



SECURITIES PTY. LIMITED

ABN: 15 003 377 964

AFS Licence Number 246925

FINANCIAL SERVICES GUIDE

Version 17 (Part 1 of 2)

26 November 2018

The Financial Services Guide ("FSG") is an important document, which under our Australian Financial Services Licence we are required to give to you before we provide financial product advice, and we encourage you to read this document carefully. It's designed to assist you in deciding whether or not to use any of the services offered in the Guide and contains information about who we are and how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated and details of our internal and external dispute resolution procedures and how you can access them if you have a complaint about our services.

Pinn Deavin Securities Pty Ltd (hereafter referred to as "Pinn Deavin Securities" or "PDS") is responsible for the financial services provided including the distribution of this Financial Services Guide (FSG).

This document, and a separate document, Part 2 of 2, about your adviser, comprises the Financial Services Guide.

Information about Pinn Deavin Securities Pty Ltd ("Pinn Deavin Securities")

Established in 1988, Pinn Deavin Securities Pty Limited is committed to providing quality, personal service on a timely basis. We are large enough to have the resources needed but small enough to provide a personal service.

Pinn Deavin Securities is privately owned by its principals and is not aligned to any one financial institution. This private ownership structure assists in allowing our advice to be based purely on what is the best choice for your individual needs.

Pinn Deavin Securities, through its representatives, provides the financial services described in this guide. From time to time Pinn Deavin Securities may work in association with the following other service providers:

- Pinn Deavin & Co
- Conroy Evans Pty Ltd
- Connecting Finance Pty Ltd

Services provided by these parties directly do not come under our AFS Licence unless otherwise advised or specifically agreed. Where information is exchanged between these parties it is a result of individual client consent to do so in order to assist the client. Any fees payable, or income earned, out of the actions taken by clients of Pinn Deavin Securities and those parties is between those parties and specifically does not include Pinn Deavin Securities Pty Ltd.

Your Financial Adviser

Your financial adviser will either be a Corporate Authorised Representative (CAR) or an Employee Representative of a Corporate Authorised Representative. These are parties that Pinn Deavin Securities has authorised to act on its behalf. You can expect to receive the highest level of advice and service from either type of representative. We are responsible for the advice provided to you by our representatives. Information about your Adviser including authorisation qualifications and experience are contained in a separate document (Part 2 of this guide).

Appropriate advice for your personal circumstances

Before your adviser can offer personal advice in recommending solutions to you they need to understand your personal circumstances including your individual investment objectives, financial situation and needs. Of course, you have the

phone (02) 8525 3700 fax (02) 9525 3534

Anchor Point Business Centre, Level 2, 2-4 Northumberland Rd, TAREN POINT, NSW
P.O. Box 2603, Taren Point, NSW, 2229

right not to share this information with your adviser. In this case, they may not be able to offer personal advice but only general advice. If this is the case, they are required to warn you of the possible consequences. You should read the warnings carefully as the scope of the advice provided to you will be limited as a consequence of you exercising your right not to disclose all the information sought by your Adviser.

Our authorised services and the kinds of financial products they relate to

Pinn Deavin Securities is authorised under its AFS Licence to offer financial advice and/or deal in the following financial products:

- Deposit and payment products
- Government debentures, stocks and bonds
- Life Products including annuities, life insurance, term insurance, income protection insurance, trauma insurance, death & total and permanent disability insurance, as well as disability products in general
- Managed Investment Schemes including unit trusts, investment bonds, property trusts, growth funds, balanced funds, indexed funds, cash management accounts
- Retirement Savings Account products
- Superannuation including allocated pensions, rollovers and personal and Corporate Superannuation products.
- Securities

This may be done as part of the following services that we offer:

- | | |
|--|----------------------------------|
| ✓ Financial planning | ✓ Social Security entitlements |
| ✓ Wealth Accumulation | ✓ Retirement income planning |
| ✓ Life insurance (risk and investment) | ✓ Estate Planning |
| ✓ Superannuation and rollovers | ✓ Access to listed direct shares |
| ✓ Tax planning | |

Remuneration for those authorised services

We are committed to taking a leading role to help increase consumer confidence in the financial planning process by making sure our fees are transparent, understood and agreed to by you. A fee is charged for all of our services and these are discussed further on in this document and specifically detailed in any statement of advice that may be provided if there is anything that may influence their recommendation to you. In addition to the information detailed in this FSG, your adviser will also provide this information to you, when they make specific recommendations. Detailed information regarding the remuneration and how it is calculated will be contained in the Statement of Advice or the relevant Product Disclosure Statement. Full details of how you pay for the services that we provide will be set out on any written financial plan, which you will receive before we place any investments for you.

