

## About this Financial Services Guide

This Financial Services Guide ('FSG') is an important document that is designed to answer your preliminary questions regarding the financial services we are authorised to provide and it will assist you in deciding whether to use any of the services offered in this FSG, how we and other relevant persons will be paid in relation to the services, and information on our complaints procedures.

## Who is Canaccord Genuity Financial Limited?

Canaccord Genuity Financial Limited ABN 69 008 896 311 ('Canaccord Genuity Financial') is a wholly owned subsidiary of Canaccord Financial Group (Australia) Pty Limited, licenced under the Corporations Act 2001 (Cth) ('Corporations Act'), and holds Australian Financial Services Licence number 239052 ('AFSL'), which authorises it to provide advice on, and deal in, a range of financial products detailed within.

Canaccord Genuity Financial is a member of the Canaccord Genuity global group of companies led by Canaccord Genuity Group Inc, a full services business, listed on the Toronto Stock Exchange. The Group has offices across 7 countries worldwide.

Canaccord Genuity Financial is a market participant of the ASX Limited ('ASX'), Chi-X Australia Pty Limited ('Chi-X'), the National Stock Exchange of Australia Ltd ('NSX'), a Broker Participant in the CHES system operated by ASX Settlement (a group company of the ASX), and a principal member of the Stockbrokers and Financial Advisers Association of Australia.

## Documents you may receive from us

If you choose to use our products or services, you may receive a Statement of Advice ('SOA'), Record of Advice ('ROA') and/or a Product Disclosure Statement ('PDS') or Prospectus.

### Statement of Advice

If you are a retail client as defined under the Corporations Act and we give you personal advice (i.e. advice which has taken your personal circumstances into account), we are required to provide you with a SOA the first time we provide you advice. The SOA will contain:

- our understanding of your relevant personal circumstances and your investment objectives;
- any strategies we recommend;
- the basis of those recommendations;
- the financial services and/or products we recommended, and the reason why;
- our fees and/or commissions; and
- disclosure of any associations we have with financial product issuers or other parties which may have influenced our advice.

ROA may be used to record our advice to you where we have provided you with subsequent advice and your personal circumstances have not changed, you may request a copy of the ROA at any time, for a period of up to seven (7) years from the date the advice was given to you.

It is important that you give us accurate and complete information regarding your relevant personal circumstances such as your investment objectives, financial situation and needs, otherwise our advice may not be appropriate to all your circumstances. A new SOA will only be provided to you if you advise us that your circumstances have changed materially.

### Disclosure Document

If we recommend a particular financial product to you, you may also receive a PDS or Prospectus prepared by the financial product issuer which will set out all the necessary information you require to assist you to make an informed decision about the financial product.

## Best Execution Policy

There are multiple licensed market operators in Australia on which securities may be bought and sold, including: ASX, Chi-X and NSX. As a market participant, we must take reasonable steps when handling and executing an order in equity market products to try and achieve the best outcome for our clients. Canaccord Genuity Financial has detailed policies and procedures regarding the steps we take to obtain the best outcome whenever an order is transmitted or executed on your behalf. This policy is publicly available on our website at <https://www.psl.com.au/best-execution-policy.pdf> or by obtaining a complimentary copy from your Adviser.

## What Financial Services can we offer you?

Our Australian Financial Services Licence (AFSL 239 052) authorises us to provide financial product advice, and deal in, the following financial products:

1. Securities;
2. Standard margin lending;
3. Superannuation;
4. Derivatives;
5. Interests in managed investment schemes, including investor directed portfolio services;
6. Managed discretionary account services (including issuing such products);
7. Life products, including:
  - a. investment life products; or
  - b. life risk insurance products; as well as any products issued by a registered life insurance company, that are backed by one of its statutory funds;
8. Deposit and payment products, including basic deposit products and other deposit products;
9. Debentures, stocks or bonds issued or proposed to be issued by a government;
10. Retirement Savings Accounts ('RSA') products within the meaning of the Retirement Savings Account Act; and
11. Operate custodial or depository services other than investor directed portfolio services.

