

Financial Services Guide (FSG) – Plum Financial Services Limited

Issue date: 1 July 2008
Issue number: 3

A guide to our relationship with you and others

This FSG is an important document that is provided by Plum Financial Services Limited ABN 35 081 812 731 ('Plum', 'we', 'us' or 'our'). Our contact details are set out on the last page of this FSG.

This FSG sets out the range of financial services that we are authorised to provide under our Australian Financial Services Licence (AFSL) 243356 and the types of financial products to which those services relate. It contains information to help you decide whether to use these financial services, and includes information about:

- how we and our relevant associates are remunerated in relation to the services offered; and
- our internal and external complaints handling procedures and how these are made available to you.

To help you make an informed decision about a financial product you generally will be given a PDS. In certain circumstances it is not a requirement that you be given a PDS (including, for example, where you already have one).

Who is responsible for the financial services provided?

Plum is responsible for the financial services described in this FSG.

When dealing in and providing general financial product advice with respect to superannuation interests in the Plum Superannuation Fund ABN 20 339 905 340, Plum will be providing these services on behalf of PFS Nominees Pty Ltd ABN 16 082 026 480 AFSL 243357 (the trustee of the Plum Superannuation Fund). Plum also provides administration services on behalf of various other trustees (see the list of product issuers in the next section).

Do we have any relationships or associations with other financial product issuers?

PFS Nominees Pty Ltd is a subsidiary of Plum, which is a subsidiary of MLC Limited (MLC).

MLC is a part of the National Australia Group of companies. Some of the products administered by Plum are issued by PFS Nominees Pty Ltd.

As at July 2008, Plum also provides administration services for the following product issuers (being trustees of other superannuation funds):

- CCSL Limited ABN 51 104 967 964
AFSL 287084 – Trustee of the Foster's Group Superannuation Fund ABN 60 171 679 448;
- Mars Australia Superannuation Pty Limited ABN 35 008 452 640 AFSL 294732
– Trustee of the Mars Australia Savings Plan ABN 94 286 873 438;
- Nufarm Employees Superannuation Pty Ltd ABN 27 065 475 443 – Trustee of the Nufarm Employees Superannuation Trust ABN 59 619 787 509;
- PASS Pty Limited ACN 064 778 481
RSE L0000628 – Trustee of the Pilkington (Australia) Superannuation Scheme ABN 83 020 354 801;
- Tower Investments Pty Ltd ABN 22 000 570 892
– Trustee of the Lend Lease Superannuation Fund ABN 50 237 822 837; and
- Vanguard® Investments Australia Ltd ABN 72 072 881 086
AFSL 227263 – Trustee of the Vanguard Personal Superannuation Plan ABN 81 550 468 553.

What kinds of financial services are we authorised under our licence to provide you and what kinds of financial product/s do those services relate to?

Plum is authorised under its AFSL to provide the following:

Financial service	Financial product to which the service relates
General financial product advice	Superannuation
Arranging for a person to deal in a financial product	Superannuation

Administrator:
Plum Financial Services Limited
ABN 35 081 812 731
AFSL 243356

Level 9, 90 Collins Street
Melbourne Vic 3000
GPO Box 63
Melbourne Vic 3001

Telephone 1300 55 7586
Fax 1300 99 7586
Email service@plum.com.au
Web www.plum.com.au

The dealing and advice services above relate to superannuation interests in the following financial products:

- the Plum Superannuation Fund through the following sub-plans of the Fund:
 - Plum Personal Plan;
 - Plum Eligible Spouse Plan;
 - various employer-sponsored sub-plans;
- the Plum Pooled Superannuation Trust ABN 68 093 957 533; and
- the other superannuation funds referred to in the previous section.

How can a Plum staff member assist you?

To the extent that we authorise a Plum staff member to do so, the staff member can help you apply for the financial products referred to in this FSG and can also give you general financial product advice in relation to them.

If you require financial planning services, we will refer you to GWM Adviser Services Limited (GWM Adviser Services) ABN 96 002 071 749 AFSL 230692 who will provide you with advice and mortgage broking services and provide a separate FSG relating to the financial services that they may provide. GWM Adviser Services provides the following services to members:

- General advice from telephone-based financial planners through the *Momentum Financial Advice* service. No fee is charged to members for this service.
- Personal advice through a financial planner on the *Momentum Financial Advice* panel. This advice is offered on a fee-for-service basis for certain financial products (such as superannuation and investments) which may be negotiated with the financial planner. Financial planners on the panel may be representatives of GWM Adviser Services, or of other licensees.
- *Momentum Loan Solutions*, a mortgage broking service provided by MLC Mortgage Solutions. MLC Mortgage Solutions is a division of GWM Adviser Services. Members are not charged a fee for this service. MLC Mortgage Solutions will, however, receive a commission from the home loan provider when home loan funds are drawn down.

GWM Adviser Services is part of the National Australia Group of companies.

How do you give us instructions about your financial product/s?

You can give us instructions by using the contact details set out in this FSG.

