

→ A guide to our
financial services
**Financial
Services Guide**

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Issued by:

BT Investment Management
(Fund Services) Limited
ABN 13 161 249 332
Australian Financial Services
Licence No. 431426

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About this Financial Services Guide

This Financial Services Guide (**FSG**) is an important document, which is designed to assist you in deciding whether to use any of the financial products or services offered by BT Investment Management (Fund Services) Limited (**BTIM, we or us**) ABN 13 161 249 332. We are required to provide you with this FSG as a requirement under our Australian Financial Services Licence (**AFSL**).

This FSG provides important information about the following:

- BT Investment Management;
- The financial products and services we are authorised to provide;
- How we are paid for the financial products and services we provide;
- How we pay others for the financial products and services we provide;
- How we deal with complaints;
- How we collect, use and disclose your personal information;
- Our contact details.

If you have any questions about us or about this FSG, you may contact us via the details set out on the back cover of this FSG. Any changes to the details can be found at www.btim.com.au.

BTIM provides no warranty regarding the suitability of any of the financial products or services described in this FSG for any person.

Other documents you may receive

Product Disclosure Statement

Before you can invest in one of our financial products, BTIM is required to provide you with a Product Disclosure Statement (**PDS**).

The PDS contains important information about the particular financial product to help you make an informed decision about that product. The PDS will contain information about any relevant terms and conditions for the financial product, significant benefits and risks of holding the product, fees and charges associated with the product, potential taxation implications and dispute resolution.

Statement of Advice

BTIM does not provide personal advice or recommend financial products. However, if you receive personal advice from your financial adviser, your financial adviser will provide you with a Statement of Advice (**SOA**). The SOA will contain a record of the personal advice you receive as well as the basis on which the advice is provided and information about fees, commissions and relationships which may influence the advice.

Providing instructions to us

Generally, you may give us instructions in writing, by fax, in some cases by telephone or by other means as agreed with us. Contact details are set out on the back cover of this FSG.

BT Investment Management

BT Investment Management is one of Australia's premier fund managers and provides a diverse range of investment choices for both individual and institutional investors.

BT Investment Management is listed on the Australian Securities Exchange (ASX code: BTT).

BT Investment Management (Fund Services) Limited (**BTIM**) is the responsible entity for the financial products and services covered by this FSG and is a wholly owned subsidiary within the BT Investment Management group of companies.

The financial products and services we are authorised to provide

Financial products and services provided by BTIM

Our AFSL authorises us to provide the following types of financial services to retail and wholesale clients in relation to the following financial products:

Provide general financial product advice for the following types of financial products:
Deposit and payment products — basic and non-basic
Derivatives
Foreign exchange contracts
Government bonds, debentures or stocks
Interests in managed investment schemes including investor directed portfolio services (IDPS)
Securities
Superannuation
Deal in the following types of financial products — issue, apply for, acquire, vary or dispose of a financial product:
Derivatives
Foreign exchange contracts
Interests in managed investment schemes excluding IDPS
Securities
Deal in the following types of financial products — apply for, acquire, vary or dispose of a financial product on behalf of another person:
Deposit and payment products — basic and non-basic
Derivatives
Foreign exchange contracts
Government bonds, debentures or stocks
Interests in managed investment schemes including IDPS
Securities
Superannuation
Deal in the following types of financial products — underwrite:
Interests in managed investment schemes
An issue of securities
Operate a registered managed investment scheme — schemes holding only the following types of property:
Derivatives
Financial assets
Provide a custodial or depository services:
Operate custodial or depository services other than IDPS

Responsibility for the financial products and services provided

BTIM is responsible for the financial products and services it provides to you as described in this FSG.

We will provide these products or services through our respective representatives who may consist of BTIM employees, third party service providers, or any authorised representatives appointed by each of them.

Personal advice that has regard to your objectives, financial situation and needs

BTIM does not provide any personal financial product advice. Personal financial product advice is advice that takes into account one or more of your financial objectives, your financial situation and your financial needs.

BTIM only provides factual information and general advice regarding the financial products we are authorised to provide, issue or deal in. General financial product advice does not include any direct or implied recommendation that the financial products provided by us are appropriate to the personal objectives, financial situation and needs of any particular person.

You should consider the appropriateness of any general financial product advice we may provide having regard to your particular circumstances before acting on this information or making any investment decision.

Professional indemnity insurance

BTIM holds a professional indemnity insurance policy, which complies with the requirements for compensation arrangements under section 912B of the Corporations Act (2001). Subject to its terms and conditions, the policy covers claims relating to the professional services provided by BTIM and its representatives, including claims that may arise after their employment with BTIM has ceased.

How we are paid for the financial products and services we provide

Remuneration for the financial products and services we provide

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

If you invest in a financial product or service that we provide, BTIM is remunerated directly through the product issuer fees (and where applicable, performance fees) that we charge for your investment in that financial product or service. 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 your investment and are set out in the relevant PDS for the particular financial product or service.

Remuneration and other benefits received by BTIM employees

BTIM employees do not receive any commissions, payments or other benefits directly related to the financial products and services we provide you.

Our employees are remunerated by salary and may also be eligible for bonus payments depending on various factors such as the individual performance of that employee during the year (including the level of product sales revenue generated which applies to the sales team only), overall team or business unit performance and BTIM's performance against its financial objectives. Bonuses are paid annually and can include both a cash component and shares. It is not possible to determine the absolute value of the variable reward and whether an employee will receive such payments until the end of the performance cycle.

