



ENTRUST

KNOWLEDGE FOR SERIOUS INVESTORS

FINANCIAL SERVICES GUIDE

A GUIDE TO OUR RELATIONSHIP WITH YOU AND OTHERS

This Financial Services Guide (**FSG**) is designed to assist you in deciding whether to use the services of Entrust Private Wealth Management Pty Ltd (ABN 80 100 088 168) (**Entrust**). This FSG is to be read in conjunction with the Adviser Profile.

This guide contains important information about:

- The services we offer you
- How we and our associates are paid
- Any potential conflicts of interest we may have
- Our internal and external dispute resolution procedures and how you can access them

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A GUIDE TO OUR RELATIONSHIP WITH YOU AND OTHERS

Who will give you advice?

Our Representatives will give you advice. They are authorised representatives of Entrust Private Wealth Management Pty Ltd (**Entrust**) and as the licensee, we are responsible for the advice they give you. We ensure that all our Representatives hold the necessary qualifications and meet continuing education requirements to provide the services for which we are licensed. For further details of your Representative, please refer to the Adviser Profile attached.

Who is responsible for the financial services provided?

Entrust is a Western Australian, private wealth management business who is owned by Euroz Limited (ASX: EZL).

Entrust is the holder of an Australian Financial Services licence issued pursuant to the Corporations Act (Licence No. 222 152). Entrust is responsible for the financial services provided to you and has authorised the distribution of this FSG.

How can I contact Entrust to provide instructions to them?

You may give us verbal instructions or written instructions by mail. However, we reserve the right not to accept instructions verbally without prior notice and in those instances, will ask you to provide an original written document to us.

Both Entrust and your adviser can be contacted using the following details:

- PO Box Z5034, Perth WA 6831
- Phone: (08) 9476 3900
- Fax: (08) 9321 6333

OUR SERVICES

Entrust, the licensee is able to:

Provide Financial Product Advice on:

- Basic and non-basic deposit and payment products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life risk insurance products and investment life insurance products
- Derivatives
- Managed investment schemes, including investor directed portfolio services and Managed Discretionary Account (**MDA**) services
- Retirement savings account products
- Securities
- Standard margin lending facilities
- Superannuation

Deal in the following Financial Products:

Issue, apply for, acquire, vary or dispose of the following financial products

- Managed investment schemes, including investor directed portfolio services and MDA services
- Securities
- Derivatives

Apply for, acquire, vary or dispose of the following financial products on behalf of another

- Basic and non-basic deposit and payment products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Derivatives
- Life risk insurance products and investment life insurance products

- Managed investment schemes, including investor directed portfolio services and MDA services
- Retirement savings account products
- Securities
- Standard margin lending facilities
- Superannuation

Underwriting an issue of securities or interests in managed investment schemes to retail and wholesale clients.

We act on your behalf when providing financial services to you.

OUR SERVICES

Managed Discretionary Accounts (“MDAs”)

Entrust offers its clients a discretionary service by the establishment of Managed Discretionary Accounts. If you use this service we will consider and agree on a broad investment program which identifies and outlines your appropriate exposure to the different classes of assets, your broad investment strategy and investment goals.

You must first read and understand the terms of the Managed Discretionary Account Agreement (“MDAA”) and sign the MDAA before we can provide you with this service. The MDAA is a very important document which will include the nature and scope of the discretion we are authorised and required to exercise. The MDAA will include details of the investment program, will identify significant risks associated with the MDA service, the basis on which the service is considered suitable for you and will warn about the importance of significant limitations relating to the service which you must consider before signing the MDAA. It is important that you disclose to us all relevant personal details to ensure that the investment program established on your behalf is suitable for your circumstances.

Once the MDAA is in place Entrust can act on your behalf at its own discretion, subject to the terms of the investment program, and without prior reference to you with respect to your investments that are within the MDA. Entrust is legally obliged to act within the agreed terms of the MDAA and the investment program at all times unless otherwise agreed with you in writing.

Entrust may act at its own discretion on your behalf over any security rights you have including, but not limited to, dividend reinvestment plans, share purchase plans, takeover offers, buybacks and priority entitlements. Entrust will not typically exercise any voting rights attached to the investments.

