



FINANCIAL GROUP

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AAA Shares Pty Ltd

ABN 44 008 180 952 Australian Financial Services Licence No. 222138

AAA Financial Group Ltd

ABN 23 093 616 445

Authorised Representative No. 222754

AAA Insurance & Superannuation Services Pty Ltd

ABN 20 108 488 026

Authorised Representative No. 289344

AAA Wealth Management Pty Ltd

ABN 43 008 203 174

Authorised Representative No. 230151

FINANCIAL SERVICES GUIDE

Dated 15 June 2005

ABOUT THIS GUIDE

This guide is designed to tell you about:

- Our advisory services, so you can decide whether to use our services.
- Paying for our advisory services and how we pay our representatives.
- Your rights when you get advice from us.
- What to do if you have a complaint about our services.
- Statements of Advice and Product Disclosure Statements.

ABOUT US

AAA Shares Pty Ltd is the Licensee and has authorised the three associated corporations shown above to provide financial services under the licence. All three Corporate Authorised Representatives are authorised to provide the same financial services for the same products as the Licensee and all four companies are collectively referred to as “we”, “us” or “our” in this document.

Both the Licensee and the associated Corporate Authorised Representatives have in turn authorised Advisers to provide financial services to clients. The extent of these authorities depends on the training, education and experience of the Adviser and is shown in their own Financial Services Guide.

Collectively we are an insurance, superannuation, financial planning and investment advisory firm and our advisers' record of achievement and reliability is based on providing some of the best investment advice in Australia. We offer extensive skills which mirror the different needs of clients with great emphasis placed on research to support the advice.

We provide advice on and transactions in the following:

- ◆ Share Investment
- ◆ Fixed Interest Deposits
- ◆ Investment Planning
- ◆ Savings Plans
- ◆ Mortgage
- ◆ Gearing Strategies
- ◆ Risk & Life Insurance
- ◆ Lifestyle Financial Planning
- ◆ Retirement Planning
- ◆ Superannuation, inc SMSF advice
- ◆ Social Security / Centrelink support
- ◆ Redundancy Packaging

RESPONSIBILITY FOR ADVICE GIVEN

Under its Licence, AAA Shares Pty Ltd has directly or indirectly authorised its representatives to give advice and is therefore responsible for the advice you receive from them.

PRIVACY FOR OUR CLIENTS

We deal on behalf of clients with other licensed dealers, banks and financial institutions. Under the Privacy Amendment (Private Sector) Act 2000, we have obligations to comply with the National Privacy Principles set down by the Federal Privacy Commissioner. We have adopted these Privacy Principles for the treatment of personal information received from clients and others. These Privacy Principles are part of our corporate procedures and will be applied by all our officers and representatives.

Collection of Information - We must only collect personal information that is necessary for our purposes. Collection of personal information must be fair and not intrusive. We must take reasonable steps to ensure the person from whom personal information is collected is aware of our identity, that they can access information, why information is being collected, to whom the information will be disclosed and the consequences if they do not provide the information. The information must be collected from the individual directly if reasonable and practical. If personal information is collected from a third party, reasonable steps must be taken to ensure the individual is aware of the items set out above.

Use and Disclosure of Information - Use and disclosure of personal information must only be for the purpose that it was intended, or for strongly related secondary purposes, or for specified direct marketing, public interest, law enforcement or public safety purposes.

Of course, you have the option not to receive communications both at the time of first contact and at any time afterwards.

INFORMATION WE NEED FROM YOU

We will strive to give our clients the best advice and the right products. To find out your individual objectives, financial situation and needs, we must ask you to provide certain personal information to your client adviser, either in writing or verbally. This may involve a quite detailed process of both qualitative and quantitative data collection. Please ensure that your adviser becomes aware of any changes that may be relevant when advice is given in the future.

◆ What information do we retain about clients?

We maintain a record of your personal profile which may contain details of your objectives, financial situation and needs. We maintain records of any recommendations made to you, together with summaries of meetings and transactions. All these records are our property and must be retained for production to the regulatory authorities upon their request. If you wish to examine our file, you should ask us, and we will make arrangements for you to do so.

