE RECEIVE FOR OUR SERVICES?

### Service fees

We will discuss and agree our fee structure with you before we provide you with services. The types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

### Fees for advice

We may charge fees for the preparation, presentation and implementation of our advice. These fees will be based on your individual circumstances, the complexity involved in your situation and the time it takes to prepare personal financial advice for you. We will discuss these fees with you and gain your agreement on the fees before we provide you with advice.

### Ongoing advice fees

We may charge a fee to provide ongoing portfolio reviews and/or the provision of ongoing services. This fee will be agreed with you and is either a set amount, or an amount based on the amount of funds under our advice, and/or the time involved in reviewing your portfolio and circumstances.

### Payment methods

Our fees are either invoiced to you directly, or deducted from your investments, or a combination of these methods. Where it is debited from your investments it is normally referred to as the Adviser Service Fee.

In most instances you will be able to select the method of payment that suits you best. We will discuss and agree the method of payment with you before we provide you with services.

### Commissions

If you take out a financial product through us, Magnitude may receive payments in the form of initial commissions and/or ongoing commissions from the financial product providers. These commissions are included in the fees, premiums and interest rate (in the case of margin loans) you pay for the product. This is not an additional cost to you. We may agree to rebate some or all of these.

The commission payable for different classes of financial products include the following:

### Investment Products

For investment products, including superannuation and annuities, commissions are generally deducted from the funds you invest. Commissions on investment products may only be payable in certain circumstances where an arrangement exists as at 1 July 2013. Where you acquire an investment product before 1 July 2014, commissions may be payable where Magnitude has an existing arrangement with the product issuer prior to 1 July 2013.

Magnitude may receive between 0% and 5% of your initial investment as initial commissions from product providers whose products are recommended to you. Magnitude may also receive ongoing commissions from the management fees of the product providers.

Ongoing commissions range between 0% and 2% p.a. of your investment balance. Magnitude may pass up to 100% of these commissions to us.

#### Example

We recommend that you invest \$10,000 in an investment product. The applicable initial commission is 5% and ongoing commissions are 2% p.a. Magnitude will receive initial commission of \$500 and may pass up to \$500 of that to us. Assuming the investment amount stays the same, each year Magnitude will receive ongoing commission of \$200 and may pass up to \$200 to us.

### Life Insurance Products

Depending on the product you purchase, Magnitude may receive between 0% and 140% of the annual premium as initial commission, and between 0% and 38.5% p.a. of the annual premium for ongoing (trail) commission. Magnitude may pass up to 100% of these commissions to us.

#### Example

We recommend an insurance product to you. The annual premium is \$450 p.a. Magnitude may receive up to \$630 as an initial payment and may pass \$630 to us. Assuming the premium stays the same, each year, Magnitude may receive up to \$173.25 as an ongoing (trail) commission and may pass up to \$173.25 to us.

### Margin Lending Products

If we organise, or increase a margin loan for you, Magnitude may receive payments in the form of ongoing commissions from the margin loan provider. Commissions on margin lending products may only be payable in certain circumstances where an arrangement exists as at 1 July 2013. Where you have entered into a margin lending product arrangement prior to 1 July 2014, commissions may be payable where Magnitude has an existing arrangement with the margin loan provider prior to 1 July 2013. These commissions range between 0% and 0.5% of your loan balance. Magnitude may pass up to 100% of these commissions to us.

#### Example

We recommend you borrow \$10,000 through a margin loan. The applicable ongoing commission is 0.5% p.a. Assuming the loan balance stays the same, each year Magnitude will receive ongoing commission of \$50 and may pass up to \$50 to us.

## OTHER PAYMENTS FROM PRODUCT PROVIDERS

### Wrap and other Portfolio Administration Services

The commission payments disclosed in this section may only be payable in certain circumstances where an arrangement exists as at 1 July 2013. Where you invest through Wrap and other portfolio administration services described below before 1 July 2014, commissions may be payable where Magnitude has an existing arrangement with those product providers prior to 1 July 2013.

