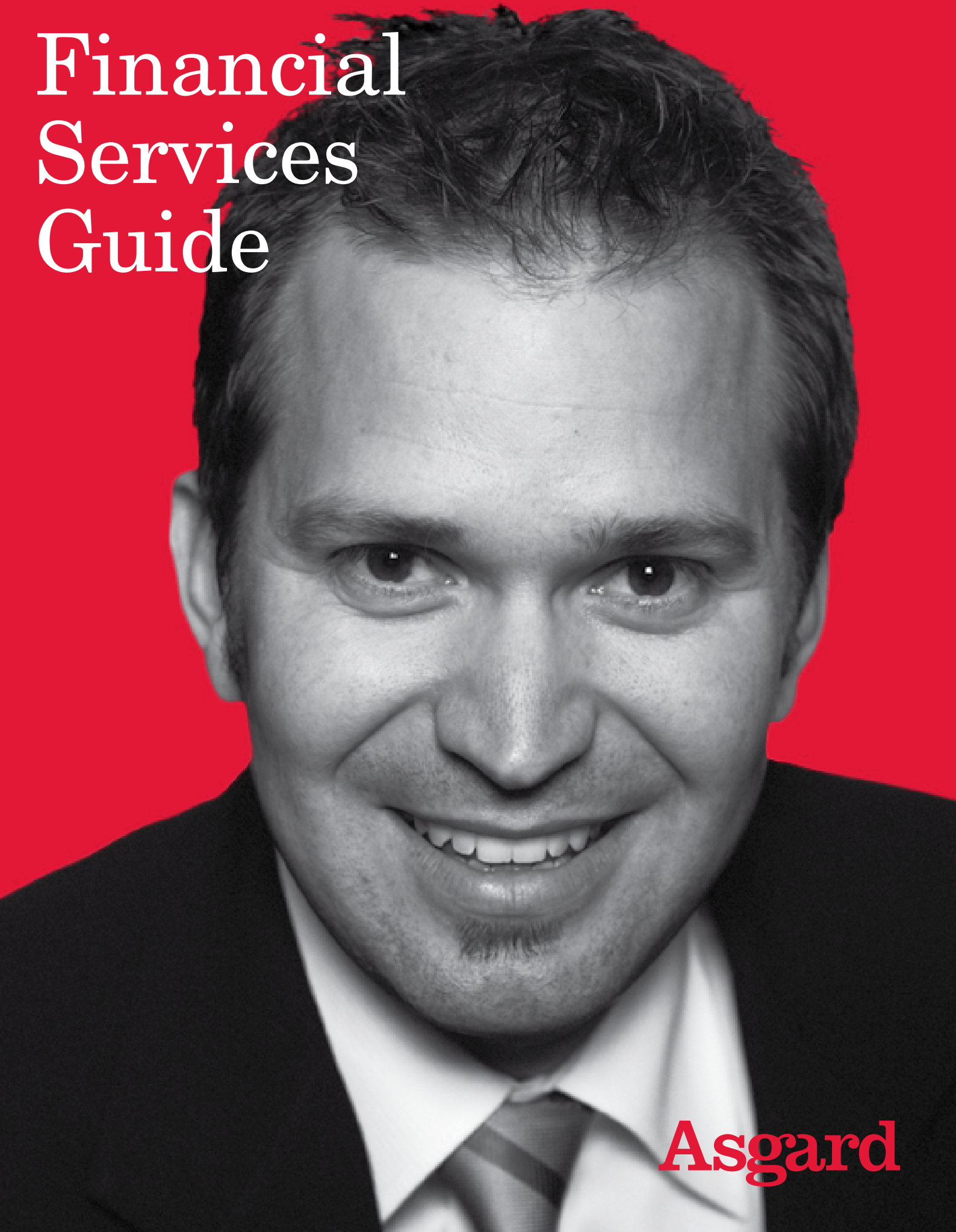


1 March 2010

# Financial Services Guide



**Asgard**

# **This Financial Services Guide (FSG) is an important document, which is designed to assist you in deciding whether to use any of the financial products or services offered by Asgard Capital Management Limited (Asgard), ABN 92 009 279 592, Australian Financial Services Licence number 240695.**

## **This FSG contains information about:**

- the financial products and services we offer you,
- the remuneration, commissions or other benefits that may be paid to Asgard or other relevant persons in relation to the products and services offered,
- our internal and external dispute resolution procedures and how you can access them, and
- how you can contact us.

## **Other documents you may receive**

Before you decide to use a financial product or service, you must be given either a Product Disclosure Statement (for a financial product issued by Asgard) or a Financial Services Guide (for a financial service provided by Asgard). You should also receive Product Disclosure Statements for the managed investments you want to access through a financial product or service provided by Asgard. In this FSG, these Product Disclosure Statements and Financial Services Guides are referred to as 'offer documents'.

