

# BT Securities Limited

Financial Services Guide

Issue Date 14 April 2014

BT Securities Limited  
ABN 84 000 720 114  
Australian Financial Services  
Licence No. 233722

Please note:  
We take our disclosure  
responsibilities seriously. This  
document contains the Financial  
Services Guide ('FSG') issued  
by BT Securities Limited. Please  
consider this FSG carefully, and  
keep this document in a safe  
place so you can refer to it later.



## About this Financial Services Guide

This Financial Services Guide ('FSG') issued by BT Securities Limited ABN 84 000 720 114 ('BTS', 'we', 'our', 'us') informs you of the margin lending financial services provided by us. It is designed to help you as a retail customer to decide whether to use the services and to ensure that BTS complies with its obligations as a financial services licensee.

This FSG tells you:

- ▶ about us;
- ▶ about the margin lending financial services we provide;
- ▶ about the fees, remuneration and other benefits that may be paid to us, staff members and others;
- ▶ about our compensation arrangements;
- ▶ about associations or relationships we have with financial product issuers and service providers;
- ▶ if you have a complaint, how to manage it;
- ▶ how we collect and use your personal information; and
- ▶ how you can contact us.

If you have any questions about us or about this FSG, please contact us. Our contact details are set out on the last page of this FSG. Any changes to these details can be found at [bt.com.au](http://bt.com.au).

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 documents, if we issue or arrange the issue of a financial product to you. A PDS contains information about the features, benefits, risks and fees associated with the product. These documents will be provided to help you make an informed decision about whether the product is appropriate for you, given your objectives, financial situation and needs, and to comply with our obligations as a financial services licensee.

## About BT Securities Limited

BTS is authorised by its Australian Financial Services Licence ('AFSL') No. 233722, amongst other things, to give general financial product advice on, and to arrange or deal in the following products:

- ▶ standard margin lending facilities, securities, interests in managed investment schemes and a limited range of derivatives (such as warrants) mortgaged to us to secure a margin loan.

BTS is a wholly owned subsidiary of the Westpac Group. The Westpac Group includes a number of companies that issue financial products and provide financial services such as funds management, insurance, margin lending, superannuation investment and administrative services, and financial planning and advisory services.

The registered office of BTS is Level 20, 275 Kent Street, Sydney NSW 2000.

A financial product acquired from or through BTS is not a deposit with, or any liability of, Westpac Banking Corporation ('Westpac') or any other company in the Westpac Group. Investment in a financial product is subject to investment risk, including possible delays in repayment or loss of income and principal invested. Neither Westpac nor any of its related entities stands behind or otherwise guarantees the capital value or investment performance of any financial product acquired through BTS.

BTS has entered into an arrangement with Westpac under which BTS conducts its margin lending business as agent for Westpac. Westpac indemnifies BTS against certain liabilities incurred by BTS in the performance of its duties under the arrangement.

## Our financial services

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

BTS issues standard margin lending facilities and deals in securities and interests in managed investment schemes mortgaged to it to secure the margin loans it advances. BTS may in certain circumstances provide general advice about these products as well as for a limited range of derivatives (such as warrants).

In providing these services, BTS is acting as agent of Westpac.

Generally, this FSG does not relate to any services or products BTS provides that are not financial services or financial products regulated under the Corporations Act 2001 (Cth).

### **How are the financial services provided?**

BTS will provide the financial services provided to you and described in this FSG. BTS will provide these financial services through our representatives who are employees of companies within the Westpac Group (Staff Members) and any authorised representatives appointed by us to provide financial services on our behalf.

BTS acts on Westpac's behalf when providing the financial services described in this FSG.

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

No. Any material provided to you by us will only contain factual information and general advice. This factual information or general advice does not take into account your particular objectives, financial situation and needs. You should consider the appropriateness of the information or general advice, having regard to your particular objectives, financial situation and needs, before acting on this information or making any investment decision.

If you are considering acquiring a financial product, you should obtain a copy of the relevant PDS or prospectus before making any decision to do so.

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

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

Generally, you or your representative may give us instructions in writing, by telephone, internet, email, fax or other means by pre-arrangement with us. How you give us instructions will depend on the services we provide to you.

## **Information about fees and other benefits**

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

The fees, commissions and other benefits (collectively 'Fees') that BTS receives for providing a service to you depend on the service provided to you. Any Fees that are payable by you to us should, generally, be paid by direct debit, BPAY<sup>®1</sup>, cheque or other means by prearrangement with us. The Fees received by BTS do not simply represent our profit margins but also go towards covering our costs and overheads.

BTS does not receive any Fees specifically for financial services (such as general advice in relation to certain financial products) it provides. We may receive fees, commissions and other benefits including establishment fees, interest on margin loans and out-of-pocket expenses such as registration and search fees and stamp duty (Fees) as set out in the margin loan documentation (including a Product Disclosure Statement).