◆ What are the possible consequences of not providing this information?

You are of course at liberty to decline to provide some or all of this information, but if you do not provide it, any recommendations we make may not be appropriate to your needs and objectives.

All information is kept strictly confidential!

GENERAL SECURITIES ADVICE

We will provide personal securities recommendations if you give us sufficient information about your circumstances to enable us to do so. Alternatively we will provide general securities advice and it is up to you to determine whether the securities and the advice is appropriate in light of your particular investment needs, objectives and financial circumstances.

WHAT ARE THE RISKS?

All investments have varying degrees of risk and varying rates of return. With most investments, the higher the potential returns the higher the level of risk. The types of investment risk that may have an impact on your funds include those set out below. This list is not complete, as it is not feasible to list all the possible risks in this guide. However, we will disclose specific risk with any recommendation. **OUR BUSINESS IS TO REDUCE RISKS FOR OUR CLIENTS!**

- ◆ **Overall Market Risks** - The risk of loss by reason of movements in the share market that can be caused by any number of factors including political, economic, taxation or legislative factors.
- ◆ **Domestic versus International Factors** - The vulnerability of the investment to international events or market factors including movements in exchange rates and in other markets.
- ◆ **Sector Specific Factors** - These include commodity prices, the economic cycle of industry, changes in consumer demands, lifestyle changes and changes in technology.
- ◆ **Stock Specific Factors** – These include the company's directors, management and significance of any key personnel, the company's competition and profit history.
- ◆ **Fund Manager Risk** - Where investment is made into or through a managed fund, the strength and experience of the fund manager.

BUYING AND SELLING SHARES

Acting as your agent, we will buy and sell securities on Australian Stock Exchanges for you. Once your securities have been bought or sold, you will receive a contract note from us or the executing broker setting out the details and costs of the transaction.

You may specify how you would like to give us instructions to trade, e.g. by telephone, fax or other means. However for transactions greater than \$25,000 we may require instructions to be confirmed in writing.

Where we provide you with execution-related telephone advice, you may request in writing a record of that advice within 90 days of the date the advice is given.

If you are buying, we require you to provide the funds in advance. Please note that in accordance with industry practice and regulation, we cannot accept cash.

◆ Penalties

Fees will be charged on accounts not settled in accordance with industry practice. If you owe us money, we reserve the right to charge interest on any amounts outstanding. Default in payment may result in sale of the securities, including any securities held on a client's account, to recover costs.

BENDIGO STOCK EXCHANGE

AAA Shares is admitted to membership as a Bendigo Stock Exchange Broker. We execute transactions for clients who hold shares in BSX listed securities. We also assist corporations who intend to list their shares on BSX as a cost effective method of raising money from the public.

STATEMENTS OF ADVICE

When, or as soon as practicable after, advice is provided, we will give you a statement setting out the advice, the basis on which the advice was given and any remuneration or other benefits that we, including our representatives and associates, may receive. We will also include details of any matter that might reasonably be expected to be or have been capable of influencing us in providing the advice.

PRODUCT DISCLOSURE STATEMENTS

When advice is given, we will also give you, where appropriate, a Product Disclosure Statement (Prospectus) issued by the product provider containing information you would reasonably require for the purpose of making a decision about whether to acquire the financial product. The PDS will disclose details of any fees and charges payable for that product.

RESEARCH

Insurance and Investment product recommendations will be drawn from our fully researched list that is regularly reviewed. We subscribe to world class research services. The research undertaken by analysts is basically their opinion. It can never be guaranteed, is only valid for a limited time and is often subject to market movements.

The mere fact that any product is recommended by an analyst does not necessarily mean that it is suitable for you and you should consult with your client adviser before acting on any research report.

REMUNERATION & BENEFITS FOR OUR SERVICES

To assist you in making an informed decision we will discuss with you and agree on any fees payable before or at the time of preparing any written advice. The Corporations Act requires us to fully disclose all fees and charges, so if you are in doubt please ask us to explain.

