

# Financial Services Guide

12 September 2014

## ABOUT THIS FINANCIAL SERVICES GUIDE

This Financial Services Guide ("FSG") was prepared and issued by 2020 DIRECTINVEST Pty Limited (ABN 89 069 774 456) ("2020", "us", "we", "our").

2020 DIRECTINVEST is a Corporate Authorised Representative (AR 336649) of Mason Stevens Limited (ABN 91 141 447 207) which holds Australian Financial Services Licence ("AFSL") No: 351578.

Mason Stevens Limited is responsible for the financial services provided to you and the distribution of this FSG.

This FSG is designed to provide you with important information regarding our financial services to assist you in deciding whether to use any of these financial services.

This document contains the following information:

- About 2020 DIRECTINVEST
- The financial services and products we provide
- About how we are paid for our services
- How we deal with complaints
- Our Privacy Policy
- How you can contact us

It is intended that this FSG should assist you in determining whether to use any of the services described in this document. If you would like further information not contained in this FSG, please contact us.

## 2020 DIRECTINVEST

2020 DIRECTINVEST was established in 1996 to meet the needs of self-directed investors who choose to invest directly in various financial products and services. 2020 DIRECTINVEST is a member of the Mason Stevens' group of companies.

As a Corporate Authorised Representative of Mason Stevens Limited, 2020 DIRECTINVEST is authorised 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.

2020 DIRECTINVEST also offers the following products issued by Mason Stevens Limited, an associated company:

- Mason Stevens Credit Fund

## OUR FINANCIAL SERVICES

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

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, so you should consider whether it is appropriate in light of your particular financial circumstances before investing, and if necessary seek professional advice. If professional advice is required we recommend that you contact a financial adviser.

Generally if 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 the Product Disclosure Statement ("PDS") or other disclosure documents that has been issued by the respective product provider 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.

## FEES, REMUNERATION AND OTHER BENEFITS

2020 DIRECTINVEST may receive commissions and fees when you purchase a financial product through us. We may also receive advertising, marketing and distribution fees from product providers. The following is a description of the commissions payable by product issuers in respect of different financial products. Fees are GST inclusive.

### Initial commissions

Initial commissions are a one off payment and are calculated as a percentage of the funds you have invested on each new or additional investment. They are normally deducted from the investment amount or paid by the product provider out of the revenue the product provider earns. 2020 may receive the following initial commissions on products you purchase from us:

- Investment products: 0%-6% of your invested amount. For example, if your investment amount is \$50,000 and the initial commission paid to 2020 is 5%, 2020 will receive \$2500 (deducted from your investment amount) when you place the investment as an initial commission.
- Insurance products: 0%-122.5% of the premium that you pay. For example, if your first year's premium is \$500 and the initial commission is 120%, 2020 will receive \$600 as an initial commission.

## Ongoing commissions

Ongoing commissions are calculated as a percentage of the funds you have invested and are paid for the duration of time you hold the product. They are usually paid to 2020 by the product provider out of the revenue the product provider earns. In some cases, they may be deducted from your investment. 2020 DIRECTINVEST may receive the following ongoing commissions on products you purchase from us:

- Investment products: 0%-1.1% per annum of the amount that you invest. For example, if the ongoing commission is 1.1% and your investment balance was \$50,000, 2020 will receive \$550 per annum as an ongoing commission.
- Insurance products: 0%-35% per annum of the premium that you pay. For example, if your premium for the second and subsequent years was \$500 and the ongoing commission is 30%, 2020 will receive \$150 per annum as an ongoing commission.

The exact percentage of the commissions payable to 2020 DIRECTINVEST will be set out in the respective PDS or other disclosure documents provided by the product issuer, or on our website. The PDS will be available from our website.

## Other fees

We may charge the following service fees for providing services such as arranging the execution of investment transactions and monthly account management/service fees.

- Investment transaction fees: \$0-\$55 per transaction.
- Account management/service fees: \$0-\$110 per month.

We may also receive ongoing fees (referred to as "Dealer Group Service Fees" in the respective PDS) in relation to the management, distribution and marketing of the 2020 DIRECTINVEST BlueChip Series, issued by Praemium Limited, between 0.275% per annum and 0.385% per annum.

## Referrals to other third parties

2020 DIRECTINVEST may receive referral fees or commissions from arrangements we have with third parties providing specialist financial services including, but not limited to, online broking services and self managed super fund administration services ranging between 0% and 50% of the amount you pay the third service provider.

## Staff remuneration and other benefits

Our employees and directors are remunerated by way of salary and other employee benefits. They may also be eligible for a discretionary bonus which is based on achievement of pre-determined business objectives such as contribution to profit, client service, risk management and leadership/team contribution.

## COMPENSATION ARRANGEMENTS

Mason Stevens' group of companies has professional indemnity insurance arrangements in place to meet its obligations as holder of an AFSL. The insurance satisfies the requirements of section 912B of the Corporations Act 2001 (Commonwealth).

These insurance arrangements cover claims relating to the services and products we offer and the conduct of current and former staff (where we are responsible for the conduct of the staff member at the time of the relevant conduct).

## YOUR PRIVACY

Your privacy is important to us and we are committed to compliance with the Privacy Act 1998 (Commonwealth) and the Australian Privacy Principles. We maintain a record of your personal profile which includes your personal details. Our Privacy Policy can be viewed on our website <http://www.2020directinvest.com.au/privacy-policy.aspx> or a copy can be obtained by contacting our office.

We may disclose your personal information to external parties, such as our financial service providers, for the purposes of arranging/facilitating your investments or transactions. Such external parties are committed to protecting your privacy. We may also collect, hold and use your personal information to undertake appropriate administration, including in relation to the "Know Your Client" obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Commonwealth) (AML/CTF Act).

If you would like to access or amend the information we have about you, please call us on 1800 352 021.

## IF YOU HAVE A COMPLAINT

You have the right to enquire into or complain about the operation of our products and services to the extent that it relates to your investment. Mason Stevens Limited has established an internal dispute resolution policy which ensures that all enquiries and complaints are appropriately addressed.

If you have an enquiry or complaint, please take the following steps:

1. Please contact us by phone on 1800 352 021 or send us a written complaint. We will try to resolve your complaint within 30 days. You will receive written confirmation of receipt of your complaint, and a written confirmation of the determination of the Complaints Officer and any action taken to resolve the issue.
2. We must finalise your complaint within 45 days of you lodging the complaint with us. If you are not satisfied with our response you may lodge a written complaint to the Financial Ombudsman Service ("FOS"), an independent complaints resolution body which is available to you free of charge.

## Financial Ombudsman Service

Address: GPO Box 3 Melbourne VIC 3001  
Telephone: 1300 780 808  
Fax: 03 9313 6399  
Email: [info@fos.org.au](mailto:info@fos.org.au)  
Website: [www.fos.org.au](http://www.fos.org.au)

Mason Stevens Limited's FOS Member ID is 15155.

## CONTACT US

2020 DIRECTINVEST  
Telephone 1800 352 021  
Email [info@2020directinvest.com.au](mailto:info@2020directinvest.com.au)

Mason Stevens Limited  
Telephone 1300 988 878  
Email [info@masonstevens.com.au](mailto:info@masonstevens.com.au)

Office Address Level 18, 1 Macquarie Place  
Sydney NSW 2000  
Postal Address GPO Box 5003  
Sydney NSW 2001