Your Adviser has been authorised to provide advice covering a range of products and services and they can provide you with details of the services they are authorised to provide

## Who will give you advice?

Our Advisers will give you advice. They are representatives of Canaccord Genuity Financial and we are responsible for the advice they give you. We ensure that your Adviser holds the necessary qualifications and meets continuing education requirements to provide the services for which we are licensed.

Canaccord Genuity Financial may authorise a company or an individual to act as its Authorised Representative. Authorised Representatives may be individuals or companies and Canaccord Genuity Financial is responsible for their conduct when they act on behalf of Canaccord Genuity Financial. Each Authorised Representative has their own authorisation, specialisation and area of expertise. You should review the FSG of the Authorised Representative to ensure that they are the most appropriate person to assist you with your needs.

From time to time, we may act as agent for another client who is the counterparty to your transaction (e.g. a purchase and sale of shares on the ASX). In rare circumstances, we may act as principal on our own account when dealing with you, in which case, we would disclose that we are doing so prior to entering into the transaction with you and adopt the procedures required in those circumstances by the Corporations Act and the ASIC Market Integrity Rules.

## Providing instructions to us

You may give us verbal instructions or written instructions by mail or email. However, in some instances we reserve the right not to accept instructions verbally without prior notice and in those instances, we will require your instructions to be in writing. If you choose to give us instructions by email, Canaccord Genuity Financial accepts no liability for any failure by Canaccord Genuity Financial or any of its representatives to act on an instruction given by you in an email that has not been acknowledged to you, either verbally or electronically, or in relation to any email that appears to be from you.

Before we provide a service to you, we have an obligation under the *Anti Money Laundering and Counter Terrorism Finance Act 2006* (Cth) to verify your identity and the source of any funds. This means you will need to provide appropriate identification, sign a Client Agreement with Canaccord Genuity Financial and comply with the Terms and Conditions of dealing with us.

## Other important information

### Your investment objectives

When you ask us to provide you with personal advice, it is important that we understand your overall investment objectives and financial circumstances so we can give you advice that is in your best interests. It is very important that the information you give your Adviser is accurate, complete and relevant. In addition, you should inform your Adviser of any changes in your personal financial circumstances to ensure that the personal advice you receive continues to be appropriate.

Each investor will have a different investment time horizon and tolerance to risk. Your Adviser will need to assess each individual's situation, including, but not limited to, cash flow needs, attitude toward the volatility of investments and ultimately your individual investment goals.

Generally, the portfolio that suits those with a shorter investment period and a higher level of capital stability, would include income assets rather than growth assets. Conversely, the portfolio of an investor who has a longer investment horizon, and little need for short-term cash flow, will be willing to accept a greater level of risk and volatility, and have a portfolio that is weighted more heavily toward growth assets.

Please note that your Adviser is not obligated to contact you to provide advice or make recommendations. Opening an account with Canaccord Genuity Financial, or acquiring any type of financial product does not imply that Canaccord Genuity Financial, or its Advisers or Representatives are responsible for monitoring your portfolio. Your Adviser cannot provide any taxation or accounting advice, but may, at your request, liaise with any other financial professionals you may utilise to assist you in achieving your financial objectives. You will remain responsible for monitoring your portfolio, and contacting your adviser should you have any questions or concerns.

If any personal advice is based on incomplete or inaccurate information relating to your relevant personal circumstances, you should, before acting on the advice, consider the appropriateness of the advice having regard to all your financial situation, investment objectives and needs. Canaccord Genuity Financial does not accept any liability for advice given that is based on incomplete or inaccurate information about your personal circumstances.

