

Financial Services Guide

Ord Minnett Limited
ABN 86 002 733 048
AFSL 237121

**Ord Minnett Financial Planning
Pty Limited**
ABN 31 066 414 613
AFSL 237122

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Introduction

The issuers of this Guide

This Financial Services Guide ("FSG") is issued by:

- Ord Minnett Limited ("OML")
- Ord Minnett Financial Planning Pty Ltd ("OMFP")

In this FSG we refer to these companies as "OM", "the Companies", "we", "us" and "our".

Each of the companies is a member of the Ord Minnett Group of companies, and each holds an Australian Financial Services License. OML is also a Market Participant of the Australian Stock Exchange Limited (ASX), a Broker Participant in the CHESS system operated by ASTC (a group company of ASX) and a Clearing Participant of the Australian Clearing House Pty Limited.

OMFP is also a Principal Member of the Financial Planning Association of Australia Limited.

The companies can be contacted via the addresses listed at the back of this Guide.

All details and information in this FSG are current as at the date of issue. We will publish any minor changes to the FSG on our website (www.ords.com.au). We will update the FSG if there are material adverse changes or as required by the law.

The purpose of this Guide

This FSG has been produced to inform you about our products and services and the fees that we charge.

This FSG has two parts.

Part One includes information about;

- The financial services we can provide
- The financial products we can offer
- Your privacy and how we use your personal information
- How we handle complaints if they arise.

Part Two includes information about;

- The significant relationships and associations that the Companies have
- The remuneration that may be paid to us or to other relevant persons associated with the provision of our products and services.

The documents you may receive from us

In addition to this Guide, you may receive a Statement of Advice ("SoA") and/or a Product Disclosure Statement ("PDS") from us.

An SoA is a written record of the advice provided by us to you, and includes information about fees, commissions and associations that may have influenced our advice.

Personal advice is advice that takes into account your personal objectives, financial situation and needs. In general we must give you an SoA the first time we provide personal advice about any financial product.

Within 7 years of us providing personal advice, you may request a copy of our record of the advice from your Adviser.

A PDS is a type of offer document and provides information about a product – for example, its features, benefits, fees and associated risks – to enable you to make an informed investment decision.

A PDS must be given to you in connection with any offer or recommendation to invest in;

- Managed funds
- Options
- Warrants
- Superannuation products.

A Prospectus may be issued instead of a PDS for some financial products – for example, shares and debentures.

Part One

The products and service solutions we can provide

Ord Minnett Limited

OML is authorised to advise and deal in the following;

1. Trading in domestic and international equities
2. Fixed interest securities
3. Managed funds
4. Margin Lending services
5. Derivatives products including Options trading
6. Structured products and protected equity investments
7. Initial Public Offerings and other capital raisings
8. Corporate Finance and advisory.

We also offer Discretionary and Non-Discretionary Portfolio Management Services, transaction execution services, online transaction services and online information services. We are also authorised to deal in foreign exchange in order to facilitate settlement of international transactions and to provide a custodial or depository service in relation to our nominee company services, operated as part of our stockbroking business.

Ord Minnett Financial Planning Pty Limited

OMFP is authorised to provide advice in the following areas;

1. Development of wealth creation programs
2. Asset allocation
3. Superannuation
4. Retirement planning
5. Life products including life insurance and life risk insurance products
6. Estate planning
7. Tax effective investment.

We also provide advice to Australian corporations and their staff in the areas of redundancy and retirement benefits, outplacement financial advice and individual staff counselling.

Who will be your Adviser?

Our Advisers will give you advice. They are representatives of Ord Minnett and its associated entities and we are responsible for the advice they provide to you.

Giving instructions to buy or sell

Instructions to buy or sell are to be provided to us in person or telephone only.

Privacy

We are bound by the National Privacy Principles and will provide you with financial services in a secure and confidential manner.

The purpose of collecting personal information

We will collect and use personal information about you;

- To provide you with products, services or information that you might request or reasonably expect
- To manage our rights and obligations under applicable laws and regulations
- To conduct research, planning, product development, risk assessment and marketing
- For other purposes required or authorised by law.

Disclosure of personal information

We may share your personal information with;

- Any member or affiliate of the Ord Minnett Group of companies
- Any entity carrying out functions on our behalf
- Any other entity that we engage to assist in the provision of services requested by you.

You should note that the personal information we collect about you may be disclosed to third parties if required or authorised by law.

Security of personal information

We take reasonable steps to preserve the security of the personal information we collect. All stored personal information is protected from unauthorised access by secure passwords, user login requirements or other security procedures.

