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Financial Services Guide

March 2010



The purpose of this guide

This guide is designed to assist you in understanding how Millennium3 and our representatives can help you achieve your financial and lifestyle goals by explaining:

- The advice and services our representatives can provide to you either directly or in association with other professionals,
- Our fees and charges,
- The influences and arrangements that you need to consider when assessing our representatives' recommendations, and
- How best to raise any issues you may have with our advice or services.

This is a very important document and we recommend that you read it carefully. If you need further explanation or you are unsure about any part of this guide we encourage you to contact us with any questions you may have.

Privacy Statement

Millennium3 is committed to ensuring the confidentiality and security of your personal information. Our Privacy Policy, which details how your personal information is managed and protected, is available on our website at www.millennium3.com.au. If you don't have access to the internet, please ask us for a copy.

Our Services

Millennium3 Financial Services Pty Ltd (Millennium3), which is part of the ANZ Banking Group, is a Principal Member of the Financial Planning Association and is one of Australia's largest financial services licensees. Millennium3 as the authorising Licensee, is responsible for the financial services our representatives provide to you.

Millennium3 does not provide financial advice or financial services directly but instead authorizes representatives to provide these services on our behalf. If you contact us directly to obtain advice we can help you select a representative that can provide you with the advice and services you require.

As an Australian Financial Services Licensee (No. 244252) our representatives can provide you with a range of services including financial planning, wealth creation advice, retirement income strategies, lifestyle planning and life insurance advice. We can also assist with the management of your investments and superannuation. Our representatives can provide advice on financial products like savings plans, cash management accounts, managed investment schemes personal, self managed and corporate superannuation plans. They can also advise on retirement income products including annuities and allocated pensions and life insurance products including, Accident, Sickness and Disability Insurance, Trauma Insurance, Permanent & Total Disability Insurance and Income Protection Insurance.

Each authorised representative has their own authorisation, specialisation and area of expertise. You should review their individual Financial Services Guide to ensure that they are the most appropriate person to assist you with your needs.

Acting on your instructions

You can engage your Millennium3 representative to act on your instructions whether you provide them by telephone, email, fax or other means of communications.

We maintain information about you

In order to continue to provide you with advice that is appropriate for your needs and suitable for your circumstances your adviser will retain information about you including your financial and lifestyle objectives and your current financial situation. We are also legally required to store this information and records of any advice and services we provide to you. We are committed to maintaining the security, currency and confidentiality of this information and if you wish to examine our records we can make arrangements for you to do so.

Important documents you can expect to receive

If you receive personal advice it will be confirmed in writing so that you can make an informed decision about the appropriateness and suitability of that advice. Such recommendations can be documented in a **Statement of Advice (SoA)** but a **Record of Advice (RoA)** may be used when you obtain with subsequent advice and your personal circumstances have not changed.

The **ROA** may be provided to you or added to your file and if you would like a copy of this document, or the initial SoA, your adviser will make it available to you on request.

Where your adviser recommends specific financial products they will provide you with a **Product Disclosure Statement (PDS)** which contains specific and important information on the financial product. It is very important for you to read and understand that document before you can take any action in relation to the advice.

Our interests, associations and relationships.

Our representatives' recommendations to you will be based on their assessment of your personal circumstances, needs and objectives. These factors underpin their advice but it is important for you to appreciate that Millennium3's interests, associations and relationships and the benefits we (and our representatives) receive – such as commission, corporate hospitality or marketing support for example - may give rise to an actual or potential conflict of interest. However, where any interest might reasonably be capable of influencing our representatives' advice or creating a conflict of interest, they will clearly disclose our interest or the nature of the conflict to allow you to make an informed decision about our advice. They will manage, and will clearly disclose, any conflicts that they think may influence their advice.

How you pay for our services

Operating a financial services business involves substantial costs. Fees and commission assists us to afford the infrastructure, personnel and systems required to provide you the professional services our clients have come to expect. In many cases you are able to negotiate how you pay for the professional services they provide to you. You may choose to pay these fees directly or have the professional costs paid by the product provider or from the products recommended to you. Our representatives may receive a salary, fees, commission payments and may also be eligible for an annual performance payment for meeting service and sales targets. Where it is necessary to refer you to another specialist we may also receive a referral payment from them. The remuneration they receive should be clearly disclosed in the advice documents they provide to you. **In any event you should refer to the FSG for the representative with whom you choose to deal to understand their specific business structure, fees and charges.**

Commissions, which are paid from the product costs and are not an additional cost incurred by you, vary according to the nature of the specific financial product and may be reduced or refunded by your representative. For example

| Product | Commission Range |
|--|---|
| Life Insurance products including Risk Insurance and Life Investment | Up front 0% to 140% of the premium paid or amount invested. On going 0% to 45% of the premium paid or amount invested. |
| Superannuation and Investment products | Up front 0% to 15% of the amount or contribution invested. On going 0% to 6% of the amount or contribution invested |

Providing feedback

As a professional financial services business, Millennium3 is committed to ensuring that we and our representatives act efficiently, honestly and fairly. We value your support and appreciate any feedback that will help us to meet your expectations and needs. If at any time should you have any questions or concerns about the advice or services you received we encourage you to contact us directly and we will try to resolve the issue immediately.

You should contact your adviser first but if your adviser can't respond to your feedback or effectively resolve your issues within three (3) business days – or if you don't feel comfortable talking with your adviser about your issues - you should contact Millennium3 directly.

If Millennium3 doesn't provide you with a satisfactory response, you have the right to refer your concerns to the Financial Ombudsman Service Limited ("FOS"). FOS is an independent dispute resolution service that deals with complaints about financial services including banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds and pooled superannuation trusts. FOS can be contacted at GPO Box 3, Melbourne Vic 3001 or by phone on 1300 78 0808.

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

The law requires Millennium3 to maintain a level of Professional Indemnity Insurance appropriate for our size and the scale and complexity of our operations. Our insurance covers claims made against us and our authorised representatives and it is annually reviewed for currency and suitability.

About Millennium3

AFSL No. 244252. ABN 61 094 529 987

Millennium3 Financial Services Pty Ltd is ultimately owned by the Australia and New Zealand Banking Group Limited (ABN 11 005 357 522). As a result, M3 is related to all companies within this group including ING Australia Ltd, which offers financial products and platforms to retail clients. As a result of this relationship, actual and potential conflicts of interest may arise when our authorised representatives provide services to you and recommend ING products.

However, where this relationship might reasonably be capable of influencing our representatives' advice or creating a conflict of interest, they should clearly disclose this interest or the nature of the conflict to allow you to make an informed decision about their advice. We will manage, and will clearly disclose, any conflicts that we think may influence that advice.

Millennium3 also has controlling interest in some of its corporate authorised representatives.

Millennium Master Trust

If your adviser recommends the Millennium Master Trust you should be aware that they may be entitled to an additional financial benefit if the Millennium Master Trust is later sold. You should recognise their beneficial interest as a potential conflict when you assess their recommendation. Their potential entitlement will be disclosed in their advice documentation where they recommend the Trust to you.

EmPlus Superannuation Fund

Millennium3 is the Administrator of the EmPlus Superannuation Fund and is entitled to remuneration in relation to its administration role.

Because of our scale and size, we also receive payments and/or sponsorship from product issuers. These contributions, which range between \$0 and \$40,000 per product issuer, are used for our operational, development and promotional purposes and are not provided to our authorised representatives.

Contacting Millennium3:

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