## Accolade Plus / Accolade Plus Premier Service (Managed Discretionary Accounts)

Before we can provide Accolade Plus / Accolade Plus Premier Services to you, we need you to enter into a Discretionary Management Agreement with us. As part of this Agreement, you will receive an Investment Program which will comply with Division 2 of Part 7.7A of the Corporations Act. It will contain:

- The nature and scope of the discretion we are authorised and required to exercise under the Discretionary Management Agreement between us;
- The investment program and strategy that we follow;
- Information about any significant risks associated with the Agreement; and

- Why we believe that the Discretionary Management Agreement is suitable for you.

An Accolade Plus / Accolade Plus Premier Service Account may not be suitable to you if you give us limited or inaccurate information about your relevant personal circumstances or may cease to be suitable if your relevant personal circumstances change significantly. As your financial needs change, your investment strategy may need to be modified. It is important for the success of the Accolade Plus / Accolade Plus Premier Service Account that you communicate any major changes in your personal circumstances to your Adviser.

Generally, you may give us instructions in relation to your Accolade Plus / Accolade Plus Premier Service Account by phone. However, we reserve the right to request that those instructions be received by us in writing before acting on them.

Your Adviser will review the Discretionary Management Agreement at least once every 13 months to ensure it remains appropriate for you in light of your personal objectives, needs and relevant personal circumstances.

Your Australian domiciled assets will be held in your name and be administered by us and therefore, the Accolade products do not include custodial or depository services for your Australian domiciled assets.

For any assets in overseas listed securities, we have appointed third party custodians to perform some of our obligations, including: execution, settlement and custodial services. Canaccord Genuity Financial deals with the third party custodians as principal and we will also maintain records of your holdings.

### Potential benefits

- The management of your portfolio is tailored to your individual needs by expert professional Advisers.
- Canaccord Genuity Financial may take advantage of investment opportunities rapidly without difficulties which may arise if you are not contactable.
- The Accolade Plus / Accolade Plus Premier Service may give you the opportunity to participate in placements by ASX listed companies.
- The management fee is linked to the success of your portfolio.

### Potential risks

- The Accolade Plus / Accolade Plus Premier Service is a discretionary service which involves the delegation to Canaccord Genuity Financial of the ability to make investment decisions on your behalf without prior reference to you. The operation of the Accolade Plus / Accolade Plus Premier Service may be affected by changes in the law.
- The net value of your portfolio may fall as well as rise. You should make your own independent assessment of the investment merits of engaging Canaccord Genuity Financial to provide the Accolade Plus / Accolade Plus Premier Service for your portfolio.
- Part or all of the investments in the Accolade Plus / Accolade Plus Premier Service Account may be invested either directly, or indirectly, in the stockmarket. By its very nature, an investment in the stockmarket entails risks including but are not limited to the following:
  - General economic conditions and market risks
  - Sector risk
  - Trading risk
  - Financial market volatility
  - Liquidity risk
  - Specific asset risk
  - Taxation risk
  - Exchange rate risk
  - Diversification risk
  - Global risks;
  - Legislative risks; and
  - General risks.

- While a well thought out diversification strategy can help to reduce risk and assist with gaining more consistent returns over the long run, a general market related risk will still be present.

Canaccord Genuity Financial will act as your agent to exercise or not, all voting rights conferred on any of your investments in your Accolade Plus / Accolade Plus Premier Service Account in such a manner as Canaccord Genuity Financial may determine as being in your interests. Further, Canaccord Genuity Financial will act as your agent over any security rights you have including, but not limited to, dividend reinvestment plans, share purchase plans, takeover offers and priority entitlements.

### Non-limited Recourse Products and Facilities

Before entering into a Managed Discretionary Account (MDA) service arrangement with us, and at the time of each annual review by us, you will be required to acknowledge in the MDA Agreement and at each annual review that you have been provided with a warning regarding non-limited recourse products and facilities, and that you have consented to us acquiring, holding or disposing of those products or facilities on your behalf.

The non-limited recourse products or facilities can include loans used to acquire financial products (including margin loans), certain types of derivatives and certain types of capital protected products that require the payment of ongoing fees to retain the capital protection feature.

