

Financial Services Guide

BT Funds Management Limited
BT Funds Management No. 2 Limited
Westpac Financial Services Limited

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BT Funds Management Limited
ABN 63 002 916 458
Australian Financial Services Licence No. 233724
RSE Licence No: L0001090

BT Funds Management No. 2 Limited
ABN 22 000 727 659
Australian Financial Services Licence No. 233720

Westpac Financial Services Limited
ABN 20 000 241 127
Australian Financial Services Licence No. 233716

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About this Financial Services Guide

This Financial Services Guide (FSG) is issued by:

- BT Funds Management Limited
ABN 63 002 916 458 (BTFM)
- BT Funds Management No. 2 Limited
ABN 22 000 727 659 (BTFM 2) and
- Westpac Financial Services Limited
ABN 20 000 241 127 (WFSL),

(collectively 'we', 'us' or 'our') to inform you of the financial services we offer. It is designed to help you as a retail customer decide whether to use these services and to ensure that BTFM, BTFM 2 and WFSL comply with their obligations as financial services licensees.

This FSG tells you:

- about us
- about our financial services and financial products
- the fees, costs, remuneration and other benefits that may be paid to us, staff members and others
- what associations or relationships we have with financial product issuers
- if you have a complaint, how it will be dealt with
- how we collect and use your personal information
- how you can contact us.

You can access this FSG at bt.com.au, or request a copy free of charge from your financial adviser or by contacting us. If you have any questions about us or about this FSG, please contact us. Our contact details are set out on the back cover of this FSG. Any changes to these details can be found at bt.com.au.

Generally where we issue, offer or arrange to issue a financial product to you, we will, if required, provide you with a Product Disclosure Statement (PDS) or other disclosure document containing 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 the financial product and to comply with our obligations as financial services licensees.

About us

BTFM, BTFM 2 and WFSL each hold an Australian Financial Services Licence (AFSL) that authorises them to provide the financial services set out below.

Authorised financial services and the financial products to which they relate	BTFM (AFSL No. 233724)	BTFM 2 (AFSL No. 233720)	WFSL (AFSL No. 233716)
General financial product advice for, and/or deal in:			
Deposit and payment products	✓	✓	✓
Derivatives	✓	✓	✓
Foreign exchange contracts	✓	✓	✓
General insurance products			✓
Government debentures, stocks or bonds	✓	✓	✓
Life products	✓		
Interests in managed investment schemes including investor directed portfolio services (IDPS)	✓ ¹	✓ ¹	✓
Securities	✓	✓	✓
Superannuation products	✓		
Margin Lending			✓
Operate the following kinds of registered managed investment schemes (including the holding of any incidental property) in its capacity as responsible entity:			
Schemes which only hold specified types of property	✓ (Derivatives and financial assets)	✓ (Derivatives and financial assets)	✓ (Derivatives, financial assets and mortgages)
IDPS-like schemes	✓		✓
Provide the following custodial or depository services:			
Operate custodial or depository services other than IDPS	✓	✓	✓

¹ BTFM and BTFM2 are licensed to provide general financial product advice in interests in managed investment schemes including IDPS, and are licensed to deal in interests in managed investment schemes excluding IDPS.

BTFM 2 and WFSL are also authorised by their respective AFSLs to underwrite interests in managed investment schemes and an issue of securities.

BTFM is also authorised by its AFSL to provide a superannuation trustee service to retail and wholesale clients.

BTFM, BTFM 2 and WFSL are members of the Westpac Banking Corporation (Westpac) group of companies which 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 (Westpac Group).

The registered address of BTFM, BTFM 2 and WFSL is:

Level 18
Westpac Place
275 Kent Street
Sydney NSW 2000.

Unless otherwise disclosed in the PDS or other disclosure document for the relevant financial product, a financial product issued or distributed by BTFM, BTFM 2 or WFSL is not a deposit with, investment in or other liability of Westpac, 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 BTFM, BTFM 2 or WFSL.

Financial products issued or distributed by BTFM, BTFM 2 and WFSL (other than life risk products and certain guaranteed financial products) are subject to investment risk, including possible delays in repayment and loss of income and principal invested.

Compensation arrangements

We are exempt from the professional indemnity insurance requirements for compensation arrangements as each of BTFM, BTFM 2 and WFSL has a guarantee provided by Westpac. This guarantee has been approved by the Australian Securities and Investments Commission (ASIC). These arrangements meet relevant legislative requirements.

