

# Financial Services Guide

1 February 2007

## THIS FINANCIAL SERVICES GUIDE

This financial services guide (FSG) is dated 1 February 2007 and is an important document that we are required to provide to you under the terms of our Australian Financial Services License.

**The purpose of this FSG is to provide you with important information to assist you with deciding whether to use any of the services offered by 2020 DIRECTINVEST PTY LTD. It includes information:**

- **About us**
- **About our financial services**
- **The costs, remuneration and other benefits that may be paid to us, our employees 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 information**
- **How you can contact us**

If you have any questions about us or about this FSG, please contact us. Our contact details are set on the back page of this FSG. Any changes to these details can be found on the 2020 website at [www.2020directinvest.com.au](http://www.2020directinvest.com.au)

Generally where you acquire a financial product or financial service through us or we arrange to issue a financial product to you, we may also provide you with a Product Disclosure Statement (PDS) or other disclosure documents containing information about that product or service, including any relevant terms, significant risks and the costs associated with the product and details of other fees and charges which may apply. These documents will be provided to assist you to make an informed decision about the product or service and to comply with our obligations as a financial services licensee.

## ABOUT 2020 DIRECTINVEST PTY LTD

2020 DIRECTINVEST PTY LTD (2020) holds an Australian Financial Services Licence No. 244249 (AFS Licence) which authorises us to deal in, and provide financial product advice on, a range of financial products including basic deposit products, life products including investment life insurance and life risk insurance products, superannuation, retirement savings accounts, government debentures, stocks or bonds, interests in managed investment schemes and securities.

Our business was established in 1996 to meet the needs of self-directed investors who choose to invest directly in various financial products and services. Our registered business address is Level 6, 118-120 Pacific Highway, St Leonards NSW 2065.

## OUR FINANCIAL SERVICES

### **What financial services do we provide?**

We can provide you with factual information and general advice regarding those financial products and services, which come within the scope of our AFS Licence. These include products and services offered by a variety of companies and providing investor education (such as seminars).

### **Who is responsible for the service you receive?**

We will provide, and are responsible for, the financial services described in this FSG through our representatives, who are employees and directors of 2020. Our representatives act on our behalf and we are responsible to you for their conduct and the financial services they provide.

### **Will we give you advice that has regard to your objectives, financial situation and needs?**

**NO.** We only provide you with general advice and information regarding financial products that can be purchased through us. This information or advice does not take into account your particular objectives, financial situation and needs. Under the law regulating the provision of financial services, general advice has a special meaning, which may differ from what you might commonly understand or expect. In this context, general advice can include opinions or any implied recommendation that the products referred to are appropriate to the objectives, financial situation and needs of a particular person. This however, is not personal investment advice. These should be considered by you before making any investment decision on the basis of the information or general advice that we provide to you.

## How to Contact Us

To find out more about any of our products or services, please:

VISIT [www.2020directinvest.com.au](http://www.2020directinvest.com.au)

CALL (02) 9493 6555 (Mon to Fri, 9am to 5pm EST)

FAX (02) 9493 6599

Write to us or visit our offices at:

2020 DIRECTINVEST PTY LTD

Level 6, 118 -120 Pacific Highway St Leonards NSW 2065

ABN 89 069 774 456 AFSL No. 244249

## INFORMATION ABOUT COSTS, REMUNERATION AND OTHER BENEFITS

### What fees, commissions or other benefits are received by us?

When you purchase a financial product through us we will rebate 100% of the upfront commission on most managed funds, superannuation funds and allocated pensions, we may receive on ongoing commission payable on a per annum basis for as long as you hold the product. These commissions will be paid to us by the product issuer and are included in the fees and premiums you pay for the products you purchase, as set out in the PDS or other disclosure documents provided by the product issuer.

The following is a description of the commissions payable by product issuers in respect of different financial products:

- **Managed investments and superannuation interests**  
Upfront commission of up to 5% of the amount invested (100% rebated by 2020)  
Ongoing commission of up to 0.60% p.a. of the value of your investment paid monthly. This is paid by the issuer, and is not an additional charge.
- **Margin lending**  
No upfront commission is payable  
Ongoing commission of up to 0.50% p.a. of the loan amount paid monthly.
- **Wrap and superannuation wrap accounts**  
Ongoing commission of up to 0.35% p.a. of the portfolio value which will be paid monthly by the product administrator from the fees that it receives from you or from product issuers, as set out in the PDS or other disclosure documents provided by the product administrator.  
We will let you know the exact amount of the commission payable to us in relation to the particular financial product or account, at your request when you express an interest in investing in the product or establishing an account.

### What remuneration and other benefits are received by our employees?

Our employees do not receive specific payments or commission for the services provided to you. However, these employees and our directors receive salaries, bonuses and other benefits from us. We may also reward our staff with monetary and non-monetary incentives and benefits from time to time if they meet certain performance targets.

## IF YOU HAVE A COMPLAINT

Problem resolution is a priority for us. If you have any problems with the financial services that we provide and wish to make a complaint, please contact us and we will do our best to resolve it for you quickly and fairly.

As a first step, please contact us by phone on 1800 352 021 from 9.00am to 5.00pm, EST, Monday to Friday. If your complaint is not resolved over the phone, please write to the complaints office, 2020 DIRECTINVEST Pty Ltd, Level 6, 118-120 Pacific Highway, St Leonards, NSW 2065. We will let you know that we have received your complaint and the Complaints Officer will try to resolve your complaint within 30 days.

If you are still not satisfied (or have not received a response within 45 days of the date of your written complaint), you can contact the Financial Industry Complaints Service, an externally managed complaints resolution scheme, of which we are a member, on 1300 780 808. Alternatively you can contact the Australian Securities and Investment Commission on its free call Info-line on 1300 300 630.

## PRIVACY

### How we collect & use your personal information.

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

The personal information that we collect will be used to provide you with financial services and for the purposes of other related activities including administration, planning and research.

We may disclose your personal information to service providers who do things on our behalf (e.g. a mailing house), and to other third parties where it is required or allowed by law or where you have given your consent. If we retain any personal information about you, you can access this information by telephoning us on 1800 352 021.

We would like to be able to use your personal information from time to time to tell you about available products and services. If you do not wish to receive this information, please contact us.