Investing into non-limited recourse products or facilities can significantly increase your investment risk. Specifically, a non-limited recourse product or facility imposes a legal obligation on you to pay an amount to another person or financial institution in the event of the occurrence or non-occurrence of something where the rights of the other person or financial institution are not limited to any property or asset that you have paid or set aside as security for the agreement.

For example, if you use \$50,000 of your own money and borrow \$450,000 via a margin loan to invest in \$500,000 in shares - if your shares suffer a significant decrease in value to say \$200,000 and you are required to meet a margin call from the lender immediately to fully repay your margin loan, you may be forced to sell \$250,000 of your other assets and property to make up the shortfall in value due to the decrease in value of your shares which have been held as security for the margin loan. Because this is a non-limited recourse product or facility, you should understand that you can lose an amount greater than the current value of your investment, in which case you can be forced to dispose of the other assets and property you own (including your family home if it is in your name) to repay your loan. The level of leverage and risk in terms of an MDA that could be offered to you is unknown at this point because the requisite due diligence of your circumstances, needs and objectives has not been conducted and are not known, and hence the underlying product holding of your MDA is also unknown. However, where advice is provided to you in the form of the Investment Program – SOA, which involves non-limited recourse products and facilities, then the level of leverage and risk related to the non-limited recourse products and facilities will be fully disclosed to you in writing, in order for you to be able to make an informed decision as to whether to proceed with the MDA.

It is particularly important to understand that, with certain derivative products, there can be the potential for unlimited liability.

Before proceeding with the MDA service, you should carefully read the MDA Agreement, including the Investment Program and SOA. It will provide you with important details about the MDA arrangement proposed for you, including but not limited to, the type of non-limited recourse products and facilities that we intend to use, the degree of leverage that may be employed in your MDA arrangement, the means by which we will communicate with you should matters such as margin calls be triggered and information about our policy regarding closing positions at a loss in relation to each type of product.

## Taxation issues

Tax obligations can be very complex and have a profound impact on investment or trading strategies and returns. As we are not registered tax agents, we may only provide perspectives on tax issues in general terms. You should have access to an accountant or tax Adviser to examine the tax issues that relate to your particular circumstances.

### Association with related product issuer

Canaccord Genuity Financial may refer you to, or provide you with, financial services and products from both related and un-related product issuers.

### Costs

Depending on the service offered, you might pay fees or brokerage – or a combination of both. We can design a payment structure to suit your needs. The applicable charges will be disclosed in the SOA we provide to you, or if no such record is required, we will verbally disclose the applicable charges.

To the extent permitted by law, we may also charge you additional fees, including but not limited to: transaction fees, exchange and clearing fees, upfront fees, ongoing adviser service fees (including any agreed performance fees, if applicable), management fees (which includes ongoing and, if applicable, any borrowing costs), excess holding fees and settlement fees.

We may charge you hourly based fees in relation to the preparation of advice or for the completion of additional work which is outside the ordinary ongoing services. Such additional work/services and fees will be discussed with you and agreed prior to being undertaken.

In addition, where you engage us to provide strategic advice, we may charge you an hourly rate in addition to the fees below. These fees are based on the time required and complexity of your matter. All fees will be agreed with you prior to the provision of services.

*All fees disclosed in this document are in Australian dollars inclusive of GST, unless otherwise stated.*

### Brokerage

Brokerage is charged as a percentage of the total consideration when you buy or sell shares or derivatives. The brokerage rates are largely dependent on the type and level of service required, and the size and the frequency of transactions. Further details of our brokerage fees are set out in our account opening material, terms and conditions and the product disclosure statement. Your Adviser will negotiate your rate with you, taking these into account.