Our financial services and financial products

What financial services and financial products do we provide?

BTFM, BTFM 2 and WFSL are responsible entities of managed funds. As a responsible entity of a managed fund, each of us is the issuer of units in that fund. BTFM is also the trustee and issuer of superannuation funds. As a trustee of superannuation funds, BTFM issues interests in superannuation funds. WFSL is also the responsible entity for IDPS-like schemes which comply with the ASIC Corporations (Investor Directed Portfolio Services Provided Through a Registered Managed Investment Scheme) Instrument 2023/668 issued by ASIC.

BTFM, BTFM 2 and WFSL also provide general financial product advice in relation to those financial products which they are authorised to provide.

Generally, this FSG does not relate to any services or products we provide that are not financial services or financial products.

Who is responsible for the financial services you receive?

BTFM, BTFM 2 and WFSL each act on their own behalf when providing financial services to you. We may also provide these services through our representatives, who may be:

- employees of companies within the Westpac Group (Staff Members)
- employees of third party service providers or
- authorised representatives appointed by us to provide financial services on our behalf.

Will we give you personal advice with regard to your objectives, financial situation and needs?

No. We will only provide factual information or general advice regarding financial products we are authorised to provide. This factual information or general advice does not take into account your particular objectives, financial situation and needs. 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.

Factual information may include descriptions about the basic features of our products or information about fees that may be payable for our products, and is not intended to imply any recommendation or opinion about any of the financial products we provide and is therefore not intended to be considered as financial product advice.

Under the law regulating the provision of financial services, financial product advice (which includes personal advice and general advice) is a recommendation, opinion or report that is, or which could reasonably be regarded as being, intended to influence a decision in relation to a financial product. However, 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 may give BTFM, BTFM 2 and WFSL instructions by email, telephone, in writing or other means by prearrangement with us. How you give each of us instructions will depend on the services we provide to you and the arrangements agreed between you and BTFM, BTFM 2 and WFSL (as the case may be) when you acquire a financial product issued by us. Details of such arrangements are generally set out in the PDS, other disclosure documents, or other documents (such as an annual report) for the relevant financial product.

Online services

You may be able to view your account online. Refer to the relevant PDS or other disclosure document for information about online access.

No fees or charges apply to accessing your account online.

Information about fees and other benefits

What fees and other benefits are received by us?

The fees, commissions, remuneration and other benefits (collectively, Fees) that BTFM, BTFM 2 and WFSL each receive for providing a financial service to you depend on the service provided to you and the financial product acquired by you, and are detailed below. If BTFM, BTFM 2 or WFSL issues, offers or arranges to issue a financial product to you, it will, if required, give you a PDS or other disclosure document detailing the Fees it may receive in relation to that product and how it is paid. The Fees referred to below do not simply represent our individual profit margins but also go towards covering our own individual costs (including payments to third parties for services they provide) and overheads.

1. Product issuer fees

BTFM, BTFM 2 or WFSL may receive Fees for issuing financial products. Details of these Fees will be contained in the PDS, other disclosure document(s), or other documents (such as an annual report) for the relevant financial product.

The Fees BTFM, BTFM 2 or WFSL receive for issuing financial products are generally based on a percentage of the value of the investment or any addition made to the investment, or may be a set dollar amount and includes Ongoing Fees (including premium payments/insurance fees) which are generally deducted from your account balance, the unit price of the relevant financial product or from a specified bank account. These Fees are paid after the end of the relevant calculation period (for example, monthly, quarterly, half-yearly or yearly) for as long as the financial product is held or for as long as the financial service is provided, and include management (for example administration and investment), account keeping, transaction or performance based Fees.

Other than as disclosed in the relevant PDS, other disclosure document or other document, BTFM, BTFM 2 and WFSL do not charge any Fees for specific factual information or general advice provided to you in relation to the financial products issued by us.

2. Fund manager commissions

Where permitted by law, BTFM, BTFM 2 or WFS may receive commissions from fund managers whose managed funds are accessible through the financial products issued by them respectively. These commissions may be up to 70% of the Ongoing Fees for fund managers external to the Westpac Group or up to 100% of the Ongoing Fees for fund managers provided by members of the Westpac Group. The actual amount of commissions received from the fund managers varies according to a number of factors including the nature of the underlying fund and the relevant financial product. You can find the exact detail in the PDS or other disclosure document for the relevant financial product. These commissions (if any) will be received periodically (for example, monthly, quarterly, half-yearly or yearly) for as long as the financial product issued by the underlying fund manager is held.

