

Financial Services Guide



EUROZ

Version 3.6

This Financial Services Guide (“**FSG**”) dated 1 November 2018 is issued by Euroz Securities Limited (“**Euroz**”) (ABN 23 089 314 983), whose contact details are as follows:

EUROZ SECURITIES LIMITED
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The purpose of this FSG is to provide prospective Retail Clients with a brief summary of the financial products and services that Euroz provides in order to assist them to decide whether to obtain financial services from Euroz.

This guide also provides information about remuneration paid to Euroz and other relevant persons in relation to the financial services offered to Clients and also provides details about how Euroz manages complaints.

Who is Euroz?

Euroz is based in Perth, Western Australia. It holds an Australian Financial Services Licence (AFSL No. 243302) and is a market participant of ASX Limited (“**ASX**”) and a participant of Chi-X Australia Pty Ltd (“**Chi-X**”) (each, a “Relevant Exchange”).

All transactions that we execute for Clients on a Relevant Exchange are subject to the operating rules, the directions, decisions and requirements of that Relevant Exchange, the ASX Clear Operating Rules, the ASX Settlement Operating Rules, the relevant ASIC Market Integrity Rules and the Corporations Act.

Euroz is entirely focused on providing value added financial services to institutional, corporate, high net worth and retail clients, regarding predominantly companies whose securities are listed on the ASX. Euroz also provides strategic financial advice.

Euroz is authorised to provide the following financial services to retail and wholesale clients:

- financial product advice about basic deposit products and deposit products other than basic deposit products, derivatives limited to old law securities options contracts and warrants, debentures stocks or bonds issued or proposed to be issued by a government, life products including investment life products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds and life risk insurance products, interest in managed investment schemes including investor directed portfolio services, retirement savings accounts products, securities, standard margin lending facilities, life risk insurance products and superannuation (“**the Financial Products**”);
- deal by issuing, applying for, acquiring, varying or disposing of derivatives limited to old law securities options contracts and warrants and securities;
- deal by applying for, acquiring, varying or disposing of the Financial Products on behalf of another person;
- underwriting interests in managed investment schemes and an issue of securities; and
- operate custodial and depository services other than investor directed portfolio services.

By using the services offered by Euroz, you may be required to receive a Product Disclosure Statement and/or a Statement of Advice from time to time in connection with the services provided by Euroz or products recommended by Euroz or its Financial Adviser.

Our Relationship with Others

Euroz Securities Limited is a 100% owned subsidiary of Euroz Limited (ASX: EZL). The other members of the Euroz Group of Companies are as follows:

Entrust Private Wealth Management Pty Ltd (AFSL 222152)

Westoz Funds Management Pty Ltd (AFSL 285607)

Prodigy Investment Partners Limited (AFSL 466173)

Westoz Investment Company Limited (ASX: WIC)

Ozgrowth Limited (ASX: OZG)

These disclosures are made to ensure you are fully aware of our relationships that may be reasonably expected to influence Euroz and / or its Financial Adviser.

STATEMENT OF ADVICE

When establishing an account with Euroz, Retail Clients will be asked to provide details of their goals and objectives, financial situation and needs.

On, or before the first occasion that advice is provided, you (if you are a retail client) will be provided with a written Statement of Advice (“SoA”) that will summarise the information provided to Euroz, any advice given by Euroz, the basis of the advice, any fees or charges and any potential conflict of interest.

PRODUCT DISCLOSURE STATEMENT

If Euroz recommends the acquisition of certain financial products by a Client (or if Euroz is taken to be the issuer of financial products in which the Client is to deal), then Euroz will provide the Client with a Product Disclosure Statement (“PDS”) or investor directed portfolio service (IDPS) guide where relevant. These documents contain important information about the particular product including the features, benefits, fees and risks associated with that product so that the Client can make an informed decision as to whether they wish to acquire that product. You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product. While Euroz is authorised to provide advice about and deal in ASX exchange traded options, Euroz does not do so. Accordingly, Euroz will not provide Clients with a PDS relating to ASX exchange traded options.