	Minimum charge	Maximum charge
Equities	\$110	2.75% of the transaction value
Exchange traded options	\$110	2.75% of the transaction value
<b>International equities</b>		
Brokerage	\$100	2.75% of the transaction value plus
International Trading Fee	\$99.00* (i.e. total transaction fee of \$110 + \$99 = \$209) per transaction.	0.30% of the transaction value

\* A different fee may be charged if, for example, the market on which the transaction is to be executed is not part of the standard service or a non-standard broker is used. Stamp duty may also apply in some markets. The fee will be disclosed prior to trading. Canaccord Genuity Financial reserves the right to decline or accept an order.

### Accolade

Portfolio value	Accolade	Accolade	Accolade Plus	Accolade Plus
	Rate per annum	Flat Brokerage Option	Rate per annum	Flat Brokerage Option
Up to \$499,999 then	1.320%		1.925%	
from \$500,000 to \$999,999	0.990%		1.320%	

from \$1,000,000 to \$4,999,999	0.770%		0.990%	
\$5,000,000 or more	0.440%		0.550%	
Portfolio value – flat brokerage option		up to 2.75% pa		up to 2.75% pa
Subject to a minimum fee per account of	\$2,860	\$2,860	\$3,300	\$3,300
Brokerage charged per transaction	Yes <sup>1</sup>	\$110	Yes <sup>1</sup>	\$110

1. The brokerage rate will be agreed between you and your Adviser on the basis set out in the Brokerage section above. Subject to the minimum fee, the cost will be determined by reference to factors such as the size of the portfolio, number of holdings and anticipated number of transactions.

#### Example of annual fees and costs for an Accolade Plus portfolio with a balance of \$1.5m

	Your Account	RRP	Incl. GST	Fees (incl. GST)
First \$500,000	\$500,000	1.75%	1.925%	\$9,625
\$500,000 to \$1,000,000	\$500,000	1.20%	1.320%	\$6,600
\$1,000,000 to \$5,000,000	\$500,000	0.90%	0.990%	\$4,950
\$5,000,000+	\$0	0.50%	0.550%	\$0
<b>Total</b>	<b>\$1,500,000</b>			<b>\$21,175</b>

\* Please note, as your portfolio value increases, the above annual fee will increase in line with the fee scale above.

\* A minimum fee of \$3,300 inclusive of GST applies.

\* If you terminate your Accolade Plus account (by giving written notice of no more than 2 business days), payment of fees will be calculated to the termination date.

#### Accolade Premier Service / Accolade Plus Premier Service

The Accolade Premier Service / Accolade Plus Premier Service will generally involve the preparation of a financial plan, the cost of which is set out below.

	Annual fee	Annual Fee incl. GST
Up to \$999,999 then	1.20%	1.32%
\$1 million to \$2,999,999	0.90%	0.99%
\$3 million to \$4,999,999	0.70%	0.77%
Above \$5 million	Negotiable <sup>1</sup>	Negotiable
Minimum fee <sup>2</sup>		\$2,640

1. Depending on the Adviser's assessment to the complexity of the investment portfolio.

2. The minimum fee in the first year of using the service is \$2640 plus the Additional Fee calculated based on the portfolio size. In some circumstances, the annual fee and the additional fee may be tax deductible.

#### Example of annual fees and costs for an Accolade Premier Service / Accolade Plus Premier Service portfolio with a balance of \$1.5m

	Your Account	RRP	Incl. GST	Fees (incl. GST)
First \$1,000,000	\$1,000,000	1.20%	1.32%	\$13,200
\$1,000,000 to \$3,000,000	\$500,000	0.90%	0.99%	\$4,950
\$3,000,000+	\$0	0.70%	0.77%	\$0
<b>Total</b>	<b>\$1,500,000</b>			<b>\$18,150</b>

\* Please note, as your portfolio increases, the above annual fee will increase in line with the fee scale above.

\* A minimum fee of \$2,640 inclusive of GST applies.

\* If you terminate your Accolade Plus Premier Service account (by giving written notice of no more than 2 business days), payment of fees will be calculated to the termination date.