How we pay others for the financial products and services we provide

Fund manager payments and product access payments

From the fees we receive we may pay (at our discretion) amounts to any wrap platform, master trust or other investment administration service (**Platform**) through which various products are made available.

We may make two types of payments to Platform operators for a product:

- product access payments (as a flat dollar amount each year) for administration and investment related services, which may be an amount of up to \$25,900 per annum (GST inclusive) per Platform; and/or
- fund manager payments (based on volumes of business generated), which may be an amount of up to 100% of our issuer fee.

Fund manager payments (based on volumes of business generated) are only paid by us where such payments are permitted under an arrangement entered into with the relevant Platform before 1 July 2013. Volume based fund manager payments are not paid by BTIM under new arrangements entered into with Platform operators on or after 1 July 2013.

The amount of these payments may change during the life of the FSG. As these amounts are paid by us out of our own resources, they are not an additional cost to you.

Fees paid to financial advisers and other persons

Direct remuneration

BTIM does not pay commissions to financial advisers who provide financial product advice to retail investors.

Alternative forms of remuneration

We may make alternative forms of payments or benefits (including sponsorships, gifts and entertainment) to financial advisers, dealer groups and platform providers who provide financial product advice to retail investors where those payments are less than \$300 or are given in relation to providing information technology support or software used for professional development, or for genuine educational and training purposes.

If these amounts or benefits are provided, they are payable out of the fees and costs we are entitled to receive and are not an additional cost to you.

Register of alternative forms of remuneration

We maintain a register that outlines all of the alternative forms of payments or benefits that we make to financial advisers, dealer groups and platform providers or receive from them.

The register is publicly available and you can obtain a copy by contacting BT Customer Relations.

How we deal with complaints

Complaint resolution is a priority for BTIM.

If you have a complaint with the financial products and services that we provide, you can:

As a first step, contact us and explain your concerns and if possible we will attempt to resolve your problem straight away:

Phone 1800 813 886

Email clientservice@btim.com.au

If the complaint cannot be resolved at first contact, please write to us at the following address:

The Complaints Officer
BT Investment Management (Fund Services) Limited
Level 14, The Chifley Tower
2 Chifley Square
Sydney NSW 2000

We will let you know that we have received your complaint and every effort will be made to resolve the complaint within 30 days of receipt. While most matters can be resolved quickly, more complex issues may take longer and in these cases we will keep you advised at regular intervals and specify a date when a decision can reasonably be expected. By law, we are required to respond and finalise your complaint within a maximum of 45 days.

Each complaint is addressed in an equitable, objective and unbiased manner through the complaint handling process.

However, if you believe that your complaint has not been dealt with satisfactorily, you may wish to contact the Financial Ombudsman Service.

Financial Ombudsman Service

The Financial Ombudsman Service (**FOS**) is an external dispute resolution scheme that independently and impartially resolves disputes relating to the financial services industry, including investments, banking and managed funds.

Contact details for FOS are as follows:

Financial Ombudsman Service
Phone 1300 780 808
Mail GPO Box 3, Melbourne VIC 3001
Fax (03) 9613 6399
Email Info@fos.org.au
Web www.fos.org.au

Australian Securities and Investments Commission

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

How we collect, use and disclose your personal information

Privacy

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

Any personal information collected by us will be handled in accordance with BTIM's Privacy Policy. The BTIM Privacy Policy governs how we can collect, use, hold and disclose your personal information, as well as ensuring the quality and security of your personal information. Our privacy policy can be viewed at www.btim.com.au/privacy or a copy can be obtained by contacting us in writing, by fax or by telephone as set out on the back cover of this FSG.

The main reason we collect your personal information is to provide you with financial products and services. If you do not provide all the information we request, we may not be able to accept your application for a product or service, or we may no longer be able to provide a product or service to you.

We may also use your personal information from time to time to provide additional services to you, such as market updates and to tell you about products and services available from us which we believe may interest you. If you do not wish to receive this information, please contact us as set out on the back cover of this FSG.

We may share your personal information with other external service providers who perform various functions on our behalf (for example, mailing houses and technology service providers), with persons who act on your behalf in relation to your investment (such as your financial adviser) and with other parties where it is required or allowed by law or where you have given your consent, but those persons or companies may not use your personal information for other purposes.

If you have any concerns about the completeness or accuracy of the information we have about you or would like to access or amend your personal information, please contact us as set out on the back cover of this FSG.

Anti-Money Laundering and Counter-Terrorism Financing

To meet our regulatory and compliance obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (**AML/CTF Act**), BTIM will also be collecting certain additional information about you and increasing the levels of control and monitoring it performs. The purpose of the AML/CTF Act is the regulation of financial services and transactions in a way that will help detect and prevent money laundering and terrorism financing.

You should be aware that we may be required to carry out a procedure to verify your identity before providing financial products or services to you, and from time to time thereafter. Accordingly, we must collect personal information as well as identification documentation from you. Investors who do not supply the additional information requested may find their application (or future transactions) delayed or refused.

At times, we may be legally obliged to disclose the information and documentation you provide us to third parties and/or law enforcement agencies, including the Australian Transaction Reports and Analysis Centre.

Our contact details

You can contact BTIM in any of the following ways:



- www.btim.com.au
- clientservice@btim.com.au



- Client Service enquiries:
(BT Customer Relations)
Phone 1800 813 886 from 8.00am to 5.30pm
during business hours (Sydney time)
- Fax 02 9274 5786



- Mailing address
GPO Box 2675
Sydney NSW 2001
- Registered office
Level 14, The Chifley Tower
2 Chifley Square
Sydney NSW 2000



Investment
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