

# FINANCIAL SERVICES GUIDE

31 October 2018

## About Advance

Advance provides a diverse range of investment funds. These products utilise single manager, multi-manager, single sector and diversified investment funds.

Advance is a subsidiary of Westpac Banking Corporation and a member of the Westpac Group.

## About this document

This Financial Services Guide (FSG) is an important document. It's designed to assist you when deciding whether to use any of the financial services offered by Advance Asset Management Limited (Advance), ABN 98 002 538 329, Australian Financial Services Licence (AFSL) 240902. These financial services are described in this FSG.

This FSG contains important information about:

- > the products and services Advance offers you
- > the remuneration, commissions or other benefits that may be paid to Advance or other relevant persons in relation to the financial services offered
- > how you can make a complaint about us
- > how you can contact us.

## Other documents you may receive from us

### Product Disclosure Statement

Before you can acquire one of our products, you will receive a Product Disclosure Statement (PDS).

The PDS contains important information about the product you're considering investing in and will help you make an informed decision about whether or not to acquire the product.

The PDS contains information such as:

- > benefits and risks involved in acquiring the product
- > fees and charges applicable
- > characteristics and features of the product
- > potential taxation implications
- > dispute resolution
- > any cooling-off rights

Any instructions you wish to provide in relation to our financial products must be in writing as set out in the relevant PDS.

## About our financial services

Advance is the responsible entity of various registered managed investment schemes. Our AFSL authorises us to provide the following financial services:

- > General financial product advice (in respect of (i) deposit products, (ii) life products, (iii) interests in our managed investment schemes and (iv) superannuation)
- > Deal in a financial product (in respect of (i) derivatives, (ii) foreign exchange contracts and (iii) interests in our managed investment schemes and, on behalf of others, (i) deposit products, (ii) derivatives, (iii) foreign exchange contracts, (iv) life products, (v) interests in our managed investment schemes, (vi) securities, (vii) superannuation and (viii) government issued debentures, stocks or bonds)
- > Operate managed investment schemes holding derivatives and financial assets.

When providing any of these financial services, Advance is acting on its own behalf as a financial services licensee. Advance is exempt from the professional indemnity insurance requirements for compensation arrangements as we have a guarantee provided by Westpac Banking Corporation. This guarantee has been approved by the Australian Securities and Investments Commission. These arrangements meet relevant legislative requirements.

## Contact details

Advance Asset Management Limited (Advance)

ABN 98 002 538 329 AFSL 240902

You can contact us by:

- > calling our Customer Relations team on **1800 819 935** between 8.00am to 7.00pm (EST), Monday to Friday
- > emailing: [investorservices@advance.com.au](mailto:investorservices@advance.com.au)
- > visiting our website at [advance.com.au](http://advance.com.au)
- > writing to us at: **GPO Box B87, Perth WA 6838**

## Information about remuneration and other benefits

### Fees received by us or by related entities

If you invest in a financial product issued by Advance, we will receive fees and charges in relation to your acquisition or holding of that product. These fees may include entry fees, management fees and responsible entity costs. The fees and any other benefits Advance receives in relation to each product are set out in the PDS for that product.

Advance also has a role in managing the investment options of certain superannuation products. These superannuation products are issued by Asgard Capital Management Limited (Asgard) and BT Funds Management Limited (BTFM), related entities of Advance. If you invest in such a product, Asgard or BTFM will receive fees such as administration fees and Advance may receive management fees in relation to the investment. Details of the fees received by either Asgard, BTFM or Advance will be set out in the PDS for the particular superannuation product.

If you invest in our financial products on the basis of a recommendation by an adviser who is a representative of other licensees within the Westpac Group, these entities may receive commissions from us in relation to the investment you make. Information about the remuneration, including fees, commissions and/or other benefits received by your adviser will be disclosed in the Statement of Advice, which the adviser is required to give you when providing personal advice.

Employees within the Westpac Group who provide you with financial services on behalf of Advance receive a salary from their employer and may also be entitled to a bonus or other benefits that depend on various factors.

## Enquiries and complaints

If you have any questions or complaints about the financial services we provide, please:

- > call our Customer Relations team on 1800 819 935, 8.00am to 7.00pm (EST) Monday to Friday, or
- > write to us at GPO Box B87, Perth WA 6838.

If your concern is in relation to a complaint or you're not satisfied with the actions of our Customer Relations team, you can contact our Complaints Manager on the above number or address.

We'll acknowledge any complaint we receive within five business days and we'll respond in writing within 45 days.

If your complaint hasn't been resolved within 45 days or you're not satisfied with the decision, you may contact a free, independent external dispute resolution scheme. Decisions of external dispute resolution schemes are binding on us. If your complaint is lodged:

- > **before 1 November 2018**, you may lodge your complaint with the Financial Ombudsman Service Australia:  
Online: [www.fos.org.au](http://www.fos.org.au)  
Email: [info@fos.org.au](mailto:info@fos.org.au)  
Phone: 1800 367 287  
Mail: Financial Ombudsman Service Limited  
GPO Box 3 Melbourne VIC 3001
- > **on or after 1 November 2018**, you may lodge your complaint with the Australian Financial Complaints Authority:  
Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Phone: 1800 931 678  
Mail: Australian Financial Complaints Authority  
GPO Box 3 Melbourne VIC 3001

## Privacy

Your right to privacy is important to us. Each PDS explains your privacy rights, and our rights and obligations in relation to your personal information.

You can obtain a copy of our privacy policy by contacting us.