\*For Accolade Premier Service / Accolade Plus Premier Service clients, listed investments will be purchased or sold at a discounted brokerage rate of 0.55% of the total value of each transaction, subject to a minimum fee of \$110, unless otherwise agreed. In addition, where we are entitled to receive a commission in relation to the placement of any unlisted investment or insurance investment, such commission may be reinvested in additional investments or if this option is not available we may rebate this amount to you, except for trailing commissions that are paid under arrangements that have been entered into before 1 July 2013.

#### Accolade Lite

Portfolio value	Fee
Less than \$150,000	\$110 per month
\$150,001 to \$300,000	\$165 per month
\$300,001 to \$500,000	\$220 per month
More than \$500,000	\$330 per month

#### Specific advice

If you would like to review specific aspects of your financial situation such as superannuation arrangements, assisting with Centrelink applications or reviews and insurance cover, we can prepare advice for you which is specifically tailored to help you achieve your goals and objectives and, for example, in the case of superannuation, the structure and level of contributions required. The fee for the preparation of a SOA will be charged based on the complexity of your circumstances and the time required to formulate the advice. The fees charged would be a minimum of \$550 including GST depending on your Adviser's assessment of the complexity of the advice required and will be agreed between you and your Adviser before you receive the service.

#### Financial Plans

There is a charge for the preparation of a SOA which incorporates a Financial Plan. The cost varies from \$500– \$5,500, depending on your Adviser's assessment of the complexity of the particular circumstances of each client. However, the cost will be disclosed to you prior to the preparation of the SOA and before you are under any obligation to pay for this financial service.

#### Custody fees and account keeping fees

	Minimum charge	Maximum charge
International securities	\$264 per annum*	0.0275% per annum based on the closing Australian dollar equivalent market value of your international securities where it is greater than \$264 per annum.*

\* Billed annually on a pro-rata basis.

#### Administration Fees

Service	Fee
Annual Administration Fee	\$330 per annum
Estate Administration Fee	\$110 per account
Overseas Account Opening Fee	\$110
Posted/faxed confirmation fee	\$2.20 per confirmation
Overseas Payment (OTT)	\$55
Differing registration sales	\$55
Real Time Gross Settlement Payment	\$55
Late Payment of Account	\$55
Off Market Transfer (OMT)	Off Market Administration Fee on (stock/s code)
	1 - 4 transfers \$77 (per OMT)
	5 and subsequent transfers \$33 (per OMT)
SRN search (12A) Fee	\$55
URW Purchase Fee*	\$110 per purchase

NSX Certificated Settlement Fee	\$220 per transaction
<b>Accolade</b>	
Non-approved Margin Lender	\$220 per annum
No linked bank account	\$220 per annum
Fees for administering private assets	\$55 per asset
<b>International (All fees exclusive of GST)</b>	
Broker Transfer Fee In	\$100
Broker Transfer Fee Out	\$100
Off Market Transfer Fee (Buyer only)	\$150
Registry Transfer Fee	\$25
DRS Lodgement	\$25
Certification lodgement	\$150
Proxy Voting	\$55
Late Proxy Vote	\$165
<b>Derivatives</b>	
Derivatives administration – annual reporting fee	\$275

\*In addition to the URW administration fees, a French Financial Transaction Tax is payable in Euros on each purchase of URW that results in a transfer of ownership, which is payable at 0.279705% of the acquisition price.

\*For transactions in securities listed on international markets and conversions of foreign currency on your behalf, the foreign exchange rate applied will include a charge of 0.95% of the transaction value unless otherwise agreed between you and Canaccord Genuity Financial.

## Remuneration, commission and other relationships

### Canaccord Genuity Financial remuneration

If your application for securities in a new issue, IPO or float is stamped by us and is successful, we may receive a lodgement fee from the product issuer. All fees associated with an issue will be disclosed in the Product Disclosure Statement or Prospectus. These fees may vary, but typically range from 3.3% to 6.6% of the amount raised. If we act as underwriter or sub-underwriter or facilitate a placement, we may receive fees for acting in that capacity. These fees typically range from 3.3% to 6.6% of the amount raised.