Are any commissions, fees or other benefits payable to anyone in respect of the services we are authorised to provide?

Plum receives fees for providing services to you, such as administration services. These fees are received through amounts which are levied on members and, depending on the particular sub-plan or fund, are payable either by the member or the employer. The factors affecting the amount of the fees Plum receives from members of a sub-plan or fund include:

- the number of members in the superannuation fund (used to calculate the average account balance);
- the total assets of the superannuation fund (used to calculate the average account balance);
- member turnover; and/or
- average contribution levels for the superannuation fund.

Investment fees

Fees for each of the investment options, along with the transaction costs for buying and selling investments that may be applicable are detailed in the relevant PDS and on the website, www.plum.com.au. These fees and costs are taken into account in the unit prices applicable to the investment options.

A fee ranging from 0.1025 to 0.2050 per cent per annum is payable to Plum on each investment option. This fee is incorporated in the investment option management cost. A performance fee (if applicable) is also incorporated in the investment option management cost. Apart from this fee, no commissions or any other payments are paid to anyone that will or may impact investment returns.

Insurance commission

Plum may receive a commission of up to 15 per cent of the amount of any death and disablement (where applicable) or other premiums paid to the providers of insurance cover under the Plum Superannuation Fund.

Remuneration or other benefits received by Plum Directors and staff members

Plum Directors and staff members do not receive any remuneration (including commission) or other benefits that are attributable to the provision of our financial services. Plum Directors who are not employed by a company associated with us receive an agreed fixed annual fee for the performance of their role. Plum staff members do not receive any proportion of any fees or commissions paid to Plum or any other company in the National Australia Group of companies in connection with the financial services or financial products referred to in this FSG.

Will anyone be paid for referring you to us?

We do not pay commissions or provide other benefits to any person for referring clients to us.

Indemnity insurance

Plum holds professional indemnity insurance that satisfies the requirements of section 912B of the Corporations Act. This insurance also covers the conduct of representatives/employees who were authorised by Plum at the time of the relevant conduct, but who have since left.

What should you do if you have a complaint?

Plum has in place procedures to manage any enquiries or complaints it may receive from members and other interested parties. If you have any enquiries or complaints regarding Plum's services, contact a Plum Member Services Consultant on **1300 55 7586**, any business day, 8.00am to 6.00pm, Australian Eastern Standard Time (AEST).

Replies to many enquiries can usually be made over the telephone or by return telephone call within a short period. If not, you may be required to confirm the enquiry in writing and provide a contact address for the reply. The enquiries will then be answered by a Plum Member Services Consultant as soon as possible.

If you are not satisfied with the response to your enquiry or if you have a complaint, then you may lodge a formal complaint with Plum, preferably in writing. You should make it clear that you are lodging a complaint and not merely making an enquiry.

You may be requested to provide evidence in support of your complaint. The trustee or its delegate will seek to consider and deal with the complaint and advise you of its decision within 90 days of the date of receipt of the complaint.

Complaints should be directed to:

**The Complaints Officer
Plum Financial Services Limited
GPO Box 63
Melbourne Vic 3001**

Financial Ombudsman Service (FOS)

The FOS is an independent dispute resolution body established to provide free, fair and accessible advice and assistance to consumers who are unable to resolve a dispute directly with their financial services provider.

The FOS deals with complaints relating to banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds and pooled superannuation trusts.

FOS cannot assist you to resolve a complaint unless:

- you first raise the complaint with your financial services provider and the financial services provider does not resolve the complaint to your satisfaction; or
- The prescribed period* under legislation since your complaint was made to the financial services provider has lapsed and remains unsolved for consideration and resolution by our own enquiries and complaints procedures.

*The prescribed period under legislation is 45 days. However, the financial services provider can notify you that it requires 90 days (rather than 45 days) to respond to your query.

Once FOS accepts a complaint it may attempt to resolve the dispute by arranging a conciliation conference. Where this process is unsuccessful, FOS will formally review the matter and make a binding decision. The decision is binding on the financial services provider. However, it is not binding on you. If you wish to, you may decide not to accept the decision and take your own legal action.

You should direct a complaint to FOS where the matter relates to a service performed under the Plum AFSL. Alternatively, where the complaint relates to an activity carried out on behalf of a trustee under its AFSL, you should direct the complaint to the Superannuation Complaints Tribunal.

FOS can be contacted by:

Telephone: **1300 78 0808**
Fax: **61 3 9613 6399**
Website: **www.fos.org.au**
Email: **info@fos.com.au**
Mail: **GPO Box 3
Collins Street West
Melbourne Vic 3001**

What should you do if you need more information?

If you would like further information, visit the Member section of the website, **www.plum.com.au**, email us at **service@plum.com.au** or contact a Plum Member Services Consultant on **1300 55 7586**.

Alternatively, write to us at:

**Plum Financial Services Limited
GPO Box 63
Melbourne Vic 3001**

Retain this document for your reference and any future dealings with Plum.

This page has been left blank intentionally.