Please note that you will continue to have ultimate legal title over your portfolio assets. Entrust does not hold your assets on your behalf, does not provide custodian services and does not provide depository services.

What are the significant benefits associated with investing through an MDA?

There are a number of benefits associated with investing through an MDA, including:

The management of your portfolio is tailored to your individual needs by your expert professional adviser who has access to the highest quality research tools and investment resources.

Entrust may invest in certain financial products on your behalf without first seeking your instructions. Accordingly, should an opportunity arise that requires immediate action, the required action can be taken in a timely manner.

What are the significant risks associated with investing through the MDA?

There are risks associated with investing through an MDA. These risks include but are not limited to the following issues:

Our MDA service is provided to you based on your personal objectives, needs and financial circumstances. Where you have provided us with inaccurate or incomplete personal information or if your circumstances change and we are not notified, financial products obtained for you under our MDA service may not be suitable to your needs. Therefore, it is important that you notify us if there are any changes to your personal objectives, needs and financial circumstances.

It is also important that you are aware that on a day to day basis, you will not be consulted prior to investment decisions being made to your investment portfolio. By using this service you are authorising us to make changes to your investments. The MDAA is a legally binding document that creates legally enforceable obligations. For example, you cannot claim Entrust is not acting on your behalf if Entrust acts within the authority given under the MDAA. It is important you understand what we are authorised to do and that you carefully read and understand the activities that you are authorising us to do on your behalf.

When and who will be responsible for reviewing the suitability of my MDAA?

Entrust will be responsible for reviewing the suitability of your MDAA within 13 months of the anniversary of you commencing the MDA agreement with us. The suitability of the agreement will be considered in light of your personal objectives, needs and relevant personal circumstances.

OUR RELATIONSHIPS WITH OTHERS

The following relationship is disclosed to ensure that you are fully aware of our relationship that may reasonably be expected to influence Entrust or the Representative:

- Entrust Private Wealth Management is a fully owned subsidiary of Euroz Limited (ASX: EZL) ('The Euroz Group')
- Other subsidiaries of the Euroz Group are as follows:
 - Euroz Securities Limited (AFSL 243302)
 - Westoz Funds Management Pty Ltd (AFSL 285607)
 - Prodigy Investment Partners Ltd (AFSL 466173)
 - Westoz Investment Company (ASX: WIC)
 - Ozgrowth Limited (ASX: OZG)
- Entrust Premium Management Service is owned and administered by Entrust;

FEES

Fees you pay to us

A combination of fees and commission will be charged for our services. It is important to note that advice fees (see below) will be agreed with you prior to preparing the advice and that any establishment or ongoing fees will be disclosed to you prior to you proceeding with the recommendations.

Flat Dollar Fees

Entrust may charge hourly based fees in relation to the preparation of new advice or for the completion of additional work which is outside the mutually agreed scope of our ongoing advice. Such fees will be discussed up front and agreed on prior to any work being undertaken. Entrust's current hourly rate is \$400 plus GST.

In addition, where you engage us to provide strategic advice or project work (e.g. liaising with your accountant in relation to once-off tax matters), we may charge you a flat dollar fee in addition to the Portfolio Management Fee below. The fees are based on the estimated time required and complexity of your matter. All fees will be agreed with you prior to the provision of services.

Establishment Fee

An establishment fee of between 0% and 2% (plus GST) may be charged on funds invested.

Ongoing Fees

Portfolio Management Fee

An ongoing portfolio management fee of up to 1.65% per annum (incl GST) will be charged on the net equity (assets less liabilities) of funds under management. The portfolio management fee is to cover the cost of our advice to you and administration of your account.

Brokerage

We will charge brokerage when we execute transactions for you; e.g. when you instruct us to transact on your behalf or when we transact on your investment portfolio to give effect to our recommendations. Brokerage of up to 1.65% per annum (incl GST) will be charged on shares traded on a stock exchange, with a minimum of up to \$100 (plus GST) per transaction.

Commissions

We may receive commission from fund management groups, margin lenders and product issuers when we place investments on your behalf. The exact amount may vary from 0% to 10% depending on the product and will be disclosed to you in the SOA or other disclosure document at the time advice is provided to you, or you conduct a transaction.

Some product issuers also have ongoing fees or trailing commissions which are payable to us by the product issuer, we may in some circumstances rebate any such fees back to you.

