

Financial Services Guide



Westmount Securities Pty Ltd (ABN 42 090 595 289)
Australian Financial Services Licence No. 225715
Registered Office: 40 Kings Park Road West Perth WA 6005
Postal Address: PO Box 1941 Subiaco WA 6904
T: +61 8 9322 7699 **F:** +61 8 9481 4551 **E:** info@westmount.com.au **W:** www.westmount.com.au

Important: You have the right to ask us about our charges, the type of advice we will give you, and what you can do if you have a complaint about our services.

This Financial Services Guide ("FSG") is intended to inform you of certain basic matters relating to the financial services we at Westmount Securities Pty Ltd (Westmount) provide. The matters covered by the FSG include, who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures and how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described below.

You should also be aware that you are entitled to receive a Statement of Advice or a Record of Advice whenever a representative of Westmount provides you with any advice which takes into account your objectives, financial situation and needs. These documents will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

Sometimes when we provide you with advice, we may make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product. When this happens we will also provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

Privacy: Westmount is 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 is also available on our website for your information.

Key information is set out in answer to the questions below.

Before you get our advice...

Your questions

Our answers

Who will be providing the financial service to me?

Westmount Securities Pty Ltd, Australian Financial Services Licence Number 225715. This FSG is issued with the authority of Westmount Securities Pty Ltd.

Who is my adviser?

All advisers are salaried employees of Westmount and hold at least a Diploma in Financial Services. Once you meet your adviser you will be given another FSG which will contain more information about them.

What kinds of financial services do you offer?

Westmount offer you the following services:

Comprehensive financial planning assistance including retirement planning, investment planning, wealth management, superannuation, taxation, redundancy, social security, and risk insurance advice.

Westmount is authorised by the Australian Securities & Investments Commission (ASIC) to carry on a financial services business to provide financial product advice, and deal in a financial product, for the following classes of financial products:

- deposit and payment products including: basic deposit products; deposit products other than basic deposit products;
- debentures, stocks or bonds issued or proposed to be issued by a government;
- life products including: investment life insurance products; and life risk insurance products;
- interests in managed investment schemes including investor directed portfolio services;
- retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997);
- securities; and
- superannuation

to retail and wholesale clients. Both personal and general advice is offered.

Who do you act for when you provide financial services to me?

We act on behalf of Westmount. Westmount is not owned by another company, or financial group, therefore, Westmount is solely responsible to its clients (you).

Westmount is a Principal Member of the Financial Planning Association and is bound by their Code of Ethics.

How will I pay for the service?

Westmount offer the following alternatives:

Fee-For-Service (% of assets): All Commissions fully rebated. A 1% implementation fee (minimum \$2,000) is charged on all amounts invested plus an ongoing fee 1% pa of funds/assets under advice, OR

Fee For Service (hourly rate): We generally charge \$300 per hour (plus GST) for special one-off project work. This fee is negotiated and agreed prior to Westmount commencing work, OR

Capped Commission: Westmount retains all or part of any initial 'up-front' commission payable by the financial institution up to a maximum of 3%. All ongoing 'trail' brokerage and an agreed 'Adviser Service Fee' are retained by Westmount.

Under the commission agreement, no fees are payable for annual reviews, portfolio valuations and other common consultations. The amount of remuneration will be disclosed at the time personal advice is given or as soon as practicable afterwards.

Initial Meetings: Please note that initial meetings with new clients (usually 1 hr) primarily involve data gathering and discussion focused on client needs and objectives. Personal financial advice is not generally provided by Westmount at initial meetings unless specifically requested. Therefore, where no advice is given, no charge will usually apply to initial meetings.

Do you receive remuneration, commission, fees or other benefits in relation to providing the financial services to me and how is that commission calculated?

As described above, Westmount may receive fees and/or commissions in relation to providing financial services, including personal advice, to you.

Commissions are generally payable to Westmount by the product issuer (eg fund manager or life office) shortly after business is transacted (usually within 60 days). Fee income may be paid directly by you to Westmount on a monthly, annual or ad-hoc basis, depending on the agreement you have selected.

Non-Pecuniary interests: Westmount does not accept alternative forms of remuneration or 'soft dollar' commissions (eg discounted loans and services, gifts, awards, conventions) from product providers. A Public Register of alternative remuneration received by Westmount is available on request.

Where rebates apply, payments are made to you within 10 days of Westmount receiving brokerage/commission.

Where a client is referred to Westmount by another person/entity, the referrer may receive commission or fee income via Westmount. Where this occurs, the amount of commission or fee payment payable to a third party is fully disclosed to you in writing.

Do any relationships or associations exist which might influence you in providing me with the financial services?

Westmount does not have an association with another company, body corporate, or financial product issuer.

When you get our advice...

Your questions

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

Our answers

Yes. But to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you.

You have the right not to divulge this information to us, if you do not wish to do so.

In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

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

We will explain to you any significant risks of financial products and strategies, which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

What information do you maintain in my file and can I examine my file?

We will maintain a record of your personal profile that includes details of your objectives, financial situation and needs. We may also take identification documentation as well.

We also maintain records of any recommendations made to you. You can obtain records of initial and further advice at anytime (free of charge) if you have not already been provided with a record of that advice. To obtain 'Records of Advice', clients must contact Westmount directly.

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 is available on our website for your information.

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?

Yes. You may specify how you would like to give us instructions. For example by telephone, fax or other means.

If you have any complaints...

Your questions

Who can I complain to if I have a complaint about the provision of the financial services to me?

Our answers

We are members of the Finance Industry Complaints Service (FICS).

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

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within three days, please contact the Complaints Manager at Westmount or put your complaint in writing and send it to us at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly. We do not charge fees for time spent handling complaints.
3. If the complaint can't be satisfied to your satisfaction you have the right to complain to the Financial Industry Complaints Service (FICS). They can be contacted on 1800 335 405. This service is provided to you free of charge.

If your concerns involve ethical conduct you may wish to consider raising your concerns in writing with the Financial Planning Association of Australia Limited (FPA). They can be contacted at PO Box 109, Collins Street West, Melbourne Vic 8007. The Australian Securities and Investments Commission (ASIC) also has a freecall Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Dated: 04/04/2008

FSG Version 3