

# Financial Services Guide

28 January 2009

This Financial Services Guide (FSG) is dated 28 January 2009 and is an important document that we are required to provide to you under the terms of our Australian Financial Services Licence (AFS Licence).

The purpose of this FSG is to provide you with important information to assist you with deciding whether to use any of the services offered by 2020 DIRECTINVEST Pty Ltd ABN 89 069 774 456 ('2020', 'we', 'our', or 'us').

It includes information about:

- Us
- The financial services and products we provide
- The costs, remuneration and other benefits that may be paid to us, our employees and others
- The associations or relationships we have with financial product issuers
- What you should do if you are unhappy with the services we have provided
- How we collect and use your information
- How you can contact us

If you have any questions about us or about this FSG, please contact us.

Generally where you acquire a financial product or financial service through us or we arrange to issue a financial product to you, we may also provide you with a Product Disclosure Statement (PDS) or other disclosure documents containing information about that product or service, including any relevant terms, significant risks and the costs associated with the product and details of other fees and charges which may apply. These documents will be provided to assist you to make an informed decision about the product or service and to comply with our obligations as a financial services licensee.

## ABOUT 2020 DIRECTINVEST PTY LTD

2020 DIRECTINVEST Pty Limited holds Australian Financial Services Licence No. 244249 which authorises us to deal in, and provide financial product advice on, a range of financial products including basic deposit products, life products including investment life insurance and life risk insurance products, superannuation, retirement savings accounts, government debentures, stocks or bonds, interests in managed investment schemes, margin lending and securities.

Our business was established in 1996 to meet the needs of self-directed investors who choose to invest directly in various financial products and services. Our registered business address is Level 6, 118-120 Pacific Highway, St Leonards NSW 2065.

## OUR FINANCIAL SERVICES

We can provide you with factual information and general advice regarding the financial products and services which come within the scope of our AFS Licence. This includes products and services offered by a variety of companies and providing investor education (such as seminars).

### **Who is responsible for the service you receive?**

We will provide the financial services described in this FSG through our representatives, who are employees and directors of 2020. Our representatives act on our behalf and we are responsible to you for their conduct and the financial services they provide.

### **Will we give you advice that has regard to your objectives, financial situation and needs?**

No. We only provide you with general advice and information regarding financial products that can be purchased through us. This advice or information does not take into account your particular objectives, financial situation and needs, investors should consider whether it is appropriate in light of their particular financial circumstances before investing, and if necessary seek professional advice. Where professional advice is required we recommend that you contact a fee for service financial adviser.

## INFORMATION ABOUT FEES, REMUNERATION AND OTHER BENEFITS

2020 DIRECTINVEST may receive commissions when you purchase a financial product through us. We may also receive fees for advertising, marketing and distributing third party products and services. We will rebate 100% of the initial commission on most managed funds, superannuation funds and allocated pensions, and may receive ongoing commission payable on a per annum basis for as long as you hold the product. The following is a description of the commissions payable by product issuers in respect of different financial products:

### **Initial commissions paid to 2020 DIRECTINVEST**

Initial commissions are a one off payment and are calculated as a percentage of the funds you have invested. They are normally deducted from the investment amount (entry or contribution fees) or paid by the product provider out of the revenue the product provider earns (upfront sales commissions).

- Investment products – between 0% and 6% (GST inclusive) of the amount that you invest
- Insurance products – between 0% and 122.5% (GST inclusive) of the premium that you pay



## HOW TO CONTACT US

VISIT [www.2020directinvest.com.au](http://www.2020directinvest.com.au)

CALL (02) 9493 6555

FAX (02) 9493 6599

EMAIL [info@2020directinvest.com.au](mailto:info@2020directinvest.com.au)

WRITE 2020 DIRECTINVEST PTY LTD  
Level 6, 118 -120 Pacific Highway  
St Leonards NSW 2065

2020 DIRECTINVEST rebates 100% of entry or contribution fees and between 75% and 100% of upfront sales commissions, either as additional units in the fund or by cheque.

### Ongoing commissions paid to 2020 DIRECTINVEST

Ongoing commissions (including trailing commissions and volume based revenue share payments) are calculated as a percentage of the funds you have invested and are paid on a per annum basis for the length of time you hold the product.

- Investment products – between 0% and 1.1% per annum (GST inclusive) of the amount that you invest
- Insurance products – between 0% and 35% per annum (GST inclusive) of the premium that you pay

They are usually paid directly to 2020 DIRECTINVEST by the product provider out of the revenue the product provider earns. In some cases, they may be deducted from your investment.

These commissions will be set out in the PDS or other disclosure documents provided by the product issuer. We will disclose to you the exact amount of the commission payable to us in relation to the particular financial product or account on our website or at your request.

### Referrals to external specialists

Where 2020 DIRECTINVEST has negotiated special deals or rates with external specialists, including but not limited to, online broking services and self managed superannuation fund administration services, we may receive referral fees or commissions of between 0% and 50% of the amount you pay.

### What remuneration and other benefits are received by our employees?

Our employees do not receive specific payments or commission for the services provided to you. However, these employees and our directors receive salaries, bonuses and other benefits from us. We may also reward our staff with monetary and non-monetary incentives and benefits from time to time if they meet certain performance targets.

## YOUR PRIVACY

Your privacy is important to us and we are committed to implementing and promoting a privacy policy that will ensure the privacy and security of your information.

The personal information that we collect will be used to provide you with financial services and for the purposes of other related activities including administration, planning and research.

We may disclose your personal information to service providers who do things on our behalf (e.g. a mailing house), and to other third parties where it is required or allowed by law or where you have given your consent. If we retain any personal information about you, you can access this information by telephoning us on 1800 352 021.

We would like to be able to use your personal information from time to time to tell you about available products and services. If you do not wish to receive this information, please contact us.

## IF YOU HAVE A COMPLAINT

If you are not satisfied with the financial services that we have provided and wish to make a complaint, please contact us and we will do our best to resolve it for you quickly and fairly.

Please contact our office by phone on 1800 352 021. If the matter is not resolved over the phone, please send us a written complaint and the Complaints Officer will try to resolve your complaint within 30 days.

If the matter is not resolved to your satisfaction, you can contact the Financial Ombudsman Service Limited, an independent complaints resolution scheme, of which we are a member (Membership No. 10965), on 1300 780 808. Alternatively you can contact the Australian Securities and Investment Commission (ASIC) on 1300 300 630.

2020 DIRECTINVEST's professional indemnity insurance arrangements satisfy the compensation arrangements required under section 912B of the Corporations Act and include cover for claims against former representatives, whilst they acted for 2020 DIRECTINVEST Pty Ltd.