1\_ Where we recommend you invest through Select Wrap, Select SuperWrap, Select Wrap Essentials, Select SuperWrap Essentials, BT Elect Portfolio, Macquarie Private Portfolio Management (Individually Managed Account or the Macquarie Separately Managed Account) and Asgard eWRAP Investment, Asgard eWRAP Super/Pension and Asgard Master Trust ('Qualifying Products') or another approved portfolio administration service and you accept that recommendation, Magnitude may receive certain commission payments and may pass on a proportion of these commissions to us. These commissions are included in the fees you pay for the products or service. This is not an additional cost to you. Further detail is provided below:

a\_ When you invest via Select Wrap or Select SuperWrap, BT Portfolio Services Ltd (the 'administrator' for Select Wrap and Select SuperWrap) pays a licensee commission to Magnitude of up to 65% of the account keeping fees you pay to the administrator in relation to your investment. Magnitude may pass on up to 76.5% of the licensee commission it receives from the administrator to us. This rate will vary depending on the total value of the licensee commissions we generate for Magnitude, and the amount of new business written by us in the Qualifying Product.

#### Example

We recommend you invest \$100,000 in Select Wrap and you accept the advice. This investment will incur an account keeping fee of \$650 p.a. of which the administrator pays up to \$422.50 p.a. to Magnitude. Of this amount, Magnitude may pass up to \$323.21 to the adviser.

b\_ When you invest via Select Wrap Essentials or Select SuperWrap Essentials, BT Portfolio Services Ltd (the 'administrator' for Select Wrap Essentials and Select SuperWrap Essentials) pays a licensee commission to Magnitude of 0.275% on the total balance invested in Select Wrap Essentials and Select SuperWrap Essentials. Magnitude may pass up to 76.5% of the licensee commission it receives from the administrator to us. This rate will vary depending on the total value of the licensee commissions we generate for Magnitude, and the amount of new business written by us in the Qualifying Products.



#### Example

We recommend you invest \$100,000 in Select Wrap Essentials and you accept the advice. The administrator currently pays \$275 p.a. to Magnitude and of that Magnitude may pass up to \$211 to us.

- c\_ Where you invested in BT Elect Portfolio prior to 1 October 2010 and you continue to hold this product, Westpac RE Limited (the responsible entity of BT Elect Portfolio) pays a licensee commission to Magnitude of up to 0.25% p.a. on the sum invested, payable out of the Management fee that you pay to the administrator in relation to your investments as detailed in the relevant PDS. Magnitude may pass on up to 76.5% of the licensee commission it receives from the administrator to us. This rate will vary depending on the total value of the licensee commissions we generate for Magnitude and the amount of new business written by us in the Qualifying Products.

#### Example

We recommend you continue to hold \$100,000 in your BT Elect Portfolio account and you accept the advice. The responsible entity currently pays \$250 p.a. to Magnitude and of that Magnitude may pass up to \$192 to us.

- d\_ When you invest in the Macquarie Private Portfolio Management (Individually Managed Account or the Macquarie Separately Managed Account), Macquarie Portfolio Management Ltd pays a dealer margin to Magnitude of up to 0.25% p.a. on the sum invested. The dealer margin is payable out of the Management Fee that you pay to Macquarie Portfolio Management Ltd in relation to your investment as detailed in the relevant PDS. Magnitude may pass on up to 76.5% of the licensee commission it receives from Macquarie Private Portfolio Management to us. This rate will vary depending on the total value of the licensee commissions we generate for Magnitude and the amount of new business written by us in the Qualifying Products.

#### Example

We recommend you invest \$100,000 in a Macquarie Private Portfolio Management (Individually Managed Account) and you accept that advice. You pay a Management Fee of up to \$2,000 p.a. to Macquarie Portfolio Management Ltd. From the Management Fee, Macquarie Portfolio Management Ltd pays Magnitude an amount of up to \$250 p.a. in dealer margin. Magnitude may pass up to \$191.25 p.a. to us.