Your questions about privacy

If you have any questions about our privacy policies, please contact the Privacy Officer by writing to;

Privacy Officer
Ord Minnett
Level 8, NAB House
255 George Street
Sydney, NSW, 2000

You may also access our Privacy Policy at our website www.ords.com.au

Accessing your personal information

If you wish to access and update the personal information we hold about you, please contact your Adviser or the Privacy Officer at the address above.

Telephone calls

Telephone calls to and from our offices may be recorded and monitored to assist in resolving disputes.

Complaint handling

We have in place a number of procedures consistent with Australian Standard 4269. In the event of a complaint;

1. Discuss the matter with your Adviser or your local OM office manager
2. If you are unhappy with the response you receive, please write to;

Compliance Manager

Ord Minnett
Level 8, NAB House
255 George Street
Sydney, NSW, 2000

When dealing with a complaint that you have submitted to us in writing, we will;

- Provide a written acknowledgement of our receipt of your complaint in the first instance
 - Prepare a response to ensure that all matters raised are thoroughly investigated and responded to appropriately. We aim to do this within 30 days.
3. If you are not satisfied with our complaint resolution procedures, you have the right to contact an independent complaints resolution body;

Financial Industry Complaints Service Limited
PO Box 579
Collins Street West
Melbourne, Victoria, 8007

Freecall: 1300 780 808
Facsimile: (03) 9621 2291
Website: www.fics.asn.au

Part Two

Relationships and associations

The Ord Minnett Group of companies includes;

- Ord Minnett Limited – which provides stockbroking services
- Ord Minnett Financial Planning Pty Limited – which provides financial advice in areas of wealth creation, wealth protection, asset allocation, superannuation, redundancy, retirement and estate planning
- Ord Minnett Management Limited – which acts as a responsible entity for managed investments such as the Ord Minnett Cash Management Trust and the Ord Minnett Enhanced Income Fund.

Through our close relationship with JPMorgan, we have the ability to;

- Access JPMorgan's Australian capital raisings in the form of Initial Public Offerings, placements and underwritings
- Access JPMorgan's institutional research on Australian listed securities, listed property trusts, hybrid securities, global economic conditions and market strategies, as well as their global research.

We also offer the Margin Lending product of Leveraged Equities, which we brand as Ord Minnett Margin Lending.

Remuneration and other benefits

In the absence of any special arrangements, Part Two sets out our fees. All fees are exclusive of GST and we reserve the right to change these fees from time to time.

Generally, our remuneration takes the form of;

- Brokerage which we charge you when we buy or sell financial products on your behalf
- Fees charged at a fixed rate for services provided
- Fees based on the value of your funds under management, or
- Initial and ongoing commission paid to us by product and service providers for referring you to them.

While some of the fees we charge are tax deductible, we recommend that you seek independent taxation advice on this matter.

We may charge fees above, or in addition to, those disclosed in this FSG where we have obtained your prior consent in writing.

Where we are required to issue you with an SoA in connection with personal advice, that document will provide details of the fees payable relative to that advice.

How Ord Minnett Limited is paid for our brokerage services

We charge you brokerage when we buy or sell financial products for you. Brokerage and government charges are deducted from the proceeds of a sale or added to the purchase price of an order we receive from you.

Our brokerage rates depend on the type and level of service, the size of the transaction and the frequency of these transactions. The brokerage charged is a percentage of the total consideration.

A minimum charge may apply to transactions. Please also note that rates may be negotiated between you and your Adviser, and fees may be subject to change.

Australian Equities and Exchange Traded Options

Australian Equities (excl. GST)

\$0 – \$15,000	\$25 + 2%
\$15,000 – \$50,000	plus 1.5%
\$50,000 and over	plus 1%

A minimum charge of \$100 applies

Australian Exchange Traded Options (excl. GST)

Premium Value	Opening Position	Closing Position
0 – \$5,000	2.5%	1.25%
\$5,001 – \$15,000	2%	1%
\$15,001 and over	1.5%	0.75%

A minimum charge of \$100 applies

Miscellaneous Fees and Charges

A number of fees and charges may be charged and are subject to discussion between you and your Adviser.