These offer documents contain important information about the particular financial product or service to help you make an informed decision about that product or service. The offer document will provide you with information about the product or service, such as:

- significant benefits and risks of holding the product or service,
- fees and charges applicable,
- significant characteristics and features of the product or service,
- potential taxation implications,
- dispute resolution, and
- any cooling off rights.

If you are a retail client and you asked a financial adviser to help you decide which financial product or service to use and you were given advice and/or a recommendation by that financial adviser, you will also receive a Financial Services Guide issued by the Australian Financial Services Licensee to which that financial adviser belongs and/or a Statement of Advice setting out the advice/recommendation given to you.

## **Professional indemnity insurance**

We have professional indemnity insurance in place. This insurance satisfies the requirements for compensation arrangements under section 912B of the Corporations Act 2001 and will cover claims in relation to the conduct of representatives/employees who no longer work for us (but who did at the time of the relevant conduct).

# Asgard Financial Services Guide

## About Asgard

Asgard is one of Australia's leading investment administration providers. Asgard administers superannuation, retirement and investment savings for over 400,000 Australians. With an Asgard Account, it's easy for you to diversify your savings and manage all your investments through one central contact point\*. Asgard has more than 19 years' experience in investment administration.

Asgard is a member of the Westpac Banking Corporation (Westpac) group of companies which includes Westpac, Securitor Financial Group Limited, Westpac Life Insurance Services Limited, Westpac Securities Administration Limited, Westpac Funds Management Limited, BT Funds Management Limited, BT Investment Management (RE) Limited, Advance Asset Management Limited, BT Financial Group Pty Limited, Magnitude Group Pty Limited, BT Portfolio Services Limited, BT Life Limited, BT Securities Limited, and other entities which provide various financial, funds management, insurance, superannuation, investment and administrative services from time to time (Westpac Group).

Asgard acts as a participant in the Clearing House Electronic Sub-Register System, a clearing and settlement facility operated by ASX Settlement and Transfer Corporation Pty Ltd.

## About our financial products and services

Our Australian Financial Services Licence authorises us to provide advice about and issue, acquire, vary or dispose of, financial products, including:

- deposit products (basic and non-basic),
- life insurance products,
- managed investments, and
- superannuation and Retirement Savings Accounts.

We are also authorised by our Licence to operate:

- Investor Directed Portfolio Services, such as Asgard eWRAP Investment, and
- IDPS-like schemes, such as the Asgard Investment Funds Account (a registered managed investment scheme).

We are also authorised by the Australian Prudential Regulation Authority to act as a trustee for the purposes of the Superannuation Industry (Supervision) Act.

When providing a financial product or service, we are acting on our own behalf.

## Sending us instructions

When you open an Asgard Account, you must do so by completing the application form taken from the relevant offer document. For instructions relating to the maintenance of your Account, we prefer that you use the relevant Asgard form.

If no relevant form is available, your instructions can be sent to us in writing.

You should refer to the relevant offer document for any special terms and conditions that may apply and for further information about how to open an Asgard Account.

## How we are paid for the products and services we provide

### Fees we receive

If you buy a financial product issued by us or a financial service provided by us, we (as product issuer/service provider) will receive fees and charges in relation to your purchase of that product or service. These fees may include establishment fees, upfront fees and administration fees. The fees and charges you will pay and any benefit we receive for each product or service we issue or provide are set out in the offer document for that product or service.

If we give you any general advice that is financial product advice, we do not charge for that advice. Employees of related entities that act as Asgard representatives and give any general advice (excluding financial advisers working for related financial planning groups) also do not receive any

\* This advice does not take into account your personal objectives, financial situation or needs and, because of that, you should, before acting on the advice, consider whether the advice is appropriate for you, having regard to these factors.

remuneration (salary, benefits or bonuses) relating to any particular advice given or decisions made by retail clients. However, the amount of their remuneration may be based upon sales and other targets they achieve.

#### **Fees received by related entities**

Asgard has relationships with other companies (including companies within the Westpac Group) that manage, market, issue and provide financial products and services that you may acquire from, or through, us. We may pay up to 100% of the fees we receive, in respect of or attributable to the financial services we provide to you, to these companies for providing these services and products. The relevant fees are paid to these companies periodically (for example, monthly, quarterly, half-yearly or yearly).

When you invest through the financial products or services issued, offered or distributed by us, or in financial products offered by product issuers, those product issuers may receive fees in relation to your investment in that product. Such fees may include contribution fees, ongoing fees, withdrawal fees and any other fees specified in the offer document for the particular product or service.