3. Insurance payments

With respect to the issue of superannuation products by BTFM or BTFM 2, if you elect to take out insurance offered as part of the product, BTFM, BTFM 2 or a related entity in the Westpac Group may receive commissions from the relevant insurer as a fee for services and reimbursement for expenses incurred in relation to the insurance arrangements for the product.

How are employees remunerated?

Staff Members receive salaries (paid fortnightly or monthly), cash bonuses and other benefits. Cash bonuses are based on the performance of the Staff Member and/or the Staff Member's team, including the level of product sales, level of referrals to BTFM, BTFM 2 and WFSL and by reference to other performance measures. Bonuses are paid quarterly, half-yearly or yearly and may in certain cases instead of cash be paid by way of 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's not possible to determine at any given time whether a Staff Member will receive the benefits referred to above or to quantify them. The benefits are generally not directly attributable to any particular product or service the Staff Member has provided.

Fees received by related entities and our associations with product issuers

BTFM, BTFM 2 and WFSL have 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. Each of us may pay up to 100% of the Fees we receive in respect of, or attributable to, the financial services or products we provide to you, to these companies for providing these services and/or 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 issued or distributed by any of us, 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 Ongoing Fees and any other Fees specified in the PDS or other disclosure document for the particular product or service.

Request details of fees

You may request details of the Fees specific to a financial service and/or financial product offered by us within a reasonable time after the FSG is given and before you are provided with the financial service and/or financial product.

Feedback and complaints

Delivering on our service promise

We're constantly striving to provide the best possible service, and we'll do our best to resolve any concern you have quickly and fairly.

Our commitment to you

If you're ever unhappy about something we've done – or perhaps not done – please give us the opportunity to put things right.

Our aim is to resolve your complaint within 5 working days, and where possible we will resolve your complaint on the spot. If we need some additional time to get back to you, we will let you know. Should we be unable to resolve your concern at your first point of contact, we will then refer the complaint to one of our dedicated customer managers.

Our customer managers are here to find a solution for you and will ensure that you're regularly updated about the progress we are making to resolve your complaint.

If you have a concern or complaint about an investment acquired through a wrap product, superannuation fund or IDPS-like scheme we issue, please contact us using the details below. We can help direct your complaint to, or otherwise try to facilitate a resolution with, the relevant product issuer.

You can contact us

Over the phone

Please call us from anywhere in Australia on 1300 881 716 between 8.30am and 6.30pm (Sydney time) Monday to Friday.

If calling from overseas, please call +612 9155 4030.

By post

For BT products:

BT
GPO Box 2861
Adelaide SA 5001

For Asgard products:

Asgard Customer Transactions
PO Box 7490
Cloisters Square WA 6850

Online

Using the secure feedback form at secure.bt.com.au/contact-us/contact-form.asp

For further information go to our website and search 'Feedback and Complaints'.

If you are still unhappy

If you are not satisfied with our response or handling of your complaint, you can contact the external dispute resolution scheme, the Australian Financial Complaints Authority.

Australian Financial Complaints Authority

The Australian Financial Complaints Authority (AFCA) provides a free and independent service to resolve complaints by consumers and small businesses about financial firms (e.g. banks), where that complaint falls within AFCA's terms of reference.

The contact details for AFCA are set out below.

Online: afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Post: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Privacy Statement

Our Privacy Statement explains how we collect, use and disclose your personal information and credit-related information. Our Privacy Statement also provides information about how you can access and correct your personal information, and make a complaint and is available at www.bt.com.au/privacy/privacy-statement or by calling us on 1300 881 716.

When you instruct us to do so (including through your adviser), you consent to your personal information and/or credit-related information being shared by way of data feed with software providers including financial planning and accounting software. In this case, the facility or service may be operated by us or by an external service provider.

We will use your personal information to send you offers for products and services we believe may be of interest and value to you (including by email, SMS or other means) unless you have previously told us that you do not want to receive marketing offers from us. The products and services offered may be provided by us or one of our third-party partners. If you do not want to receive direct marketing offers from us, you can let us know using the contact details in our Privacy Statement at www.bt.com.au/privacy/privacy-statement or follow the opt-out instructions in the message.

For more information

bt.com.au

1300 881 716

[Contact us](#)



Accessibility support

At any time, you can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS you can register by visiting accesshub.gov.au/about-the-nrs.

Visit bt.com.au/personal/help/accessibility for further information on our accessible products and services for people with disability.