These are set out in the table below (excl. GST);

Fail Fee – On undelivered sales	\$50.00 per day or 0.1% whichever is greater
SRN Query	\$16.50
Off Market Transfers	\$75.00
Reprinting of CHESSE Holding Statement	\$16.50
Dishonoured Cheques	\$9.50
International Telegraphic Transfers	\$20.00
Bank Cheques	\$7.50
RTGS Payments	\$13.20
Late payment fee – Buys	\$50.00 plus Interest
Early settlement fee – Sells	\$50.00 plus Interest
Confirmation/Statement re-prints	\$5.00
Re-print of Dividend Advices/ Tax statements	\$25.00

International Equities

International transactions are typically subject to a fee of 1.5% of the value and subject to a minimum charge of USD\$200, plus GST.

Exchange rate movements may affect the final price paid in Australian dollars. If you wish, we can facilitate conversion of the total cost/proceeds into Australian dollars, which is the amount payable by you/to you.

In dealing with a foreign exchange dealer to facilitate settlements in foreign currencies, we may earn up to a maximum of 0.05% (5 basis points) on the spread on the total foreign exchange transaction volume generated.

Miscellaneous Fees and Charges

A number of fees and charges may be applied and are set out in the table below;

Custody Fee for inactive accounts	USD\$65 p.a.
Outgoing Account Transfers (either to another custodian or direct registration to client)	USD\$100 per transfer
Foreign Securities Custody Fee	USD\$2 per security, per month, per account
Incoming Account Transfers (either from another custodian or direct registration from client)	At cost
Foreign Receive Fees	At cost
International Telegraphic Transfers	At cost
Miscellaneous Exchange Fees, and any other regulatory fees that may be applicable	At cost

From the above table, please note that;

- Custody fees are imposed upon accounts that are defined as inactive, i.e. accounts holding a security position for a calendar year (1 January to 31 December) without generating a trade, or margin interest of USD\$100 or more. Systematic reinvestment activity in mutual funds and/or exchange activity in mutual funds will be considered as a trade. Please note that dividend reinvestment activity is not considered as a trade.
- Ord Minnett reserves the right to pass through to your account any additional charges, or changes to existing charges that Ord Minnett may incur as a result of changes in industry practices or through the course of normal business operations. You will be notified of any of these changes prior to other implementation.

Partial Execution

For all limit and market orders which are partially executed in the same trading day, normal brokerage will be charged for the total portion executed per day. Brokerage charges may be converted and applied in the local currency, and as a result this may result in variances in the USD\$ equivalent brokerage being applied.

How Ord Minnett is paid for our advisory services

Fees for Portfolio Services

Our Portfolio Administration and Reporting Service charges an annual management fee calculated according to the value of your portfolio. Government taxes and charges may apply.

Discretionary Portfolio Management (incl. GST)

Total Portfolio Value	2.0% p.a.
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A minimum fee of \$5,000 p.a. applies

Non-Discretionary Portfolio Management (incl. GST)

Total Portfolio Value	1.50% p.a.
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A minimum fee of \$3,750 p.a. applies

We may charge brokerage at standard rates or performance fees agreed in writing with you for certain transactions in addition to the above annual management fee.

Commissions and other benefits we receive from Product Issuers

Generally, the payments we may receive from a Product Issuer will be based on the amount you pay, and may vary from one Product Issuer to another at their discretion.

We may receive either upfront commissions from an Issuer, or alternatively, ongoing commissions. Typically, these ongoing commissions may be 0.25% per annum on the value of your holding for as long as you hold the product.

Volume bonuses may also be paid to us by Product Issuers, and may vary from one Issuer to another. Additionally, our Advisers can also earn bonus payments based on the overall commission generated during the year. If earned, this bonus is paid at the end of each financial year.

We are required by law to maintain a trust account on your behalf in order to hold funds which are to be used for your share trading account. We will retain any interest that may be earned on this account.

Financial Planning

Financial Plan

A plan will be charged at a rate commensurate with the level of complexity of your financial situation. A fixed quote will be provided prior to work commencing. The minimum charge is \$1,320 including GST.

Premier Service

This planning service includes ongoing advice, portfolio reviews and comprehensive reporting and carries a minimum annual fee of \$5,500 including GST.

This fee may be calculated as a percentage of portfolio value, with a maximum of 1.1% of all funds under advice. There may also be an additional fee in the first year of up to 1.65% which compensates for our time in assisting you with your financial plan, reorganisation of your affairs and liaising with your lawyer and accountant as required.

Additionally, we may be remunerated by way of commission on funds placed within particular investments. All Premier Service fees and the method of their payment will be clearly detailed to you.

Our fees may be tax deductible, and we make every effort possible to keep non-tax deductible fees to a minimum.

Review Service

The Review Service includes an annual investment portfolio review and limited ongoing advice and carries a minimum annual fee of \$3,300 including GST. We may also charge an hourly fee where your situation is more complex.