FREQUENTLY ASKED QUESTIONS

Please find below answers to frequently asked questions. Should you have any queries please contact your adviser.

Who is responsible for the advice given to me?

Your adviser will be acting on your behalf as a Financial Adviser of Euroz. Euroz is therefore responsible to you for any adviser services your adviser provides.

An adviser profile detailing their role and experience will either be provided to you in person or can be accessed on the Euroz website or alternatively adviser information can be located on the ASIC Financial Adviser Register: (www.moneysmart.gov.au/investing/financial-advice/financial-advisers-register).

What adviser and dealing services are available to me?

Euroz provides both general and personal financial product advice. Personal advice takes into account your goals and objectives, financial situation and needs.

Whilst Euroz is authorised to provide advice about and deal in the financial products referred to above, Euroz does not provide advice about warrants and ASX exchange traded options and does not deal in ASX exchange traded options, warrants or in Partly Paid Securities traded on a

Relevant Exchange.

What fees and charges will I be required to pay?

Brokerage

Equities only clients primarily pay fees in the form of brokerage but may be required to pay other fees and charges in particular circumstances. In such circumstances you will be notified as to the value of the fee or charge.

Euroz's standard brokerage rates are as follows:

Brokerage Transaction Value	Brokerage	
	(excluding GST)	(including GST)
- \$0 - \$5,000	\$100 minimum	\$110 minimum
- \$5,001 - \$10,000	2.0%	2.2%
- \$10,001 - \$30,000	1.5%	1.65%
- \$30,001 +	1.0%	1.1%

How is brokerage calculated and deducted?

Brokerage applies to Buy and Sell orders.

Minimum Brokerage

There is a minimum brokerage of \$100 (excluding GST) or \$110 (including GST) per order.

For International Trades the minimum brokerage is \$130 (excluding GST).

Strategic Advice Fees

Where Euroz provides you with strategic advice (financial planning), fees will be determined based on a number of factors which may include the products and services that are the subject of the advice and the complexity of the advice that is being provided. The total fee payable will be agreed with you prior to the provision of services.

Euroz may charge an hourly based fee above the agreed fee where it is required to undertake additional work beyond that which was agreed. Euroz's current hourly rate in these circumstances is \$400 per hour (excluding GST).

Ongoing Fees

Portfolio Administration Service (PAS)

This service provides formal bi-annual reviews, quarterly reports, performance reporting, CGT reporting, consolidated portfolio reports and income and expense reports. This service also includes access to your portfolio reports online.

Euroz charges for this service on the basis of funds under management, according to a sliding scale, subject to a minimum annual fee of \$2,640 (including GST) per account. Our standard fee is 1.10%. For instance, where you have \$500,000 under management with us, we will charge you an administration fee of \$5,500 (including GST) per annum. The fee is charged monthly based on your portfolio balance at the end of each month.

Where your adviser has negotiated the fees with you, we will disclose the agreed fees to you in

the Statement of Advice which we will issue to you.

Insurance Products

A life insurance company may pay Euroz initial and ongoing commissions when we arrange for you to obtain an insurance product. As the commission payable may vary with each insurer, your Financial Adviser will give you details about any commission receivable by us in the Statement of Advice that will be provided to you. Euroz may pay your adviser a share of such commissions and the amount payable will be disclosed to you in the Statement of Advice. For example, a typical commission range for yearly renewable term life insurance may be between 0% and 88% (including GST) of the first year's premium and up to 22% per annum of renewing premiums.

How do you calculate the Nominee Service Fee?

The Nominee Service Fee is based upon the number of lines of stock held in the nominee account at the end of the calendar month and charged to the nominated account within 7 business days. For example if the account has 5 different stock positions then the fee will be 5 times \$15 or \$75 plus GST (\$82.50) per month.

Other Fees

Euroz may in certain circumstances charge a fee for ad hoc administrative expenses. An example and summary of such fees is listed below.