Where permitted by law, we may receive commission and fees from fund management groups, margin lenders and product issuers when we place investments on your behalf that are paid under arrangements for as long as you continue to hold that product. Where applicable, the exact amount may vary from 0% to 11% depending on the product, but usually this upfront commission may be approximately 5.5% of the amount you invest. The exact amount will be disclosed in the applicable PDS and disclosed by your Adviser when you receive personal advice.

Where permitted by law, some product issuers also have ongoing fees or trailing commissions which are payable to us by the product issuer as long as you hold that product. Where applicable and where permitted by the financial product issuer, we may in some circumstances rebate any such fees back to you, usually in the form of additional units, with the exception of trailing commissions from cash management accounts. The financial product issuers of cash management accounts generally pay a commission of 0.25% to 0.275% per annum of the funds invested and up to 0.55% per Annum for as long as you continue to hold that product. All interest rates quoted by cash management accounts are net of any commissions paid to Canaccord Genuity Financial.

Where permitted by law, a life insurance company may pay us initial and ongoing commissions when we arrange life risk insurance or investment life insurance products through that company. As the commission payable may vary with each insurer, your Adviser will give you details about any commissions receivable by us when advising you about such products.

Any applicable remuneration or commissions will be disclosed in the SOA or, where a SOA is not required, at the time that the personal advice is given or as soon as practicable thereafter.

### Your Adviser's remuneration

Your Adviser will receive between 35% and 56% of the brokerage and, where permitted by law, fees charged or commissions on investments placed by Canaccord Genuity Financial on your behalf less any applicable fees and deductions. Where permitted by law, your Adviser may be entitled to receive cash bonuses on achieving specified revenue targets. Applicable fees and deductions include referral fees, damages and losses. In certain circumstances, your Adviser may receive a salary and a discretionary bonus based on the revenue that they earn. The basis of your Adviser's remuneration will be disclosed in your SOA.

Adviser remuneration is only paid where permitted by law. For example, under a payment arrangement that has been grandfathered under the Future of Financial Advice laws or where you have consented to and directed that the payment be made.

### Referral arrangements

Where you have been referred to us by a third party such as an accountant, financial planner or other professional, and where permitted by law, we may pay a referral fee to them consisting of a proportion of the fees earned by us in relation to your dealings with Canaccord Genuity Financial. The fee paid in respect of the referral depends on the particular circumstances of the arrangement with the third party and may be up to 90% of our charges. Any such fee is paid out of the fees received by Canaccord Genuity Financial and is not an additional charge.

In addition, Canaccord Genuity Financial has agreements with a number of Australian Financial Services Licensees to provide execution services to their clients through Canaccord Genuity Financial. Under these arrangements Canaccord Genuity Financial retains a brokerage fee:

- for international securities, an execution fee per confirmation of up to \$99 or 0.30%, whichever is greater, plus \$55 or 0.22% per order or confirmation, whichever is greater;

Where permitted by law, the balance may be paid to your financial adviser, depending on the arrangements between the third party and the financial adviser.

Please refer to the FSG or SOA of the third party or any applicable agreement that contains your consent to such payments for more detailed information.

For example, where permitted by law, you may agree with your financial adviser to be charged 1.1% of sale of \$10,000 in Australian shares. Depending on the specific arrangements with the third party, Canaccord Genuity Financial would retain \$33 and pay \$77 to the third party (i.e. Your cost is \$10,000 x 1.1% = \$110; Canaccord Genuity Financial Fee is \$33; and the Third Party Share is \$10,000 x 1.1% - \$33 = \$77).

