

Financial Services Guide

ANZIEX Limited

ANZIEX Limited
ABN 94 073 633 664
AFSL 239122
Level 11, 7 Macquarie Place
Sydney NSW 2000
Australia

Glossary of terms

ASX	ASX Limited or Australian Securities Exchange
ANZIEX, Broker, we, us, our	ANZIEX Limited ABN 94 073 633 664, AFSL 239122
Client of ANZIEX	Refers to Trader Dealer
FSG	Financial Services Guide
FOS	Financial Ombudsman Service Limited
PDS	Product Disclosure Statement

Purpose and content of this Financial Services Guide

This Financial Services Guide (FSG) is an important document. You should read it carefully and make sure you understand it.

This FSG is provided by ANZIEX Limited.

This FSG was prepared on 6th October 2009 and is made up of a number of equally important parts. Each of these parts are listed on the contents page and are intended to inform you of certain basic matters before we provide you with a financial service.

The information set out in this FSG includes information about:

- who we are
- what services we provide
- the remuneration that may be paid to us and other relevant persons in relation to the services we offer
- what relationships and associations we have
- how complaints against us are dealt with.

This FSG is designed to assist you in deciding whether to use the services we provide which are described below.

Statements of Advice and Product Disclosure Statements

We do not provide financial product advice. Accordingly, you will not receive a Statement of Advice from us. You may however be provided with a Product Disclosure Statement in relation to Exchange Traded Options which may be traded through ASX in the circumstances described under "The services we offer" below.

Who is ANZIEX?

ANZIEX is a Participant of ASX Group. ANZIEX Limited provides stockbroking services to a wide range of financial services related entities.

Our contact details are as follows:

ANZIEX Limited ABN 94 073 633 664 AFSL No. 239122
Level 11, 7 Macquarie Place, Sydney NSW 2000, Australia
Phone: (02) 8274 6000 www.investorfirstsecurities.com.au

The services we offer

The services which ANZIEX provides are as follows:

- **Execution and Clearing services for transactions in securities, exchange traded options and interests in managed investment schemes executed through ASX**
- **Clearing services for transactions in Exchange Traded Options "given up" to us through ASX**

ANZIEX may clear a transaction in Exchange Traded Options executed on ASX by another Participant of ASX Group if the transaction is "given up" to ANZIEX. Before ANZIEX can accept the "give up" to it of a transaction in Exchange Traded Options executed for you, you will need to enter into a Derivatives Client Agreement with ANZIEX. You may be provided with a Product Disclosure Statement relating to Exchange Traded Options.

• Sponsorship services

If you want ANZIEX to provide sponsorship services to you, you will need to enter into a Sponsorship Agreement with ANZIEX.

• Other services

ANZIEX provides settlement services for clients in respect of transactions executed by the client or on behalf of the client by another person. ANZIEX also clears transactions executed through ASX as agent for its related bodies corporate. In order to provide these services, ANZIEX is authorised under its AFS Licence to provide the following financial services to retail and wholesale clients:

- dealing in the following kinds of financial products:
 - securities (such as shares, options and warrants quoted on ASX)
 - interests in managed investment schemes (other than investor directed portfolio services) (such as units in ASX listed trusts); and
 - derivatives (such as Exchange Traded Options).

We do not provide financial product advice

ANZIEX is not authorised to provide financial product advice to clients.

ANZIEX has no responsibility for any financial product advice provided by Brokers or any other person to you.

How you may provide instructions to us

If you wish to give instructions in relation to a transaction executed (or to be executed), you must contact the Client of ANZIEX (and not ANZIEX directly).

If you wish to give us instructions in relation to any other service, you may do so by telephone, mail, fax or e-mail, subject to the terms of any applicable agreement with you relating to the subject matter of your instructions.

How do we charge for our services?

Clearing services for transactions executed through ASX

ANZIEX charges a range of fees to our clients who engage it to execute and clear transactions executed on ASX. Those fees may comprise a fixed monthly fee, a fee per trade, a fee per service and other fees. ANZIEX does not charge any fees to the client for whom the Client of ANZIEX executed the transaction, other than fail fees if the client fails to comply with its settlement obligations in respect of the transaction. Those fail fees may include an administration fee and a

default charge on the amount outstanding from time to time. ANZIEX may charge a client commission or other fees on a contract for the transfer of underlying securities following the exercise of an Exchange Traded Option at the rates determined by ANZIEX and notified to clients from time to time. ANZIEX may pass on part of that commission or fees to their Client/s who executed the trade in respect of that option.