- e\_ When you invest via Asgard eWRAP Investment, Asgard eWRAP Super/Pension and Asgard Master Trust, Asgard (the 'administrator' for these Asgard products) pays a licensee commission to Magnitude of up to 50% of the administration fees you pay to the administrator in relation to your investment. Magnitude may pass on up to 76.5% of the licensee commission it receives from the administrator to us. This rate will vary depending on the total value of the licensee commissions we generate for Magnitude and the amount of new business written by us in the Qualifying Products.

#### Example

We recommend you invest \$100,000 in managed investments through Asgard eWRAP Investment and you accept the advice. This investment will incur an administration fee of \$820 p.a. of which the administrator pays up to \$410 p.a. to Magnitude. Of this amount, Magnitude may pass up to \$314 on to us.

- 2\_ Where we recommend you invest through Select Wrap, Select SuperWrap, BT Portfolio Wrap, BT Portfolio SuperWrap, BT Private Wrap, BT Private SuperWrap, BT Select Portfolio Wrap, BT Select Portfolio SuperWrap, BT Select Administrator Wrap or BT Select Administrator SuperWrap ('Wrap Products') certain investment funds (known as the 'Advantage Investment Series'), may qualify for a Fund Manager Payment. The total Fund Manager Payment is up to 41% of the Management Expense Ratio applicable to the relevant funds, multiplied by the amount you have invested in those funds. The Fund Manager Payment is calculated monthly on the average opening and closing balances in the Advantage Investment Series funds held by you. We can tell you which funds qualify for the Fund Manager Payment.

Where applicable, a portion of the Fund Manager Payment is rebated to you and a portion is retained as commission by Magnitude and by the platform provider of the Wrap Products.

Where applicable, Magnitude will receive a monthly commission of up to 0.014% of the average balance you have invested in the Advantage Investment Series for the month. BT Portfolio Services Ltd will receive a monthly commission of the balance of the total Fund Manager Payment. We do not receive any part of this payment.

#### Example

Where the average balance you have invested in the Advantage Investment Series via a Wrap Product is \$100,000, you will receive a monthly rebate of up to \$8.30 and Magnitude will receive a monthly commission of up to \$14.00.

- 3\_ Where you invest through Select Wrap or Select SuperWrap, BT Portfolio Services Ltd (the 'administrator' for Select Wrap and Select SuperWrap) pays an additional commission to Magnitude of an amount equal to 0.25% of the balance of your wrap platform cash account. This amount is paid by the administrator out of the cash account fee you pay to the platform provider (which is calculated daily and charged before interest is credited to your account quarterly).

**Example**

If your wrap platform cash account was \$50,000 for the whole year the additional commission Magnitude would receive is \$125.

- 4\_ When you invest via the Magnitude Customised Portfolio Service, Magnitude will receive a Dealer Group Service fee of 0.30% p.a. of the balance of your account in the Magnitude Customised Portfolio Service. We do not receive any part of this payment. An Adviser Service fee of between 0% and 1.50% p.a. of the balance in your Magnitude Customised Portfolio Service may also be paid to Magnitude. We may receive up to 100% of that amount.

**Example**

If your balance was \$50,000 for the whole year an Adviser Service Fee of between \$0 and \$750 would apply (of which we would receive up to \$750) and a Dealer Group Service Fee of \$150 would apply.

- 5\_ When you invest via BT Wrap or BT SuperWrap, BT Portfolio Services Ltd (the 'administrator' for BT Wrap and BT SuperWrap), pays a licensee commission to Magnitude of 44% of the account keeping fees you pay to the administrator in relation to your investment. We do not receive any part of this payment.

**Example**

We recommend you invest \$100,000 in BT Wrap and you accept the advice. This investment will incur an account keeping fee of \$790 p.a. of which the administrator pays up to \$348 p.a. to Magnitude.

## **OTHER BENEFITS**

From time to time we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit that we receive which is valued at between \$100 and \$300 and other benefits that relate to information technology software or support provided by a product issuer or that relate to educational and training purposes.

A copy of the register is available on request for a small charge.

## **WILL ANY OTHER PARTIES BENEFIT FROM THE FINANCIAL SERVICES OFFERED IN THIS FSG?**

Westpac may benefit from remuneration paid in respect of the financial services offered in this FSG.

