

# Financial Services Guide

---

This Financial Services Guide (FSG) is issued by PPF Asset Management Limited (also referred to as 'PPFAML', 'we', 'us' or 'our' within this FSG) under the requirements of our Australian Financial Services Licence (AFSL) #229696. It is intended to assist you in deciding whether to use any of the services we offer and provides you with information about:

- Who we are and our contact details
- The types of financial services and products that we are authorised to provide under our AFSL
- What documents you will receive from us
- Associations and relationships that might influence the advice provided to you
- How we are remunerated for the products and services we provide
- Our internal and external dispute resolution procedures and how you can access them
- Your privacy

The information contained in this FSG is general information only and has been prepared without taking into account any particular person's objectives, financial situation or needs. It is not legal advice and PPFAML accepts no liability for people acting on information contained in this FSG.

This FSG is not intended for 'wholesale clients' as defined by the Corporations Act 2001 (ie professional investors).

PPFAML has authorised the distribution of this guide.

## Information about us

PPF Asset Management Limited is part of the PPF Financial Group (PPFG), a privately-owned Melbourne-based financial services firm. PPFAML is the asset management arm, established in 2001 to provide private clients direct access to a low cost, high quality and performance-oriented offering, accessing a diverse range of income and growth-oriented investment strategies.

PPFAML is the holder of AFSL #229696 issued by the Australian Securities and Investments Commission (ASIC). Our AFSL authorises us to provide the financial services outlined in this FSG.

## Our contact details

**MAIL:** Offices 209 - 210  
20 Convention Centre Place  
South Wharf, Victoria 3006

**PHONE:** Telephone: (03) 9690 1500  
Facsimile: (03) 9690 1544

**EMAIL:** [funds@ppf.com.au](mailto:funds@ppf.com.au)

**WEB:** [www.ppffunds.com.au](http://www.ppffunds.com.au)

## Our Products and Services covered by this FSG

Under our AFSL we are authorised to advise and deal in an extensive range of financial products and services. This FSG does not cover all those products and services. Specifically, this FSG covers:

- Situations where we deal in and provide general financial product advice including:
  - Securities
  - Managed investment schemes (excluding investor directed portfolio services)

- Operation of managed investment schemes as responsible entity for the following:
  - Managed Investment Schemes for which PPFAML is the product issuer (referred to as the 'PPF Funds')

We are authorised to provide financial services to both retail and wholesale clients.

### **Our other products and services not covered by this FSG**

The other financial products and services that we can offer you under our AFSL include:

- Private client services:
  - Investment portfolio planning and structuring;
  - Asset allocation;
  - Investment management and selection;
  - Ongoing reviews; and
  - Taxation advice.
- Portfolio administration:
  - Portfolio monitoring including corporate actions;
  - Regular portfolio reporting covering valuations and income;
  - Performance reporting; and
  - Registry liaison.

Associated PPF entities are licensed to provide advice on cash, shares, property, fixed interest, managed funds, derivatives and foreign exchange along with insurance products and commercial and residential finance.

These other services and products listed above have their own FSG, Product Disclosure Statements (PDS) and/or terms and conditions, and you should read that material before obtaining the service or product.

### **What you will receive when financial services are provided**

#### Advice types and authorisations

The information provided within this FSG and the associated advice provided by PPFAML representatives is of a general nature only. The PPFAML representative who has provided this FSG to you is limited to providing general advice only. Under no circumstances will a PPFAML representative provide you with personal advice that takes into account your own personal objectives, financial situation or needs.

In situations where you require general advice on the types of financial products that are not covered by this FSG and/or you need personal advice, your PPFAML representative will refer you with your permission, to another appropriately qualified representative.

#### What documents PPFAML will provide you

If you choose to use our services, your PPFAML representative will provide you with a PDS which contains important disclosure information about the financial product(s) that you are considering. This is intended to help you make an informed decision about acquiring the financial product(s) as it contains information about the features, risks, fees, terms and conditions of the financial product.

If you have not been provided with the relevant PDS please email us at [funds@ppf.com.au](mailto:funds@ppf.com.au) or visit <https://www.ppffunds.com.au/ppf-diversified-growth-fund> and <https://www.ppffunds.com.au/ppf-enhanced-income-fund>.

