



## **A guide to our financial services**

Financial Services Guide

Dated 19 October 2007

BT Investment Management (RE) Limited

ABN 17 126 390 627

Australian Financial Services

Licence No. 316455



## **About this Financial Services Guide**

This Financial Services Guide (FSG) is issued by BT Investment Management (RE) Limited ABN 17 126 390 627 (BTIM (RE), us or we) to inform you of the financial services we offer and is intended to help you as a retail customer decide whether to use the services described in this FSG. We are required to provide you with this FSG as a requirement under our Australian Financial Services Licence (AFSL).

This FSG provides information:

- About us
- About our financial services and financial products
- The costs, remuneration and other benefits that may be paid to us, staff members and others
- The fees, remuneration and commissions that may be paid by us
- If you have a complaint, how it will be dealt with
- How we collect and use your personal information
- How you can contact us.

If you have any questions about us or about this FSG, you may contact us on the details set out on the back cover. Any changes to the details can be found at [www.bt.com.au](http://www.bt.com.au).

You should read this FSG carefully along with any other disclosure document you may receive. Although we do not provide personal advice or recommend financial products, we may be required to provide you with a Product Disclosure Statement (PDS) or other disclosure document containing information about that financial product, including any relevant terms, significant risks and the costs associated with the financial product and details of fees and charges which may apply. You should read these documents to enable you to make an informed decision about the financial product.

## → About BTIM (RE)

BTIM (RE) holds an Australian Financial Services License (AFSL) that authorises it to provide the financial services set out below.

<b>General financial product advice for, and deal in:</b>
Deposit and payment products
Derivatives
Foreign exchange contracts
Government debentures, stocks or bonds
Interests in managed investment schemes including investor directed portfolio services (IDPSs)
Securities
Superannuation products
<b>Operate the following kinds of registered managed investment schemes (including the holding of any incidental property) in its capacity as responsible entity:</b>
Schemes which only hold assets of a particular kind (Derivatives and financial assets)
<b>Provide the following custodial or depository services:</b>
Operate custodial or depository services other than IDPSs

BTIM (RE) is also authorised by its AFSL to underwrite interests in managed investment schemes and an issue of securities.

BTIM (RE) is a member of the Westpac group of companies (Westpac Group). The Westpac Group includes a number of companies that issue financial products and provide financial services such as funds management, insurance, superannuation, investment and administrative services, financial planning and advisory services. The Westpac Group includes companies that bear the 'Westpac' and 'BT' names.

The registered address of BTIM (RE) is:

Level 15  
Chifley Tower  
2 Chifley Square  
Sydney NSW 2000

Unless otherwise disclosed in the PDS or other disclosure document for the relevant financial product, a financial product issued by BTIM (RE), is not a deposit with, investment in or other liability of Westpac Group, nor any other company within the Westpac Group and 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 issued or distributed by BTIM (RE).

Financial products issued or distributed by BTIM (RE) are subject to investment risk, including possible delays in repayment and loss of income and principal invested. BTIM (RE) provides no warranty regarding the suitability of any services described in this FSG for any person.

## → Our financial services and financial products

### **What financial services and financial products do we provide?**

BTIM (RE) is a responsible entity of, and issuer of units in managed investment schemes. BTIM (RE) also provides general financial product advice in relation to those financial products which it is authorised to provide.

### **Who is responsible for the financial services you receive?**

BTIM (RE) is responsible for the financial services it provides to you as described in this FSG. BTIM (RE) will provide these services through their respective representatives who may consist of employees of BTIM (RE)'s holding company, BT Investment Management Limited (BTIM), ABN 28 126 385 822 (Staff Members) or third party service providers, or any authorised representatives appointed by each of them.

### **Will we give you personal advice that has regard to your objectives, financial situation and needs?**

BTIM (RE) does not provide personal advice. BTIM (RE) only provides factual information and general advice regarding financial products we are authorised to provide, issue or deal in. This factual information or general advice does not take into account your particular objectives, financial situation and needs (circumstances). You should consider the appropriateness of the information of the general advice having regard to your circumstances before acting on this information or making an investment decision. These factors and the PDS or other disclosure document for the relevant financial product should be considered by you before making any investment decision on the basis of the factual information or general advice that we provide to you.

General advice does not include any direct or implied recommendation that the financial products referred to are appropriate to the objectives, financial situation and needs of a particular person.

If you receive personal advice from your financial adviser, your financial adviser will provide you with a Statement of Advice (SOA) which will contain the advice, the basis on which the advice is given and information about fees, commissions and relationships which may influence the advice.

### **How can you give us instructions?**

Generally, you may give us instructions in writing, by fax, telephone or other means by pre-arrangement with us unless stated otherwise in the PDS or other disclosure document for the relevant financial product.

## → About fees

### **Information about the fees and other benefits received by us**

#### **What fees or other benefits are received by us?**

We do not charge a fee for providing you with general financial product advice.

