

St. George Margin Lending

Financial
Services Guide.

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About this Financial Services Guide

This Financial Services Guide ('FSG') issued by St.George Bank – A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 ('St.George Margin Lending', 'St.George Bank', 'we', 'our', 'us') informs you of the margin lending financial services provided by us. It is designed to help you as a retail customer to decide whether to use the services and to ensure that St.George Margin Lending complies with its obligations as a financial services licensee.

This FSG tells you:

- about us;
- about the margin lending financial services we provide;
- about the fees, remuneration and other benefits that may be paid to us, staff members and others;
- about our compensation arrangements;
- about associations or relationships we have with financial product issuers and service providers;
- if you have a complaint, how to manage it;
- how we collect and use your personal information; and
- how you can contact us.

If you have any questions about us or about this FSG, please contact us. Our contact details are set out on back cover of this FSG. Any changes to these details can be found at stgeorgemarginlending.com.au

Although we do not provide personal advice or recommend financial products, we may be required to provide you with a Product Disclosure Statement (PDS) or other disclosure documents if we issue or arrange the issue of a financial product to you. A PDS contains information about the features, benefits, risks and fees associated with the product. These documents will be provided to help you make an informed decision about whether the product is appropriate for you, given your objectives, financial situation and needs, and to comply with our obligations as a financial services licensee.

About St.George Bank

St.George Bank operates a Margin lending business trading under the registered business name 'St.George Margin Lending'.

St.George Bank is authorised by its Australian Financial Services Licence ('AFSL') No. 233714, amongst other things, to give general financial product advice on, and to arrange or deal in the following products:

- standard margin lending facilities, securities and interests in managed investment schemes mortgaged to us to secure a margin loan.

St.George Margin Lending is part of the Westpac Group. The Westpac Group includes a number of companies that issue financial products and provide financial services such as funds management, insurance, margin lending, superannuation investment and administrative services, and financial planning and advisory services.

The registered office of Westpac Banking Corporation is Level 20, 275 Kent Street, Sydney NSW 2000.

A financial product acquired from or through St.George Margin Lending is not a deposit with, or any liability of, Westpac Banking Corporation ('Westpac') or any other company in the Westpac Group. Investment in a financial product is subject to investment risk, including possible delays in repayment or loss of income and principal invested. Neither Westpac nor any of its related entities stands behind or otherwise guarantees the capital value or investment performance of any financial product acquired through St.George Margin Lending.

Our financial services

What financial services do we provide?

St.George Margin Lending issues standard margin lending facilities and deals in securities and interests in managed investment schemes mortgaged to it to secure the margin loans it advances. St.George Margin Lending may in certain circumstances provide general advice about these products as well as for a limited range of derivatives (such as warrants).

Generally, this FSG does not relate to any services or products St.George Bank provides that are not financial services or financial products regulated under the *Corporations Act 2001 (Cth)*.

Who is responsible for the financial services you receive?

St.George Margin Lending will provide, and be responsible for, the financial services provided to you and described in this FSG. St.George Margin Lending will provide these financial services through our representatives who are employees of companies within the Westpac Group (Staff Members) and any authorised representatives appointed by us to provide financial services on our behalf.

St.George Margin Lending acts on its own behalf as a financial services licensee when providing financial services.

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

No. Any material provided to you by us will only contain factual information and general advice. This factual information or general advice does not take into account your particular objectives, financial situation and needs. You should consider the appropriateness of the information or general advice, having regard to your particular objectives, financial situation and needs, before acting on this information or making any investment decision.

If you are considering acquiring a financial product, you should obtain a copy of the relevant PDS or prospectus before making any decision to do so.

General advice does not include any direct or implied recommendation that the products referred to are appropriate to the objectives, financial situation and needs of a particular person.

How can you give us instructions?

Generally, you or your representative may give us instructions in writing, by telephone, internet, email, fax or other means by pre-arrangement with us. How you give us instructions will depend on the services we provide to you.

Information about fees and other benefits

What fees or other benefits are received by us?

The fees, commissions and other benefits (collectively 'Fees') that St.George Margin Lending receives for providing a service to you depend on the service provided to you. Any Fees that are payable by you to us should, generally, be paid by direct debit, BPAY^{®1}, cheque or other means by prearrangement with us. The Fees received by St.George Margin Lending do not simply represent our profit margins but also go towards covering our costs and overheads.

St.George Margin Lending does not receive any Fees specifically for financial services (such as general advice in relation to certain financial products) it provides. We may receive fees, commissions and other benefits including establishment fees, interest on St.George Margin Loans and out-of-pocket expenses such as registration and search fees and stamp duty ('Fees') as set out in the St.George Margin Loan documentation (including a Product Disclosure Statement).

You may request particulars of the remuneration (including commission) or other benefits that may be received in relation to financial services that may be provided to you within a reasonable time after you are given this FSG and before those services are provided to you.

1. Registered to BPAY Limited ABN 69 079 137 518.

What remuneration and other benefits are received by Staff Members?