We may also pay fees to companies within the Westpac Group for selling the financial products issued by them respectively. Such fees are paid upfront (when an investor pays the premium or acquires the financial product) or periodically (such as monthly, quarterly, half-yearly and yearly) on an ongoing basis for as long as the financial product is held. The amount and type of fees paid to these companies varies according to a number of factors including the financial product acquired.

Some of these fees and/or commissions are determined and agreed by you with your financial adviser and others may be paid by Asgard out of its own fees.

Westpac or another of our related bodies corporate may receive benefits in the form of fees from an investment manager if it is selected as a preferred supplier by a Westpac Group company and one or more of its managed investments are also placed on the investment menu of an administration platform operated by Asgard.

Investment managers selected may be given the opportunity to promote the benefit of their managed investments to Westpac Group representatives, and certain advisers who use our platforms.

Westpac or another of our related bodies corporate may receive up to 100% of the fees received by an investment manager in respect of the funds under administration with us. These fees are offset against any fixed fee that has been paid. The total amount of fees received, will depend on all relevant circumstances and is subject to individual negotiations and may vary from time to time.

These fees are paid to Westpac or another of our related bodies corporate and not to financial advisers.

For example, if managed investment ABC is selected from a preferred supplier and that investment has an annual management fee charged by the investment manager of 1%, on an investment of \$50,000 into the Asgard platform, \$500 pa may be paid to Westpac or another of our related bodies corporate. This is an example only.

“Asgard is one of Australia’s leading investment administration providers.”

If the fee is calculable at the time any personal advice is given, the fee received on specific financial products to which the personal advice relates will be disclosed at the time the personal advice is given or as soon as practicable after that time. If the fee is not calculable at the time the personal advice is given, the manner in which the fee is to be calculated will be disclosed at the time the personal advice is given or as soon as practicable after that time.

### Complaints resolution

Asgard has established procedures for dealing with enquiries and complaints that meet the Australian Standard for Complaints Handling.

If you have any enquiries or concerns about the operation or management of your Account, you can:

- call the Contact Centre on 1800 998 185,
- email [client.services@asgardwealthsolutions.com.au](mailto:client.services@asgardwealthsolutions.com.au), or
- write to Contact Centre, PO Box 7490 Cloisters Square, Perth WA 6850.

We will acknowledge your query within 48 hours of receipt and attempt to resolve it within 28 days.

If you have complained to Asgard about a decision which affects you but your complaint has not been resolved to your satisfaction, and you use an Asgard financial product or service other than a superannuation account, you may have a right to lodge a complaint about the decision with the Financial Ombudsman Service (FOS), an external complaints resolution service. You can call FOS on 1300 780 808.

If you use an Asgard financial product or service that is a superannuation account, you may have a right to lodge a complaint about the decision with the Superannuation Complaints Tribunal (Tribunal). The Tribunal is an independent body set up by the Federal Government to review trustee decisions relating to members (as opposed to trustee decisions relating to the management of the fund as a whole). You can contact the Superannuation Complaints Tribunal by telephoning 1300 780 808.

### Privacy

Your right to privacy is important to us. A statement explaining your privacy rights and our rights and obligations in relation to your personal information is contained in each offer document.

### Liability of Westpac

Unless otherwise disclosed in the offer document for the relevant financial product, a financial product or service issued or offered by Asgard is not a deposit with, investment in, or other liability of, Westpac, nor any other company within the Westpac Group. They are subject to investment risk, including possible delays in repayment and loss of income and principal invested. Neither Westpac nor any other company within the Westpac Group stands behind or otherwise guarantees the capital value or investment performance of any financial product or service issued or offered by Asgard.

## You can contact us:

- call the Contact Centre on 1800 998 185,
- email us at [client.services@asgardwealthsolutions.com.au](mailto:client.services@asgardwealthsolutions.com.au), or
- write to us at Contact Centre, PO Box 7490 Cloisters Square, Perth WA 6850.

**Sydney**

Westpac Place  
275 Kent Street  
Sydney NSW 2000

**Perth**

Level 38 Central Park  
152 St George's Terrace  
Perth WA 6000

**Melbourne**

Level 7  
530 Collins Street  
Melbourne VIC 3000

**Brisbane**

Level 16A Central Plaza One  
345 Queen Street  
Brisbane QLD 4000

**Adelaide**

Level 2  
51 Pirie Street  
Adelaide SA 5000

**Contact Centre** 1800 998 185

**Email** [client.services@asgardwealthsolutions.com.au](mailto:client.services@asgardwealthsolutions.com.au)

**Website** [www.asgard.com.au](http://www.asgard.com.au)

Asgard Capital Management Ltd  
ABN 92 009 279 592  
AFSL 240695

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