BTIM (RE) is remunerated directly through product issuer fees that we charge you for your investment in a managed investment scheme. The fees and costs (including product related transaction costs, ongoing fees and other incidental charges) are generally based on a percentage of the value of the investment and are set out in the relevant PDS or other disclosure document for the respective product and service.

#### **What remuneration and other benefits are received by Staff Members?**

Our Staff Members are remunerated by salary from BTIM (or by another company in the Westpac Group) and do not directly receive commissions or fees. Staff members may be eligible for bonus payments based on achievement of personal or business objectives such as staff member performance and overall team performance. Bonuses are paid annually by bonus payment, additional superannuation contributions or shares in BTIM.

It is not possible to determine at any given time whether a staff member will receive such benefits or rewards.

### **Information about the fees and other benefits paid by us**

#### **Product Providers**

At the date of this FSG, we pay commissions to advisers and other persons approved by us (including dealer groups and operators of master trusts and wrap accounts) from the fees we receive. This amount may be at a rate of up to 100% of the product issuer fee.

#### **Fees for those who refer customers to BTIM (RE)**

We may in future pay a referral fee where a person or company (within or outside the Westpac Group) refers a customer to BTIM (RE) (Referral Fee). The Referral Fee is either a percentage of the total amount invested or paid, or maybe a fixed fee. The Referral Fee may be paid upfront when the financial service is provided, the financial product is issued, on an ongoing basis, or periodically (for example, monthly, quarterly, half-yearly or yearly). Details of the commission, rebate or other benefit to be paid by us will be provided by the referrer in their respective disclosure document.

#### **Fees received by related entities and associations with product issuers**

BTIM (RE) may also pay fees to companies within the Westpac Group for selling financial products issued by BTIM (RE) (Distributors). Such fees are paid upfront (when the customer 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. In relation to managed investment products, we may pay the Distributors contribution fees of up to 5% of the amount invested and ongoing-fees of up to 1% pa of the value of your investment.

#### **Gifts and Hospitality Register**

BTIM (RE) maintains procedures to manage the conflicts of interest that may arise through the provision of, and receipt of gifts and hospitality to and from third parties (eg Distributors of our products).

We maintain a register that records the provision and receipt of such items.

## → Complaints and information

### **If you have a complaint**

Problem resolution is a priority for BTIM (RE). If you have any problems with the financial services that we provide and wish to make a complaint, please contact us as set out below and we will do our best to resolve it for you quickly and fairly.

As a first step please contact us by telephone from 8.00am to 5.30pm, Sydney time, Monday to Friday on 1800 813 886. Alternatively, you can contact us by email or in writing to the Complaints Officer at the addresses set out on the back cover of this FSG.

We will let you know that we have received your complaint and a Complaints Officer will try to resolve your complaint within 30 days. If you are still not satisfied you can refer your complaint to the following external complaints organisations:

### **Financial Industry Complaints Service (FICS)**

FICS deals with complaints about responsible entities of managed investment schemes, licensees who give retail investment advice and life insurance.

Financial Industry Complaints Service  
PO Box 579 Collins Street West  
Melbourne VIC 8007  
Telephone: 1300 780 808

The Australian Securities & Investments Commission also has a free call Infoline on 1300 300 630. You can use this number to make a complaint and to obtain further information about your rights.

### **How we collect and use your personal information**

Your privacy is important to BTIM (RE) and we are committed to promoting a privacy policy that will ensure the privacy and security of your information.

The personal information that we collect will be used to provide you with financial services and for the purposes of other related activities including administration, planning and research.

We may disclose your personal information to any person who is at any time a representative of a company within the Westpac Group, to service providers who do things on our behalf (for example, a mailing house), to a person who acts on your behalf in relation to your investment (such as your adviser) and to other third parties where it is required or allowed by law or where you have given your consent.

You can access most personal information BTIM (RE) retains about you by telephoning 1800 813 886.

Sometimes there will be a reason why it is not possible to provide you access to this information, in which case we will tell you why.

We (in addition to other companies within the Westpac Group) may use your personal information from time to time to provide additional services to you, such as market updates and information on products and services available from us or any other companies within the Westpac Group. If you do not wish to receive this information, please contact us as set out on the back cover of this FSG.

If you only hold BTIM (RE) products through an external adviser, no information will be used by non-BT Financial Group companies for marketing purposes.

For further details, please refer to our privacy policy at [www.bt.com.au](http://www.bt.com.au).



**Registered address**

- Level 15, Chifley Tower  
2 Chifley Square  
Sydney NSW 2000

**Contacting BTIM (RE)**

**You can contact BTIM (RE) in any of the following ways:**

- Telephone  
Call BT Customer Relations on 1800 813 886  
from 8.00am to 5.30pm  
Monday to Friday (Sydney time)
- Mail or Fax  
Write to BT Financial Group at  
GPO Box 2675, Sydney NSW 2001  
or send them a fax at  
(02) 9274 5786
- Internet  
Visit [www.bt.com.au](http://www.bt.com.au)
- Email  
Send an email to  
[customer.relations@btfinancialgroup.com](mailto:customer.relations@btfinancialgroup.com)



Investment  
Management