Our Review Service fee may be calculated as a percentage of portfolio value, with a maximum being 0.88% of all funds under advice. There may also be an additional fee in the first year of up to 1.65% which compensates for our time in assisting you with your financial plan, reorganisation of your affairs and liaising with your lawyer and accountant as required.

Additionally, we may be remunerated by way of commission on funds placed within particular investments.

All Review Service fees and the method of their payment will be clearly detailed to you. Our fees may be tax deductible, and we make every effort possible to keep non-tax deductible fees to a minimum.

Consulting Service

The charge for this service is \$330 per hour, including GST. You will receive an estimate of our costs before work commences.

Investment Products

Managed Funds; If we recommend a managed fund investment to you, the relevant manager may pay us commission if you chose to invest in that particular product. Commission rates vary and we will discuss them with you at the time we make the recommendation. A fund manager may also pay commission to us for as long as your investment remains with them. These amounts will be paid out of the manager's own funds. Your Adviser will give you details with fees and rates disclosed in the Product Disclosure Statement or SoA provided to you.

Cash Management accounts; Cash Management accounts, including the Ord Minnett Cash Management Trust account, charge a variety of fees and varying rates of interest which will be disclosed in the Product Disclosure Statement or SoA provided to you.

The commission earned by your Ord Minnett Adviser on the Ord Minnett Cash Management Trust is 0.25%, which is comparable to other Cash Management Trusts available to you.

Fixed Interest products; Rates vary for these products with the exact rates disclosed in the Product Disclosure Statement or SoA provided to you.

Life Insurance products; A life insurance company may pay us initial and ongoing commission when we arrange life risk insurance or investment life insurance products through that company. As the commission payable may vary with each insurer, your Adviser will give you details about the amount when advising you about such products.

We may also have arrangements with insurance brokers under which a broker may pay us a portion of any commission they receive. Your Adviser will give you details about the amount when advising you about such products with the exact rates disclosed in the Product Disclosure Statement or SoA provided to you.

Contact Details

Sydney (Head Office)

Level 8, NAB House
255 George Street
Sydney NSW 2000
Tel: (02) 8216 6300
Fax: (02) 8216 6311

Adelaide

Level 11, 13 Grenfell Street
Adelaide SA 5000
Tel: (08) 8203 2500
Fax: (08) 8203 2525

Brisbane

Level 10, Waterfront Place
1 Eagle Street
Brisbane QLD 4000
Tel: (07) 3214 5555
Fax: (07) 3214 5550

Buderim

84 Burnett Street
Buderim QLD 4556
Tel: (07) 5430 4444
Fax: (07) 5430 4400

Caloundra

79-81 Bulcock Street
Caloundra QLD 4551
Tel: (07) 5491 3100
Fax: (07) 5491 3222

Canberra

Ambit House
101 Northbourne Avenue
Canberra ACT 2600
Tel: (02) 6206 1700
Fax: (02) 6206 1720

Coffs Harbour

Suite 4, 21 Park Avenue
Coffs Harbour NSW 2450
Tel: (02) 6652 7900
Fax: (02) 6652 5716

Dubbo

35 Church Street
Dubbo NSW 2830
Tel: (02) 6884 4680
Fax: (02) 6884 2353

Gold Coast

Level 5, 140 Bundall Road
Bundall QLD 4217
Tel: (07) 5557 3333
Fax: (07) 5557 3377

Mackay

45 Gordon Street
Mackay QLD 4740
Tel: (07) 4969 4888
Fax: (07) 4969 4800

Melbourne

Level 19, Optus Centre
367 Collins Street
Melbourne VIC 3000
Tel: (03) 9608 4111
Fax: (03) 9608 4142

Newcastle

3rd Floor, T&G Building
45 Hunter Street
Newcastle NSW 2300
Tel: (02) 4929 3937
Fax: (02) 4929 6194

Tamworth

Suite 3, 344-346 Peel Street
Tamworth NSW 2340
Tel: (02) 6761 3333
Fax: (02) 6761 3104

Wollongong

3/55 Kembla Street
Cnr Market & Kembla Streets
Wollongong NSW 2500
Tel: (02) 4226 1688
Fax: (02) 4226 1604

About your Ord Minnett Authorised Representative

Name of Ord Minnett Limited/Ord Minnett Financial
Planning Pty Ltd Authorised Representative:
(delete as applicable):

Corporate

Authorised Representative No.

Corporate

Authorised Representative No.

Adviser

Authorised Representative No.

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