

Financial services guide

Australian Ethical Investment Ltd
ABN 47 003 188 930
AFSL No 229949

This guide contains important information about:

- the services we offer you,
- how we are paid, and
- our internal and external dispute resolution procedures.

Who is responsible for the financial services provided to me?

Australian Ethical Investment Ltd (Australian Ethical) is responsible to you for offering and issuing any interests, and any advice it provides about its financial products.

Please note that the offer of interests in the Australian Ethical Retail Superannuation Fund (the Fund) (SFN 4794/449/82, Registration Number R1004731) is by arrangement with our subsidiary and Trustee of the Fund, Australian Ethical Superannuation Pty Ltd (ABN 43 079 259 733, RSEL L0001441). Aside from its duties as Trustee, Australian Ethical Superannuation Pty Ltd is only responsible for the issue of interests in the Fund to you. The Trustee of the Fund has outsourced administration of the Fund to an independent third party. In addition to providing administration services to the Fund, the administrator may also provide intra-fund advice services to members of the Fund. The administrator will provide you with its own Financial Services Guide.

We do not act as a representative of any other licensee in relation to the advice or products we may provide to you.

If you choose to invest in one of our products, you need to consider the information in the relevant Product Disclosure Statement (PDS) in order to make an informed decision. To invest in our products, you must complete an application form having read the current PDS. The PDS is available on our website or you can contact us for a hard copy.

We are able to provide you with advice about our products. In most circumstances we will provide you with general advice, that is information and advice about our financial products that does not take your personal circumstances into account. In limited circumstances we may offer you personal advice; this advice may take into account your personal objectives, financial situation or needs.

In the event we give you personal advice, you will also receive a statement of advice (SoA) from us. You may be charged an advice fee for personal advice we give you. If this is the case we will agree the amount before we provide you with personal advice. The SoA will contain the advice, the basis on which we give it, the amount of the advice fee and how you can pay it and, if applicable, information about anything that may have influenced us giving you that advice.

What financial services and products do we offer to you?

Australian Ethical is, amongst other things, authorised to provide financial product advice, deal in financial products and operate registered Managed Investment Schemes.

You may receive advice from us when you visit our website, make a telephone inquiry or attend one of our seminars. Our advice will be limited to our financial products unless we are addressing the general subject of ethical investment.

Advice that considers your personal objectives, financial situation or needs will only be given in limited circumstances and you may wish to consult an accredited adviser before making an investment decision.

Any advice you receive from us will be given by one of our employees. Any advice you receive about our financial products from elsewhere is provided independently of Australian Ethical.

How are we paid for our services?

If you invest in a product we offer, you will pay fees in relation to your investment in that product. You will find details of our fees and any other charges, which may be applicable to your investment, in the relevant PDS. Please contact us if you require a copy of one of our PDSs or if you would like further information about product fees. You can also obtain this information from our website.

If we provide you with personal advice, details of the advice fee will be in the SoA we provide to you.

How are any commissions, fees or other charges calculated?

Your adviser must provide you with a SoA setting out the fees and commissions they will receive for the advice you receive from them. You will find information regarding the commission and adviser service fees paid to your adviser in the PDS.

Will anyone be paid for referring me to you?

Our employees receive a salary. Any bonuses or other benefits that employees receive are not tied to any advice they give you, even if you invest with us. Other than in respect of a commission or an adviser service fee for a financial adviser that you retain, we do not pay commissions.

In some cases we pay to have our products included on a platform. Platforms include investor directed portfolio services, wrap accounts and master trusts. From time to time we may provide sponsorships to, or work with, organisations that have aligned interests, to hold or promote events or campaigns; you may have been referred to us because of such a sponsorship, event or campaign.

Professional indemnity insurance

We have professional indemnity insurance in place. In accordance with the policy terms and conditions, this insurance covers the actions of our staff and representatives in dealing with you. It will cover the actions of our staff and representatives (even where those people later leave Australian Ethical's employment) where we are found to have liability for loss or damage suffered by someone to whom we have provided a financial service. The policy is required to be renewed annually. These arrangements satisfy the requirements for compensation arrangements under the relevant provisions of the Corporations legislation.

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

All client information and correspondence is recorded and maintained by us. We are bound by and committed to the Australian Privacy Principles set out in the Privacy Act 1988 (Cth). Any personal information you provide to us (such as your name, address, date of birth, contact details and Tax File Number) will be collected, used, stored, disclosed and maintained in accordance with our Privacy Policy, a copy of which can be found on our website at australianethical.com.au/privacy-policy. We can also post one to you if you call us on one of the numbers below. By providing information relating to your investment, you consent to your personal information being collected and handled in accordance with our Privacy Policy. If you wish to access or correct any information held in your file, please contact us and we can make arrangements for you to do so.

How can I make a complaint?

We welcome feedback of any kind. If you have a comment, inquiry or complaint about any of the services we provide you, please telephone, email or write to us. We have procedures in place to ensure that your correspondence is properly considered and dealt with in a timely way. Please refer to the Lodge a complaint tab on the Contact us page on our website.

If you are not satisfied with the way in which we handle a complaint, you may lodge a written complaint with the Australian Financial Complaints Authority (AFCA). This is an external dispute resolution scheme:

- The Australian Financial Complaints Authority (AFCA):

w www.afca.org.au e info@afca.org.au t 1800 931 678

You can obtain further information about your rights on the Australian Securities and Investments Commission (ASIC) website at asic.gov.au

If you have any further questions about the financial services provided by Australian Ethical, please contact us on **1800 021 227**. Retain this document for your reference and any future dealings with Australian Ethical.

Contact us

t 1800 021 227

e enquiries@australianethical.com.au

w australianethical.com.au

p GPO Box Centre Sydney, GPO Box 8 Sydney NSW 2001