Product providers in the Westpac Group receive product fees and may be entitled to certain expense reimbursements if you invest in their products. Product fees are generally calculated as a percentage of the amount or value of your investment in these products.

Sometimes Westpac Group companies do not charge specific fees for their products or services. This may be the case where, for instance, Westpac buys, sells or issues derivatives, foreign exchange products and certain other financial products from or to a customer. In these circumstances, instead of a fee, Westpac incorporates margins (being the difference between what you pay for a financial product and what it costs Westpac to issue it to you) into the buy, sell or issue price or rate. Westpac Group companies may also benefit from other roles they perform in a transaction. When these products or services are provided to you, details of these fees or benefits and how they are calculated will be disclosed in the relevant PDS or other disclosure document that will be provided to you by us.



### Preferred partners – Asgard platform

Westpac or a related company (excluding Asgard) receives benefits in the form of fees from fund managers that it selected as preferred partners, where those arrangements were put in place prior to 1 July 2013. To be selected as a preferred partner these fund managers must have met certain hurdles (such as investment fund performance). Preferred partners may be given the opportunity to promote the benefit of their managed funds to Westpac Group representatives and other advisers who use the Asgard platform.

Westpac or a related company (excluding Asgard) receives up to 100% of the management fee received by preferred partners in respect of funds under administration in their products through the Asgard platform. This fee is negotiated individually with preferred partners and may vary from time to time.

The total amount of fees received will depend on all relevant circumstances, including funds that flow into, and which remain under administration.

#### Example

If you were to invest \$50,000 into a preferred partner's product via the Asgard platform and the management fee charged by the preferred partner is 1% p.a. the preferred partner may pay up to \$500 p.a. to Westpac or a related company (excluding Asgard). These fees are paid to Westpac or a related company (excluding Asgard) and not to financial advisers.

If you choose to receive financial planning services, you acknowledge that we will be able to advise you on preferred partners' products. If you invest in a preferred partner's product as a consequence of such advice, fees, as outlined above, are payable to Westpac or a related company (excluding Asgard) by the preferred partner. Our remuneration is not affected by these arrangements.

We are under no obligation to recommend preferred partners' products and we receive no fees under the preferred partner arrangements. Westpac or a related company (excluding Asgard) retains 100% of the fees it receives from its preferred partners. Please note that fund managers in general may pay rebates to Asgard and in such cases 100% is passed on to you directly by Asgard.

### WHAT ARRANGEMENTS MAY INFLUENCE OUR ADVICE TO YOU?

Magnitude's Approved Product List includes some Westpac and BT financial products as well as a range of financial products from product providers not associated with the Westpac Group. Magnitude does not require its Authorised Representatives to only recommend Westpac Group products.

We are generally only permitted to recommend Wrap services that are provided by platform providers within the Westpac Group, however we can recommend other Wrap services to you where it suits your objectives, financial situation and needs.

Any other relationships or associations that we have that may influence our advice to you, will be disclosed in Part 2 of this FSG.

### WHAT FEES DO WE PAY TO SOMEONE WHO REFERS YOU TO US?

If a client is referred to us we may pay the referrer a fee. We may also provide the referrer with gifts such as branded promotional items, hampers or gift vouchers.

The fee varies according to the client, referrer and financial products involved.

The fee may be a percentage of our fees, a percentage of the total amount invested paid through the referral, or a flat fee. We may pay these fees upfront when the financial service is provided, or the financial product is provided, or periodically as ongoing fees.

## SECTION 2 — PRIVACY STATEMENT

### WHY WE COLLECT YOUR PERSONAL INFORMATION

We collect personal information, including sensitive information (e.g. health information), from you to provide you with services including financial advice.

We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, prevent fraud, crime or other activity that may cause harm in relation to the particular products or services provided, and help us run our business.

If you do not provide all the information we request, we may no longer be able to provide a product or service, including financial advice, to you.

### COLLECTING AND DISCLOSING YOUR PERSONAL INFORMATION

We may disclose your personal information to other members of the Westpac Group, anyone we engage to do something on our behalf such as a service provider, and other organisations that assist us with our business. We may also disclose your personal information to third parties such as a complaints body to whom a complaint relating to a product or service is referred, your past and present employers, any party acquiring an interest in our business and anyone acting on your behalf.