All interest rates quoted by cash management trusts and money market accounts are net of any commissions paid to Entrust. As an example Entrust receives commissions from the following product issuers on new business:

Margin Lending Fees

Entrust may receive up to 0.75% per annum commission on outstanding margin loans which commenced prior to 1 July 2013. Entrust Portfolio Management Service may charge a fee on the equity component of a geared portfolio. A flat dollar fee may also be applied and will be disclosed to you in your SoA or other disclosure documents.

Macquarie Cash Management Account Fee

Entrust will receive a commission of 0.275% per annum, including GST, on the funds invested in the Macquarie Cash Management Account which commenced prior to 1 July 2014.

Insurance Products

A life insurance company may pay Entrust initial and ongoing commissions when we arrange life, risk insurance. As the commission payable may vary with each insurer, your Representative will give you details about any commissions receivable by us. Entrust may pay your adviser a share of such commissions and this will be disclosed to you in your Statement of Advice. For example, a typical commission range for yearly renewable term life insurance could be between 0% and 125% of the first year's premium and a range of 40% to 10% per annum of renewing premiums.

Other Fees

From time to time there may be opportunities to participate in initial public offers, placements and other securities issues. The fee received by Entrust, and/ or the Representative on these investments can vary between 0% and 6% (plus GST). This is a fee paid by the product provider to Entrust and/or its Representatives and is not a charge to you. Entrust and/or the Representative may receive shares or options (or other financial products) in lieu of or in addition to these fees.

Other Possible Benefits to Entrust or your adviser

Entrust may receive financial assistance with our education, research and customer communications programs from the fund managers, administrators and insurance companies recommended. This assistance is accepted on the express conditions that no preference whatsoever will be given to investments managed by any of the organisations concerned. Benefits received are maintained in a register and the register is available upon request. Where benefits received are material, it will be disclosed to you in the SOA or as soon as practicable thereafter.

How are the fees / commissions calculated and deducted?

The above fees/commissions will typically be calculated on the basis of the funds you invest or premiums you pay and will be deducted directly from your investment or premiums. Full details of these fees/commissions will be provided to you at the time of receiving any recommendations.

How are your advisers paid?

The advisers are paid a salary and are also entitled to a split of the fees/commissions of up to 50% and brokerage generated of up to 35%. Your adviser will receive these fees less certain costs linked to business development, portfolio administration, technical services and associate adviser assistance.

Your adviser may also be eligible for Performance Rights for meeting specific financial goals as part of their remuneration.

Referral fees

Where you have been referred to us by a third party such as an accountant, or other professional we may pay a referral fee to them consisting of a proportion of the fees earned by us in relation to your dealings with Entrust. The fee paid in respect of the referral depends on the particular circumstances of the arrangement with the third party and may be up to 30% of our fees, commissions or brokerage. Any specific referral arrangements that relate to your portfolio will be disclosed to you at the time you receive your SOA.

WHEN YOU GET OUR ADVICE

Will you give me advice which is suitable to my objectives, needs and financial circumstances?

Yes, if you request personal financial advice. To do so, your Representative needs to determine your individual objectives, financial situation and needs before any investment is recommended to you.

You have the right not to divulge this information to your Representative if you do not wish to do so. In that case, your Representative is required to warn you that the advice that is being provided to you may be based on incomplete or inaccurate information, and because of that, you should not act on the advice until you have considered whether it is appropriate having regard to your personal circumstances. If you act on advice based on incomplete or inaccurate information you risk acquiring financial products that may not be appropriate to your needs. You should read the warnings in your SOA carefully.

What disclosure documents will you give me?

When we give you personal financial advice, we may take into account any or all of your objectives, financial situation or needs that you have disclosed to us. It is important that you give us accurate and complete information regarding your relevant personal circumstances such as your objectives, financial situation and needs; otherwise our advice may not be appropriate to all your circumstances.

When we commence the process of providing you with personal financial product advice, a Statement of Advice (SOA) will be provided to you. This is an important document and you should read it carefully. The SOA sets out your relevant personal circumstances that you have disclosed to us, our advice, the basis of that advice and any commission, fees or other benefits or associations that are relevant to that advice.