### Clearing and Settlement

Pershing Securities Australia Pty Ltd, is licensed under the Corporations Act Australian Financial Services License (AFSL) no 338 264 to provide financial services and is a trading participant of ASX, a Participant of Chi-X, a general Participant of ASX Clear Pty Ltd ABN 48 001 314 503 (ASX Clear) and a Settlement Participant of ASX Settlement Pty Ltd ABN 49 008 504 532 (ASX Settlement). Pershing is a wholly owned subsidiary of Pershing Group LLC, a Bank of New York Mellon Company, headquartered in New Jersey, USA. The Pershing Group provides execution, clearing, settlement, custody and technology infrastructure products and services to financial services firms and others servicing the global financial services industry. Canaccord Genuity Financial in deciding to outsource the clearing and settlement functions, reviewed a number of outsourcing providers who performed these functions and determined that Pershing Securities Australia Pty Ltd would best suit Canaccord Genuity Financial requirements.

## Confirmations

After processing your order, Canaccord Genuity Financial (through Pershing Securities Australia Pty Ltd), will issue you with a confirmation detailing the transaction undertaken to buy or sell financial products. Please read this confirmation carefully and contact Canaccord Genuity Financial immediately if any details appear incorrectly. Settling your buy transactions and receiving direct credits

### Settling your buy transactions and receiving direct credit

Your adviser can help you establish a Cash Management Account (CMA). A CMA can be used to hold the funds with which you plan to buy financial products and settle transactions. Alternatively, you may authorise Canaccord Genuity Financial Clearing Participant to directly debit and credit your bank account for settlement purposes (Direct Debit Authority). You can also settle your transactions with Canaccord Genuity Financial Clearing Participant using BPAY.

## International Transactions & Custody Services

Canaccord Genuity Financial will execute and arrange facilities for the execution of trades in eligible international securities and associated settlement and custody services. Canaccord Genuity Financial Clearing Participant, will be responsible for the associated settlement and custody services. For further information, please refer to Canaccord Genuity Financial International Securities Service Terms and Conditions.

## Clearing Participant Documents

Canaccord Genuity Financial clears and settles transactions through Pershing Securities Australia Pty Ltd. Pershing Securities Australia Pty Ltd carries the clearing and settlement obligations in respect of any transactions executed through Canaccord Genuity Financial. When you open a Client Account at Canaccord Genuity Financial, you will receive Pershing Securities Australia Pty Ltd's FSG and any other required documentation.

## Monitoring

Canaccord Genuity Financial performs monitoring of various functions outsourced to its Clearing Participant in addition to periodic monitoring of their internal controls in line with regulatory requirements.

This document is intended to provide factual information only, and has been prepared without taking account of your objectives, financial situation or needs and therefore before acting on advice contained in this document you should consider its appropriateness having regard to your objectives, financial situation and needs.

## Privacy Policy

The privacy of your personal information is important to us. In general, we collect your personal information to administer our client relationships and to ensure that we are able to provide you with the products and services most appropriate to your needs.

Our Privacy Policy details how we comply with the requirements of the *Privacy Act 1988* (Cth) in the handling of your personal information. A copy of the Policy can be obtained at our website at [www.psl.com.au](http://www.psl.com.au) or upon request from your Adviser.

## Insurance arrangements

Canaccord Genuity Financial has adequate professional indemnity insurance arrangements to cover us for the services we provide, including cover for the professional services provided by former representatives who have since ceased working for us.

## If you have a concern, please tell us

If our service has not met your expectations and you have a complaint, you may take the following steps:

1. Write to the Compliance Manager, Canaccord Genuity Financial Limited, GPO Box W2024, Perth, Western Australia 6846.
2. If the complaint has not been resolved to your satisfaction, you may lodge a complaint with Australian Financial Complaints Authority (AFCA). AFCA contact details are:

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678 (free call)

In writing to:

Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

3. The Australian Securities and Investments Commission also has a free call infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights.
4. If you are still not satisfied with the outcome, you may wish to take independent legal advice to consider your further options.