- RGTS Funds Transfer: \$25 + GST
- 12A (SRN Search) : \$16.50 + GST
- Stop Cheque: \$13.20 + GST
- Failed Settlement: \$100 + GST
- Direct Debit Dishonour: \$50 + GST
- Off Market Transfer (per side): \$60 + GST
- Deceased Estate Administration Fee: \$110
- Overseas Account Opening Fee: \$22
- ASX mFund Settlement Service Administration Fee: \$100 per transaction

Euroz reserves the right to change these rates by giving notice to the Client.

What remuneration and other benefits are received as a result of Euroz providing financial services to me?

Euroz initially receives all brokerage and other fees and charges that are payable by you to Euroz.

Your adviser (who may be a director of Euroz) is remunerated by a combination of the payment of salary and, in some circumstances the right to receive a proportion of the brokerage paid by you (where relevant, the amount paid to your adviser will vary from between 35% to 50% of the brokerage paid by you) and by the payment of a bonus in circumstances where the size of the bonus payment is partly dependent upon the amount of brokerage generated by the adviser.

With respect to the provision of Strategic Advice, the position is as follows with respect to the fee payable by you for that advice.

- Your adviser will receive part of that fee and the remainder will be received by Euroz;
- In some circumstances a Financial Adviser of Euroz will be engaged to assist in the provision of Strategic Advice to you. In these circumstances the fee may be divided between Euroz, your adviser, the Financial Adviser and Entrust Private Wealth Management Pty Ltd.

In some circumstances, Euroz and your adviser may be entitled to receive other remuneration with respect to financial services that have been provided to you. Remuneration of this type will not be received unless you have expressly authorised that such a payment can be made on your

behalf to Euroz and/or your adviser.

Your adviser may also, in some circumstances, receive Performance Rights that will be issued by Euroz under a long term incentive plan.

Where you are provided with a Statement of Advice, you will be provided with information about remuneration or other benefits that will be received on specific financial products to which the advice set out in the Statement of Advice relates.

How will Euroz handle my order for products traded on a Relevant Exchange?

Euroz will handle and execute your order in relation to financial products traded on a Relevant Exchange in accordance with Euroz's Best Execution Policy, a copy of this is available on request.

How will my trades on a Relevant Exchange be settled?

Euroz has entered into an arrangement with a Pershing Securities Australia Pty Ltd ("Pershing") whereby Pershing will clear and settle all trades executed on your behalf by Euroz. Settlement will occur in accordance with the ASX Settlement Operating Rules. Euroz is required to pay fees and charges to Pershing with respect to this arrangement.

How can I provide instructions to Euroz?

You may only provide instructions to Euroz in accordance with clause 7 of Euroz's Trading Terms and Conditions, a copy is available on request.

In what capacity does Euroz act?

In providing the services described in this FSG, Euroz acts as principal. The exception to this is when Euroz executes a transaction for you. In that case, Euroz acts as your agent.

Additionally, where Euroz arranges for another entity to provide you with financial services, such as clearing services provided by Pershing, Euroz acts as your agent (and not the agent of Pershing). The exception to this is in relation to the provision to you of any relevant FSG or disclosure document, in which case, Euroz acts as the agent of Pershing.

Do I get detailed information about remuneration and other benefits my adviser gets from giving the advice?

Yes. You have the right to request details of remuneration and other benefits your adviser receives with respect to providing financial advice to you.

Do I get information about any associations or relationships between Euroz and the issuers of financial products which might reasonably be expected to be capable of influencing Euroz?

Yes. You have the right to know about such associations and relationships and will be informed as to any relevant associations or relationships.

Euroz is associated with the following issuers of financial products as they are part of the Euroz group of companies:

- Euroz Limited;
- Ozgrowth Limited;
- Westoz Investment Company Limited; and

Euroz has corporate advisory relationships in place with the issuers of other financial products. Where relevant the nature of this relationship will be disclosed to you.