Initial Discussion

We do not charge for an initial appointment to discuss your investment needs and how Pinn Deavin Securities' services may assist you.

Financial Plan

We may charge you a fee for preparation of the Statement of Advice. In most circumstances the Statement of Advice preparation fee will be incorporated in your initial advice fee. Where a fee for the preparation of the Statement of Advice is charged, you will be notified at the initial interview what the expected cost will be, before any Statement of Advice is prepared.

Initial Advice and Ongoing Advice Fees

Our agreed service fees may include charges for:

- Initial advice
- Ongoing advice

Our preferred method of payment is by an agreed fee. We will negotiate and agree to fees and payment options with you prior to providing our advice and services. You will therefore know the services to be provided to you and what they will cost, before any services commence.

The fees charged for the implementation of our advice and services may be based on either a percentage of the funds invested, agreed between you and us, charged directly to you or, a set dollar amount that is agreed between you and

us and invoiced directly to you, or a set dollar amount or percentage based fee that is agreed between you and us and paid via a product.

The actual costs will normally be shown in our written advice to you or in the acknowledgement form completed when a transaction without advice service is requested. For transactions without advice you can ask for details of remuneration or other benefits at any time before the transaction is completed.

Ongoing Advice Fees

Administrative fees for ongoing advice, reviews and portfolio management will generally be charged as a percentage of the total portfolio invested. The amount will be GST inclusive and detailed in the relevant Statement of Advice provided. The percentage fee appropriate is calculated by adding the closing daily invested funds balance for each day of the month, and averaging this figure out by the number of days in the month. This fee will then be billed monthly or "as agreed".

Those clients utilising the Pinn Deavin Securities Portfolio Management Service, will incur a fixed annual cost paid in advance on or before 1 July of each financial year. This sum will be advised annually in advance where appropriate. Where a client's portfolio management commences during the financial year, a simple pro-rata of the fee based on the remaining months in the financial year will apply.

Where investments are made into retail products that have a "trail commission" Pinn Deavin Securities reserves the right to retain those commissions owing due to the administrative difficulty in their allocation.

Equity Trading Brokerage Fees

Brokerage fees will apply on all equity and derivative transactions undertaken with PDS. Brokerage costs are paid directly to your nominated broker. Brokerage costs are additional costs that you will incur only if you transact in direct ASX listed securities, and are in addition to any transactions fees payable to your investment platform provider.

Brokerage is calculated at the time of each transaction as either flat amount or a percentage of the transaction amount (dependant on size of the transaction), and will be added to the cost, or deducted from the proceeds of the transaction.

PDS currently enlist the services of four (4) share broking firms. Where any of these are used their costs are disclosed individually to the client at the time of rendering advice. These parties provide an online execution only service.

- Macquarie Equities Limited (Wrap Platforms Only)
- Commsec Adviser Services (Representative of Australian Investment Exchange Limited)
- CMC Markets
- Open Markets

Insurance Advice and Services

The two types of fees charged are upfront and ongoing fees. Both types of fee are calculated as a percentage of the insurance premiums paid. This percentage varies depending on the products chosen. These will be discussed in the first meeting and subsequently disclosed prior to the implementation of any recommendations, in the Statement of Advice.

Commissions Received by Pinn Deavin Securities Pty Ltd

Operating a financial services business involves substantial costs and commission assists us to afford the infrastructure, personnel and systems required to provide you with quality advice. Commissions may be based on the amount invested and deducted from the invested funds. The amount of fees or commission which is payable to your adviser may vary. However, we may in some circumstances receive between 0.0% to 5.5% commissions (includes GST) from fund managers and others whose products we recommend to you. Any commissions received will be disclosed in your Statement or Advice.

Remuneration of Pinn Deavin Securities Pty Ltd Representatives

Pinn Deavin Securities Pty Ltd has Corporate Authorised Representatives (CAR). The CAR employs advisers who are Employee Representatives of the CAR. The remuneration paid to the CAR is included in the Statement of Advice and may be up to 100% of the fee charged to the client. The Employee Representatives may receive salaries, director's fees and dividends. Please note you are always advised of the remuneration paid to the CAR. It is not possible to specifically advise as to the individual remuneration of any particular Employee Representative as the employee is not remunerated specific to any individual client.

Referral arrangements

In some circumstances, we may provide a referral payment to a person or organisation which referred you to our Authorised Representatives. If this does occur, the referral payment will be clearly disclosed in your Statement of Advice.