Our employees are remunerated by salary from Westpac (or another company in the Westpac Group of companies) and do not directly receive any commissions or fees. Employees may be eligible for bonus payments based on achievement of personal business objectives such as staff member performance and overall team performance. Bonuses can be paid quarterly, bi-annually or annually by bonus payment, additional superannuation contributions or shares in Westpac.

To the extent permitted by law, Staff Members may also be rewarded with monetary and non-monetary performance benefits from time to time if they meet certain performance targets. Monetary payments to Staff Members are made by payment into an account nominated by the relevant Staff Member.

It is not possible to determine at any given time whether a Staff Member will receive the benefits referred to above or to quantify them.

What fees or other benefits are paid by us?

When you purchase our financial products through an intermediary, such as a broker or financial adviser, St.George Margin Lending may (to the extent permitted by law) pay an ongoing fee of up to 1% of the account balance to the intermediary, paid as determined by St.George Margin Lending.

Fees received by related entities and associations with product issuers

Companies within the Westpac Group manage, market, issue and provide financial products and services that you may acquire through, or as a result of, the services (other than financial services) we provide to you. You may also be able to acquire through, or as a result of, the services (other than financial services) we provide to you, financial products and services offered by companies unrelated to the Westpac Group. We may pass on up to 100% of the Fees to companies within the Westpac Group and external providers for providing these services.

The relevant Fees are paid to these third parties upfront when the service is provided or the product is issued or on an ongoing basis (paid when the service is provided or periodically, such as monthly, quarterly, half-yearly or yearly). The amount paid to these third parties may vary according to a number of factors such as the type of services provided and the identity of the third party providing the service.

When you invest in any product or service offered by a company within the Westpac Group or any company unrelated to the Westpac Group, that company may receive Fees in relation to your investment in that product or the provision of that service (which may include contribution fees, management fees, withdrawal fees and any other fees specified in the Product Disclosure Statement or other disclosure documents for the particular product or service).

What should I do if I have a complaint?

Problem resolution is a priority for us. We have established complaint resolution procedures that aim to deal with complaints quickly and fairly.

If you have a complaint about any of our financial services, please contact us directly by telephone on 1300 304 065, Monday to Friday between 8.00am and 6.00pm (Sydney time). Alternatively, you can contact us 24 hours a day, 7 days a week from anywhere in Australia by:

Mail

St. George Margin Lending
Reply Paid 1467
Royal Exchange NSW 1224

Facsimile

1300 179 540

Email

marginlending@stgeorge.com.au

To ensure that all enquiries and complaints are properly considered and dealt with and to save yourself valuable time, gather all the facts and documents about the complaint, think about the questions you want answered and decide what you want us to do.

You can obtain a copy of our Complaints Handling Policy by contacting us as detailed above. A response will be prepared to ensure all matters you raise are investigated and responded to fully. If you are not satisfied with our response and wish to proceed further, you may refer the matter to an independent complaint handling body.

If you remain dissatisfied with the outcome, you may be able to lodge a complaint:

- (a) with the Financial Ombudsman Service
if lodged before 1 November 2018:

Online: www.fos.org.au

Email: info@fos.org.au

Phone: 1800 367 287

Mail: Financial Ombudsman Service Limited
GPO Box 3 Melbourne VIC 3001; or

- (b) with the Australian Financial Complaints Authority
if lodged on or after 1 November 2018:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001.

The Australian Securities and Investments Commission ('ASIC') has an Infoline on 1300 300 630. You can call this number to make a complaint and to obtain further information about your rights.

How we manage our compensation arrangement

Where we are liable to meet a claim, payment will generally be paid from our cash flows and available resources.

For claims, we may rely on and claim under the professional indemnity insurance that we hold. These insurances are between us and the insurer and are intended to respond to civil liability resulting from significant claims for compensation made against us for financial services provided by us or our representatives. These insurances provide cover even if one of our representatives has ceased to act or work for us. Our compensation arrangements comply with the arrangements required by ASIC.

How we collect and use your personal information


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


The personal information that we collect will be used in connection with your St.George Margin Loan. We may disclose your personal information to other members of the Westpac Group, anyone we engage to do something on our behalf and other organisations that assist us with our business.

Our privacy policy, available at stgeorge.com.au or by calling 13 33 30, contains information about how we handle your personal information, including how to access your information, seek corrections and make complaints.

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For further information

 Call us on 1300 304 065 from 8.00am to 6.00pm Monday to Friday (Sydney time)

 Mail to:
Reply Paid 1467
Royal Exchange
NSW 1224

 Email to marginlending@stgeorge.com.au

 Visit the St.George Margin Lending website at stgeorgemarginlending.com.au

 Send us a fax at 1300 179 540



Please note: We take our disclosure responsibilities seriously. This document contains the Financial Services Guide issued by St.George Bank – A Division of Westpac Banking Corporation. Please consider this FSG carefully, and keep this document in a safe place so you can refer to it later.

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