Sponsorship services

ANZIEX does not charge clients any fees for providing sponsorship services. However, the fees which ANZIEX charges to their Clients may include fees relating to the provisions of sponsorship services.

Other services

ANZIEX does not charge clients any fees for providing settlement services, other than fail fees if the client fails to comply with its settlement obligations in respect of the transaction. Those fail fees may include an administration fee and a default charge on the amount outstanding from time to time. ANZIEX charges fees to its related bodies corporate in respect of the agency clearing services it provides. Those fees may comprise a fixed monthly fee, a fee per trade, a fee per service and other fees.

Commissions and other benefits from third parties

As noted above, we receive fees from our clients in respect of the services we provide to them. We may earn and retain interest on moneys held in our trust account for clients from time to time. Otherwise, we do not receive commissions or other benefits for other third parties.

How are our representatives remunerated?

Our representatives are remunerated by salary and do not directly receive any commissions or fees. They may be eligible to receive a bonus or other employment benefit which is discretionary and based on the achievement of business objectives.

Will anyone be paid for referring you to us?

No-one is paid any fee as a result of referring you to us.

• Other services

ANZIEX acts as agent for the client in providing settlement services for the client in respect of transactions executed by the client or on behalf of the client by another person. ANZIEX acts as agent for its related bodies corporate in providing agency clearing services for them.

Complaints resolution

The following paragraphs relate to complaints concerning the services that ANZIEX provide.

Our commitment

We are committed to providing quality service and accurate information. As part of that commitment, we are focussed upon improving client satisfaction levels by providing an efficient and accessible system for resolving client complaints. You have the right to have any complaint about the service received from us (or any other aspects of their dealings) investigated and dealt with quickly and effectively in accordance with our complaints resolution procedures.

Client input

To assist us in responding appropriately to complaints, you are requested to prepare any complaint in writing, addressed to:

ANZIEX Limited
Compliance Manager
Level 11, 7 Macquarie Place
Sydney NSW 2000
Australia
Phone: (02) 8274 6000
Facsimile: (02) 9252 2395

You should include as much detail about the circumstances of the complaint as possible, including the name(s) of any of our staff involved. If available, copies of any background documentation should be provided to us along with the complaint.

Our response

Following receipt of your complaint, the Compliance Manager will acknowledge receipt of it in writing and provide an estimate of the time it will take to investigate the circumstances. The Compliance Manager will fully investigate the complaint and follow up if further information is required from you. The Compliance Manager will then prepare a detailed written response to you after consideration of all relevant documents and following interviews with the involved employees and their manager(s), if required. The written response will be mailed or delivered to you.

External complaints resolution – FOS, ASX and ASIC

As we are a member of the Financial Ombudsman Service (**FOS**), we will advise you if you continue to have a complaint with us that you have the option to pursue your complaint with FOS. FOS's contacts details are:

Financial Ombudsman Service Limited
GPO Box 3
Melbourne VIC 3001
Telephone 1300 780 808
Facsimile (03) 9613 6399

If you remain unsatisfied with our response to a complaint, you are at all times free to pursue the matter with ASX. The Australian Securities and Investments Commission also has an Info line on 1300 300 630 which you may use to make a complaint and obtain information about investor rights.

Compensation arrangements

ANZIEX has professional indemnity insurance which ANZIEX considers is adequate having regard to:

- the volume and types of business carried on by it; the number and types of its clients; the number of its representatives; and
 - any particular or potential claims that may arise pursuant to our participation in external dispute resolution schemes, including the FOS scheme.
- ANZIEX considers that these compensation arrangements satisfy the requirements of s 912B of the Corporations Act 2001 (Cth) and associated regulations.

Privacy

The privacy of your personal information is important to us. If you would like a copy of our privacy policy please contact us on (02) 8274 6000.