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

Yes. To do so, you need to tell your adviser about your goals, objectives, financial situation and needs before any financial product is recommended to you. You have the right not to disclose this information to your adviser if you do not wish to do so. In that case, your adviser is required to warn you that the advice may not be appropriate to your needs.

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.

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 Financial Adviser 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 adviser is making investment decisions on your behalf.

How do I get access to my information?

If you decide to invest, Euroz will maintain a record of your transactions. If you wish to examine your records, please contact your adviser who will arrange this for you.

When will I get a Statement of Advice (SoA)?

You will receive a SoA in accordance with the Corporations Act, and in general, when or as soon as practicable after we provide you with personal advice. In some circumstances permitted under the Corporations Act, we may be permitted to accept your instructions before a SoA can be provided to you. A SoA is not required to be given to you when the advice given relates to certain basic deposit products or if only general advice is provided.

Can I trade Shares listed on an International Exchange?

Euroz has an arrangement with Pershing that facilitates clients wishing to trade shares listed on an overseas exchange. Separate terms & conditions and fees apply to this service. Should you wish to trade international shares please contact your Euroz adviser who will provide you with further information to access this service.

Can I participate in offers on the ASX Bookbuild?

You have access to ASX Bookbuild offers through your adviser. In order for you to participate you must agree to the ASX Bookbuild Client Agreement, a copy of this is available on request.

Who can I complain to if I have a complaint about the financial services that have been provided to me?

If you have any complaint about the financial service provided to you, please contact Euroz's Head of Risk on (08) 9488 1400 or put your complaint in writing and send it to Euroz at:

PO Box Z5036, St Georges Tce Perth WA 6831 or email compliance@euroz.com.

Euroz will try to resolve your complaint quickly and fairly. If, in your view, you have not received a satisfactory outcome regarding your complaint, you have the right to complain to the Australian Financial Complaints Authority which can be contacted at, GPO Box 3, Melbourne, Victoria 3001, email: info@afca.org.au or phone 1800 931 678 (toll free).

The Australian Securities and Investments Commission also has a free call Infoline on 1300 300 630 which you may use to make a complaint and/or obtain information about your rights.

What compensation arrangements do you have in place?

Euroz has professional indemnity insurance arrangements in place that satisfy the requirements for compensation arrangements under s912B of the Corporations Act.

Do you have a Privacy Policy?

PRIVACY POLICY AND CLIENT STATEMENT

This policy applies to information collected by Euroz Securities Limited and its related bodies corporate (“Euroz” or “we” or “us”). It outlines how we collect and use personal information that we hold about you in accordance with the Privacy Act.

This policy has been developed in accordance with the Australian Privacy Principles (APP).

What personal information is collected?

We only collect personal information that is reasonably necessary for us to provide our products and services. If you do not provide the information that we ask for, we may not be able to provide the products or services you have requested. We may collect information such as your name, address, phone number, email address, tax file number, bank account details, other information that may be required for identification purposes, information about your investments and transactions and other information related to the services we provide.

Sensitive information

We do not collect sensitive information from you because it is not reasonably necessary for us in providing our services to you. Sensitive information includes health information, racial information, genetic information, and religious beliefs.

How personal information is collected?

We will generally collect your personal information in the course of you applying to open an account with Euroz. By using Euroz’s services you consent to Euroz collecting your information from you or from a person who is acting as your agent. We may also collect information directly from you or your agent, such as when you or your agents provide information by phone, email or in an application form.

What happens if we obtain information about you which we have not solicited?

Where we receive unsolicited personal information about you, we will consider if we could have collected the information if we had solicited the information. Where we determine that we could have collected the personal information from you, we will treat your personal information in the same manner as if we have solicited the information directly from you. Where we determine that we could not have collected the personal information, we will destroy the information or ensure that the information is de-identified as soon as practicable.