From time to time when Entrust or its advisers (Representatives) makes a recommendation to you in relation to a particular financial product, you may also receive a separate Product Disclosure Statement (PDS). A PDS is prepared by the financial product issuer and will set out all the necessary information you require to assist you to make an informed decision about the financial product.

“Further advice” is advice where:

- We have previously given you advice in an SOA which has considered your relevant objectives, financial situation and needs;
- Your relevant objectives, financial situation or needs are not significantly different since the SOA was provided; and
- The basis of our advice is not significantly different to that of the previous advice contained in the SOA.

When we provide “further advice” we will create a Record of Advice (ROA) and keep a copy of the ROA for a period of 7 years after providing the advice. During that period you are entitled to request a copy of the ROA by contacting us.

If you are provided financial services through an MDA you will receive an initial SOA detailing all of the above as well as an MDAA. Further advice will be provided on the basis of the MDAA.

For further details about SOAs or ROAs please contact Entrust’s Compliance Manager on (08) 9476 3900.

What should I know about the risks of any investments or investment strategies you recommend to me?

We will explain to you significant risks relating to financial products and financial services which we recommend to you. If you feel that we have not done so to your satisfaction you should ask us to further explain those risks to you.

Our advice may include financial products that trade on live and volatile markets which, like other investments such as real estate, can fall in value (resulting in a capital loss) as well as appreciate in value. The recommendations made to you are made with reference to current market conditions and your current circumstances as you have disclosed them to us, and either or both may change

significantly without notice. As a result the advice may not be appropriate if taken at a different point in time. If 30 days has expired since the provision of our advice, we recommend that you contact your Representative to ensure that the advice is still appropriate.

In general, the value of financial products may be affected by the following factors. (Please note that this list is not exhaustive).

- Market risks
- Domestic and International Factors
- Sector specific factors
- Financial product specific factors

These factors and more are taken into consideration when your Representative is making investment decisions on your behalf.

What records do you maintain on my behalf?

If you decide to obtain financial services through us we will maintain a record of advice provided to you. We will also maintain details of your personal objectives, financial situation and needs as you have communicated them to us, and as we have interpreted and applied them.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our privacy policy will be provided upon your request and it is also available on our website.

Does Entrust have Professional Indemnity Insurance cover?

Entrust has a professional indemnity insurance policy (“PI Policy”) in place which is consistent with its regulatory obligations under section 912B of the Corporations Act. The PI Policy covers Entrust and its representatives for claims made by clients as a result of our conduct in the provision of financial services. It includes conduct of representatives who no longer work for Entrust but who did at the time of the relevant conduct.

IF YOU HAVE A COMPLAINT

If you have any complaint about the service provided to you, you should take the following steps:

1. Please contact Entrust’s Complaints Manager on (08) 9476 3900 or put your complaint in writing and send it to us at PO Box Z5034, Perth St Georges Terrace WA 6831.
2. We will endeavour to resolve your complaint quickly and fairly. To help us do this, please give us as much information about your complaint as possible.
3. If, after Entrust has reviewed and responded to your complaint and sent relevant correspondence, you are still not satisfied with the outcome, you have a right to lodge a complaint with the Financial Ombudsman Service Limited (FOS) at PO Box 3, Melbourne, Victoria 3001, fax (03) 9613 6399, email: info@fos.org.au or phone 1300 78 08 08 (toll free). We are a member of this complaints handling scheme.
4. The Australian Securities and Investments Commission also has an Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.
5. Please try to resolve your complaint directly with us before contacting the relevant external body.

FINANCIAL SERVICES GUIDE – CLIENT ACKNOWLEDGEMENT

I/we hereby acknowledge that I/we have read and understood the Financial Services Guide provided to me/us by my/our Representative at Entrust:

1. Prior to receiving any financial service from Entrust or advice from my/our representative stated below; and
2. Prior to making any decision to acquire or dispose of a financial product through Entrust; and
3. Consent to receiving updated versions of the Entrust Financial Services Guide by electronic form; either by e-mail or accessing the Entrust website, where access is available.

Client:

Name: _____

Date: _____

Signature: _____

Client:

Name: _____

Date: _____

Signature: _____

I confirm that the Financial Services Guide was provided to the above named persons on the _____ day of _____ 20

Representative:

Name:

Date: _____

Signature: _____