The specific fees and charges for our financial advice will be set out in a Statement of Advice to you. We may charge you a fee for preparation of the Statement of Advice.

You may be charged a fee for the services we provide or we may be paid a commission or brokerage or a combination of the two may apply.

◆ Fees

When applicable, our fee can be either an agreed amount for a particular service or a time based fee of up to \$250 per hour.

◆ Commissions

We may receive commissions from dealers, fund managers or life insurers when acting on your behalf. These may be calculated as a percentage of the amount invested or paid as a premium and may be deducted from the amount you invest.

Additionally, we may receive trailing commissions from a product issuer payable from the fees charged throughout the term of the investment by the fund manager as disclosed in the PDS.

Typically commissions are in the following ranges:

Listed Securities	Brokerage of 1% of the value of the transaction subject to a minimum of \$70.
Other Investments and Superannuation	Initial commission of up to 6% of the amount invested, and Trailing commission of up to 1% per annum of the balance in the account.
Life Insurance (Risk)	Initial commission of between 15% and 125% of the first years premium, and Renewal commission of up to 30% of premiums in subsequent years.

For example, if you paid \$10,000 into an investment where the entry fee is 5% and the trailing commission is 0.3%, the Fund manager would deduct \$500 from the account initially and would pay it (or most of it) to us. They would also pay \$30 each year to us from their management fees. (This amount would vary because in practice the investment account balance would not stay at a steady \$10,000).

When providing you with a recommendation, your adviser will give you details of how the specific charges are calculated and whether you can pay separately for them. Our authorised representatives are paid a salary or commission based on the business they complete or a combination of both.

◆ **Referrals**

We may also pay a fee or commissions to persons who introduce or refer you to us.

◆ **Ownership**

We do not have any ownership association with any of the product providers although from time to time our Directors or Advisers may either directly or indirectly hold an interest in one or more of them as part of their personal investments. We do not believe that this will influence our recommendations to you.

Some of our Advisers are or will be shareholders in AAA Financial Group Ltd (our holding company) and therefore may benefit from the distribution of profits or any increase in value of the group.

◆ **Alliances**

We may receive various marketing allowances on some products (up to 5%) and/or conference sponsorships from various product providers. The list of potential Alliances is shown below.

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|------------------------------------|---|
| ◆ Advance Funds Management Limited | ◆ Colonial First State Group |
| ◆ AIG Life Ltd | ◆ ING Group |
| ◆ Asgard Capital Management Ltd | ◆ Macquarie Investment Management Limited |
| ◆ Asteron Limited | ◆ MLC Group |
| ◆ Australian Skandia Limited | ◆ St George Group |
| ◆ Aviva Limited | ◆ Timbercorp Agribusiness Investment Managers |
| ◆ AXA Ltd | ◆ Tower Insurance Group |
| ◆ BT Financial Group | ◆ Zurich Ltd |

IF YOU HAVE COMPLAINTS

AAA Shares has received very few complaints about services but we are all aware that circumstances may arise where a client wishes to express an opinion, seek clarification of an issue or simply inform us that expectations were not met.

Our Directors will take client complaints as a serious reflection on our standard of service and will attempt to personally resolve all issues. Where necessary a written reply or explanation will be provided to any client.

Clients who lodge a complaint should do so in writing, addressed to the Managing Director, AAA Financial Group Ltd, and can be assured we will give such matters our urgent attention. Written acknowledgement and an explanation or offer of resolution should be received by a client within 10 business days.

If your complaint is not satisfactorily resolved within 15 days please contact:
Managing Director, AAA Compliance Services Pty Ltd
8/230 Main South Road, Morphett Vale SA 5162
Phone (08) 8382 4288

If you still do not get a satisfactory outcome you have the right to complain to:
Financial Industry Complaints Service (FICS)
PO Box 579, Collins Street West MELB
Phone: (03) 8623 2000

The Australian Securities & Investments Commission (ASIC) has a freecall Infoline 1300 300 630 which you may use to make a complaint and obtain information about your rights.