### **About our business relationships**

Unless otherwise stated, we act on our own behalf at all times when providing the financial services referred to in this FSG. However it is important to understand the relationships that may be considered to influence the advice we provide.

### PPF Financial Group and related entities

Where we recommend a financial product or service, in some circumstances our related companies (within the PPFG) may benefit from our recommendation and/or receive a fee for the product or service. PPFG will advise you of any fees and commissions payable for the provision of their products and services.

PPFAML does not receive any payment or commission for referrals that are made to PPFG and related entities.

### **Fees and Charges**

#### How we are paid for the services we provide

If you invest in a financial product we provide, we will receive remuneration in relation to your investment in the financial product. This remuneration comprises a management and administration fee and also if applicable, a performance fee. We may also be entitled to recover expenses incurred on behalf of the financial product or service. The remuneration and expense recoveries we will receive are set out in the financial product's PDS.

#### General Advice

We do not receive any fees, nor do we charge you additional fees for providing general financial product advice.

#### PPFAML issued products

If you invest in a PPFAML issued product, we will receive remuneration in relation to your investment in the financial product for as long as the investment remains with us.

In situations where you are referred to a representative in a related PPFG entity for assistance and/or advice, you will be provided with another FSG and other relevant disclosure documents as required, outlining those services and the associated costs. This may include a statement of advice where personal financial product advice is given.

### **PPFAML employee payments and incentives**

Our salaried employees are representatives of PPFAML. We may provide cash bonuses or other incentives to our employees, depending on employee and company performance. These bonuses or incentives are not an additional cost to you.

### **Providing instructions to PPFAML**

All our forms for investment in and redemption from the PPF Funds can be found at <https://www.ppffunds.com.au/ppf-diversified-growth-fund> and <https://www.ppffunds.com.au/ppf-enhanced-income-fund>. Please refer to the relevant PDS or offer document for details.

### **Complaints and Feedback**

#### How can I lodge a complaint?

We have established procedures for dealing with complaints. If you have a complaint, you can contact us during business hours, using contact details provided in the PDS. We will endeavour to resolve your complaint fairly and as quickly as we can. We will respond to your complaint within the maximum response timeframe of 30 days. If we are unable to respond within the maximum response time because we have not had a reasonable opportunity to do so, we will write to you to let you know of the delay.

If you are not satisfied with the final complaint outcome proposed, any aspect of the complaints handling process or a delay in responding by the maximum response time, the Australian Financial Complaints Authority (AFCA) may be able to assist. AFCA operates the external complaints resolution scheme of which we are a member. If you seek assistance from AFCA, their services are provided at no cost to you.

You can contact AFCA at:

Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001  
Telephone: 1800 931 678 (free call)  
Email: [info@afca.gov.au](mailto:info@afca.gov.au)  
Website : [www.afca.org.au](http://www.afca.org.au)

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

If your complaint is about how we handle your personal information, you can also contact:

Office of the Australian Information Commissioner

Online: [www.oaic.gov.au](http://www.oaic.gov.au)  
Phone: 1300 363 992  
Post: OAIC, GPO Box 5218, Sydney NSW 2001

## **Privacy**

Personal information that you provide to PPFAML in respect of receiving a financial service or product is subject to privacy laws. This information is handled in accordance with our Privacy Policy in order to protect your personal information. A copy of our Privacy Policy is available free of charge on request.

We collect and use your personal information in order to provide you with financial products and services. To do that, we may disclose your personal information to other parties including our related companies, assignees, agents or contractors, external service providers, superannuation funds, professional advisers, or if otherwise required to by law. We do not directly disclose your personal information overseas. You should contact us if you have any questions about how we handle personal information.

For information regarding complaints about your privacy refer to our Privacy Policy available at [www.ppf.com.au](http://www.ppf.com.au) or speaking to your PPFAML representative.

## **Compensation arrangements**

We have professional indemnity insurance cover in place in respect of the financial services provided to our clients. This insurance covers claims relating to the professional services provided by our past and present representatives and employees. These arrangements comply with the requirements of section 912B of the Corporations Act 2001.

The information contained in this guide is correct at the time of publication.