Use and disclosure of your personal information

Euroz may use your personal information for the primary purpose of providing financial services to you, as well as for related purposes such as:

- to verify your identity or transactions which you may enter into with us;
- to administer and manage the provision of our products and services;
- to comply with laws and regulatory requirements including complying with any request made by a governmental authority or regulator, including in connection with legal proceedings or the prevention or detection of fraud and crime;
- to comply with Euroz’s risk management policies and procedures;
- those involved in providing, managing, or administering the products or services you have requested, including those advisers, paraplanners and organisations who work with us;
- conducting due diligence as part of acceptance of your account with Euroz and its related bodies corporate; or

- another purpose related to the primary purpose.

For the purposes we have described, we may disclose your personal information:

- to our suppliers (including service and content providers), contract and service providers, professional advisers, dealers and agents;
- to government agencies or individuals responsible for the investigation and resolution of disputes or complaints covering your use of our services and facilities including for example ASIC, AUSTRAC or the OAIC;
- other parties involved in the administration of your investments including securities exchanges, product issuers, investment registries or mailing houses;
- anyone to whom our assets or business (or any part of it) is transferred (or offered to be transferred, subject to confidentiality provisions);
- other entities in the wider Euroz group; or
- where you have otherwise consented or as otherwise required or authorised by law.

Do we disclose personal information for marketing?

We may use your personal information to offer products and services that we believe may interest you. We may also disclose your personal information to external service providers who assist us to market our products or services.

We are permitted to use personal information for marketing if the client would reasonably expect us to do so and when the client has been provided with a simple means of opting out of the marketing service.

If you do not wish to receive marketing offers from us please inform us by sending an email to info@euroz.com.

Government related identifiers

Although in certain circumstances we are required to collect government identifiers such as your tax file number, Medicare number or pension card number, we do not use or disclose this information other than when authorised by law or unless you have voluntarily consented to disclose this information to a third party.

Access and correction and updating personal information

Generally, we will provide you with access to your personal information that we hold within a reasonable time of a request unless an exception applies under the Privacy Act. Where we provide you with access to such information, we may charge you a reasonable fee to cover our costs.

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, up to date, complete and relevant. In the event that you become aware, or believe, that any personal information which we hold about you is inaccurate or incomplete, you may contact us to correct the information.

If we disagree about the correction you have supplied, and refuse to correct the personal information, or if we believe that we are unable to comply with your request, we will give you a written notice to that effect. You have the right to make a complaint if you disagree with our decisions in relation to these matters.

Storage and security of information

Euroz stores personal information in a combination of computer storage facilities, paper-based files and other records. We will take reasonable steps to protect personal information from loss,

misuse, unauthorised access, modification or disclosure.

Cross-border disclosure of personal information

We do not currently disclose your personal information overseas, however some third party providers we may engage with from time to time may have registered overseas locations. In the event that we do disclose your personal information overseas, Euroz will make reasonable steps to ensure that the foreign recipient will not breach the APPs and to ensure that they are subject to similar privacy laws that will afford protection in the same manner as the APPs.

Contacting us and complaints

If you wish to contact us for any purpose regarding this policy including making a complaint about the way we have handled your personal information (including if you think we have breached the Privacy Act) you may do so to our Head of Risk in writing, by mail or fax to the address or fax number set out at the end of this policy. When you contact us, include your email address, name, address and telephone number and clearly describe your complaint. Our Head of Risk will investigate the complaint and respond to you promptly. If you consider that we have failed to resolve the complaint satisfactorily, and you are an individual located in Australia, you can complain to the Office of the Australian Information Commissioner.

Euroz Securities Limited Privacy Officer

Mailing Address: PO Box Z5036
Perth Western Australia 6831

Street Address: Level 18, Alluvion
58 Mounts Bay Rd
Perth Western Australia 6000

E-mail: privacy@euroz.com.au

Telephone: +61 8 9488 1400

Fax: +61 8 9488 1477

Policy Updates

This policy is subject to change from time to time. The most current version of our Privacy Policy can be obtained on our website (<http://www.euroz.com.au/>) or by contacting us.

The logo for Euroz, featuring the word "EUROZ" in a white, sans-serif font with a stylized circle around the 'O', set against a dark teal square background.

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