Associations and possible perceived conflicts of interest

- Pinn Deavin Securities Pty Ltd is a member of The Association of Independently Owned Financial Professionals (AIOFP). This is an Australia-wide network of Australian Financial Services Licence (AFSL) holders whose principals own their business and are not owned or controlled by large institutions
- Pinn Deavin Securities Pty Ltd recommends the use of certain brokers who are listed in this FSG. Where these parties are used we perceive they offer clients the optimum cost and efficiencies in investing activities. They are not necessarily the lowest cost option individually at the time of use but are considered appropriate to the overall client needs and the service to be rendered

Documentation of Advice

Initially, you may receive either or both of a Statement of Advice and a Product Disclosure Statement. Following on from the initial Statement of Advice, you may receive either a Statement of Additional Advice or a Record of Advice.

- A Statement of Advice ("SoA") is a record of our recommendations that outlines the scope and basis of our advice, including the information on which we've relied, and clearly details any fees, relationships or other relevant factors that may have influenced our advice.
- A Record of Advice ("RoA") is a record our recommendations, that are additional to a previously issued "SoA", and should be read in conjunction with that "SoA". It will be issued where we have confirmed that your relevant personal circumstances, including your objectives, financial situation and needs relevant to this advice, are not significantly different from your circumstances as in the "SoA" previously given to you.
- A Record of Advice ("RoA") will also be issued where we place a trade under your instructions, and we provide no advice to you regarding this transaction. Any instructions provided by you must be in writing, and may be by either email, facsimile or letter.
- A Product Disclosure Statement ("PDS") is designed to assist you in making an informed decision about financial products. We'll provide you with a PDS whenever we recommend that you acquire financial products other than shares.

If you have not been provided with these documents, please consult with your Adviser, or alternatively please contact us on (02) 8525 3700 and we shall endeavour to provide you with these documents.

It is important that you receive either or both a Statement of Advice and a Product Disclosure Statement before you commit to any recommendations made to you.

General Financial Advice

We will provide personal recommendation if you give us sufficient information about your circumstances to enable us to do so. Alternatively, we may provide general financial advice and it is up to you to determine whether the advice is appropriate in light of your particular investment needs, objectives and financial circumstances.

Your Information maintained by Pinn Deavin Securities

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. Our Privacy Policy relates to how we address each of the Australian Privacy Principles (AAPs) set out in the Privacy Act 1988. Your advisor can provide a copy of our privacy policy to you, free of charge, at your initial interview. If this is not done, then please contact us at Pinn Deavin Securities and we will forward a copy to you.

Your adviser will maintain a record of your personal profile, including details of your investment objectives, financial situation and needs and any other information relating to your specific financial situation. They will also maintain records of any recommendations they make. Should you wish to examine your file just ask your adviser and they will make all necessary arrangements to provide you with relevant information. In accordance with our privacy policy above, you have a general right to examine the relevant contents of your file. Further details on our information handling policy can be obtained by contacting us directly.

Disputes Handling

If you have a complaint about the services provided, you should take the following steps:

1. Tell your adviser about your complaint.
2. If your complaint is not satisfactorily resolved by your adviser within seven business days, please contact our Complaints Manager by putting it in writing and sending it to us at:

The Compliance Manager
Pinn Deavin Securities Pty Ltd
PO Box 2603
Taren Point NSW 2229

They will investigate your complaint and attempt to fairly resolve your complaint within 14 business days of receipt.

3. If you are not satisfied with our handling of your complaint or our decision, you may contact the Australian Financial Complaints Authority (ACFA). ACFA is an independent dispute resolution system.

ACFA may be able to assist you to resolve your complaint, but only if you are not satisfied with the response received from our handling of your complaint. If ACFA accepts your complaint, it will attempt to resolve the matter through conciliation, which involves assisting you and us to come to a mutual agreement. If conciliation is unsuccessful, the complaint is referred to an independent adjudicator for a determination that is binding, should the investor accept.

If you wish to find out whether ACFA can handle a complaint and the type of information you would need to provide, you may contact them on 1800 931 678 or at the following address:

The Australian Financial Complaints Authority
GPO Box 3
MELBOURNE, VICTORIA 3001

4. Alternatively, you can contact the Australian Securities & Investments Commission (ASIC) on their Free call Info line, 1300 300 630 to find out which industry complaints scheme can help you settle your complaint.

As a professional financial services business, we are committed to acting efficiently, honestly and fairly. We value your support and appreciate any feedback that will help us to meet your expectations and needs.

Compensation Arrangements

We believe we have put in place compensation arrangements (via maintenance of professional indemnity insurance and adequate financial provision for any policy excess) that are adequate having regard to the size, nature and complexity of our business. We believe that these arrangements are sufficient for the purpose of meeting our compliance obligations under section 912B of the Corporations Act.