1\_Registered to BPAY Limited ABN 69 079 137 518

The annual fee BTS receives from Westpac for the provision by it of agency services in relation to the margin lending business is the greater of:

- ▶ 0.05% of the principal outstanding of margin lending facilities entered into and settled in the 12 months preceding the payment date; or
- ▶ 10.5% of the amount of capital BTS is required to hold under its AFSL.

This fee does not affect the interest rate that we charge on margin loans that we issue.

You may request particulars of the remuneration (including commission) or other benefits that may be received in relation to financial services that may be provided to you within a reasonable time after you are given this FSG and before the services are provided to you.

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

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

To the extent permitted by law, Staff Members may also be rewarded with monetary and non-monetary performance benefits from time to time if they meet certain performance targets. Monetary payments to Staff Members are made by payment into an account nominated by the relevant Staff Member.

It is not possible to determine at any given time whether a Staff Member will receive the benefits referred to above or to quantify them.

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

When you purchase our financial products through a financial adviser, BTS may (to the extent permitted by law) pay an ongoing fee of up to 1% of the account balance to the adviser, paid as determined by BTS.

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

Companies within the Westpac Group manage, market, issue and provide financial products and services that you may acquire through, or as a result of, the services (other than financial services) we provide to you. You may also be able to acquire through, or as a result of, the services (other than financial services) we provide to you, financial products and services offered by companies unrelated to the Westpac Group. We may pass on up to 100% of the Fees to companies within the Westpac Group and external providers for providing these services.

The relevant Fees are paid to these third parties upfront when the service is provided or the product is issued or on an ongoing basis (paid when the service is provided or periodically, such as monthly, quarterly, half-yearly or yearly). The amount paid to these third parties may vary according to a number of factors such as the type of services provided and the identity of the third party providing the service.

When you invest in any product or service offered by a company within the Westpac Group or any company unrelated to the Westpac Group, that company may receive Fees in relation to your investment in that product or the provision of that service (which may include contribution fees, management fees, withdrawal fees and any other fees specified in the Product Disclosure Statement or other disclosure documents for the particular product or service).

## What should I do if I have a complaint?

Problem resolution is a priority for us. We have established complaint resolution procedures that aim to deal with complaints quickly and fairly. If you have a complaint about any of our financial services, please contact us directly by telephone on 1800 816 222, Monday to Friday between 8.00am and 6.30pm (Sydney time). Alternatively, you can contact us from anywhere in Australia by:

### Internet

[bt.com.au](http://bt.com.au) and click on 'About Us'

### Email

[client.marginlending@btfinancialgroup.com](mailto:client.marginlending@btfinancialgroup.com)

### Mail

BT Securities Limited  
GPO Box 3917  
Sydney NSW 2001

### Facsimile

(02) 9274 5782

To ensure that all enquiries and complaints are properly considered and dealt with and to save yourself valuable time, gather all the facts and documents about the complaint, think about the questions you want answered and decide what you want us to do.

You can obtain a copy of our Complaints Handling Policy by contacting us as detailed above. A response will be prepared to ensure all matters you raise are investigated and responded to fully.

If you are not satisfied with our response and wish to proceed further, you may refer the matter to an independent complaint handling body.

If you remain dissatisfied with the outcome, you can refer your complaint to the Financial Ombudsman Service ('FOS'). FOS is an externally managed complaints resolution scheme, of which we are a member. You can contact FOS at:

### Mail

GPO Box 3  
Melbourne VIC 3001

**Telephone**

1300 780 808

**Facsimile**

(03) 9613 6399

**Internet**

[www.fos.org.au](http://www.fos.org.au)

The Australian Securities and Investments Commission ('ASIC') has an Infoline on 1300 300 630. You can call this number to make a complaint and to obtain further information about your rights.

**How we manage our compensation arrangement?**

Where we are liable to meet a claim, payment will generally be paid from our cash flows and available resources.

We have compensation arrangements in place through a guarantee provided by Westpac. These arrangements meet relevant legislative requirements and have been approved by ASIC.

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

Your privacy is important to us and we are committed to promoting a privacy policy that will ensure the privacy and security of your personal information.

The personal information that we collect will be used in connection with your margin loan. We may disclose your personal information to other members of the Westpac Group, anyone we engage to do something on our behalf and other organisations that assist us with our business.

Our privacy policy, available at [bt.com.au](http://bt.com.au) or by calling 132 135, contains information about how we handle your personal information, including how to access your information, seek corrections and make complaints.



## For more information



1800 816 222  
BT Customer  
Relations Consultants  
Monday to Friday  
8.00am – 6.30pm  
(Sydney time)



[client.marginlending@  
btfinancialgroup.com](mailto:client.marginlending@btfinancialgroup.com)



[bt.com.au](http://bt.com.au)



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