We may also collect from the parties listed above any personal information they may hold about you which relates to our provision of financial advice.

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in our privacy policy.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

Magnitude is also required, pursuant to the Anti-Money Laundering (AML) and Counter-Terrorism Financing (CTF) Act and its corresponding rules and regulations to implement certain client identification processes. We may be required to obtain information about you at the time of providing financial services to you, and from time to time thereafter in order to meet our legal obligations. We have certain reporting obligations pursuant to the AML/CTF Act and information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

### OTHER IMPORTANT INFORMATION

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in our privacy policy.

Our privacy policy is available at [www.magnitude.com.au](http://www.magnitude.com.au) or by calling us; our contact details are set out in Part 2 of this document. It covers:

- how you can access the personal information we hold about you and ask for it to be corrected;
- how you may complain about a breach of the Privacy Act 1988 (Cth), or a registered privacy code and how we will deal with your complaint; and
- how we collect, hold, use and disclose your personal information in more detail.

We will update our privacy policy from time to time.

Where you have provided information about another individual, you must make them aware of that fact and the contents of this privacy statement.

### DEFINITIONS

“We”, “our”, “us” means Magnitude Group Pty Ltd and its Authorised Representatives.

“Westpac Group” means Westpac Banking Corporation and its related bodies corporate.

We will use your personal information to contact you or send you information about other products and services offered by us or our preferred suppliers. If you do not wish to receive marketing communications from us, please contact us.

Our contact details are set out in Part 2 of this document.

## SECTION 3 — ARE YOU SATISFIED?

If you have a complaint or concern about the service provided to you, we encourage you to take the following steps:

- 1\_ Contact us first about your concern
- 2\_ If your concern is not resolved to your satisfaction, you may contact us by :

**Writing:**

National Manager  
Advice Complaints  
Magnitude Group Pty Ltd  
GPO Box 5265  
Sydney NSW 2001

**Fax:**

+61 2 8253 3727

- 3\_ If your concern is not resolved, or if you are not satisfied with the decision, you may contact the Financial Ombudsman Service (FOS).

The FOS independently and impartially resolves disputes between consumers, including some small businesses and participating financial services providers.

The FOS provides an independent dispute resolution process covering complaints about financial services including; banking, credit, loans, general insurance, life insurance, financial planning, investments stock broking, managed funds and pooled superannuation trusts. You may contact the FOS by:

**Writing:**

GPO Box 3  
Melbourne VIC 3001

**E mail:**

info@fos.org.au

**Website:**

www.fos.org.au

**Phone:**

1300 780 808

- 4\_ The Australian Securities & Investments Commission (ASIC) is Australia's corporate, markets and financial services regulator. ASIC contributes to maintaining Australia's economic reputation by ensuring that Australia's financial markets are fair and transparent, and is supported by informed investors and consumers alike. ASIC seeks to protect consumers against misleading or deceptive and unconscionable conduct affecting all financial products and services. You may contact ASIC by:

**Writing:**

Australian Securities & Investments Commission  
GPO Box 9827  
Your Capital City

Or

PO Box 4000  
Gippsland Mail Centre  
Victoria 3841

**Website:**

www.asic.gov.au

**Phone:**

1300 300 630

- 5\_ The Financial Planning Association of Australia Limited (FPA), is the peak professional body for financial planning in Australia. The FPA provides the leadership and professional framework that enables members to deliver quality financial advice to their clients. All FPA members are bound by professional, technical and ethical standards as provided in the FPA Code of Professional Practice. The FPA has effective and appropriate policies and procedures in place to assist you with your complaint and ultimately help protect consumers and those planners doing the right thing. You may contact the FPA by:

**Writing:**

The Investigations Manager  
Financial Planning Association of Australia Ltd  
GPO Box 4285  
Sydney 2001

**Website:**

www.fpa.asn.au

**Phone:**

1300 626 393

Before you send your concern to any of these respective bodies, please contact them first to understand the process of lodging your concern with them.

Magnitude <sup>®</sup>