

# ONE OFF TRADE FORM

## For NON Commonwealth Bank or CommSec Clients

Commonwealth Securities Limited  
ABN 60 067 254 399 AFSL 238814 (CommSec)  
A Participant of the ASX Group and the Sydney Futures Exchange



Locked Bag 22 Australia Square NSW 1215  
Phone: 13 15 19  
Fax: (02) 8292 4770  
Internet: www.commsec.com.au

- › **Important Note:** Use this form to sell shares if you are an individual investor who wishes to sell shares registered in your name/joint names with others and you or one of the joint names **DO NOT** hold, or are not a signatory for a Commonwealth Bank account, Commonwealth Bank credit card or CommSec Trading account.
- › To ensure we meet Government Legislative requirements we are required by law to identify our clients. You will need to supply an original **CERTIFIED** photocopy of an acceptable identification document(s). Acceptable identification documentation and the list of eligible persons who are allowed to certify identification is shown on Instructions Section of this form.

### One Off Trade Form Instructions

If you don't have a trading account and need to sell your shares fast, CommSec can help. CommSec's One Off Trade service allows you to sell your issuer sponsored shares as often as you like, quickly and in a secure environment, without the need for opening a trading account.

### The One Off Trade service is for individual investors who are not Commonwealth Bank or CommSec customers. These are individuals:

- without a trading account who wish to sell shares urgently.
- who don't want to open a trading account.
- who hold shares from floats and now wish to sell those shares.

*Note: Company or Trust investors that do not have a Commonwealth Bank account, Commonwealth Bank credit card or CommSec account must use the CommSec Trading Account application.*

### You will need:

- your Shareholder Reference Number, SRN (this can be found on your Issuer Sponsored Holding Statement, and most dividend notices).
- acceptable identification documentation.
- contact telephone number and address.
- Issuer sponsored shares are those not sponsored by a broker. They are identified by looking at the Holding Statement, which displays a 10-digit number, usually headed by the letter "I". This number is called the SRN (Shareholder Reference Number).
- If the letter "X" heads your SRN, your shares are broker sponsored. You will need to sell them through that original Broker or transfer your shares to us by opening a CommSec Trading Account. You cannot sell broker sponsored shares using our One Off Trade service<sup>1</sup>.

### How it works: (mail or fax)

- Complete the One Off Trade Form accompanying this page.
- Read and accept the terms and conditions accompanying the One Off Trade Form.
- Post the One Off Trade Form and the CERTIFIED acceptable identification documentation once the form and documents have been signed and completed by the registered shareholders.

Please **DO NOT** post original identification documents. Send only CERTIFIED copies of original documents.

- If your request is urgent, you can fax the One Off Trade Form and the CERTIFIED acceptable identification documentation.
- When posting or faxing the form back to us, you must attach a copy of the Issuer Sponsored Holding Statement.
- Instructions on how and who can certify identification documents are on the next page.

### Please return via fax on (02) 8292 4770 or via mail to:

**CommSec - One Off Trades**  
**Locked Bag 22**  
**Australia Square NSW 1215**

- Once CommSec receives the completed form and your identification documentation, we will confirm your holding with the registry and verify your identity documents to the form.
- Note: If there are any discrepancies with your details we will endeavour to contact you on the telephone number provided.
- Having confirmed the holding details with the Share Registry are correct, shares are sold at the prevailing market price as soon as practicable<sup>2</sup>.

### How we pay you:

- CommSec will post a cheque from Sydney on the day of settlement, generally three business days after the trade. We will send the cheque to the current postal address nominated by you on the One Off Trade Form<sup>3</sup>.
- Payment can only be made via cheque and payable only to the registered holder(s) of the shares as per the holding statement.
- Payment can only be in \$AUS.

Brokerage rate:

- **\$66 (up to \$10,000, 0.66% thereafter, GST included).**

### General Advice Warning

This form has been prepared without taking account of the objectives, financial situation or needs of any particular individual. For this reason, any individual should, before acting on the information in this form, consider the appropriateness of the information, having regard to the individual's objectives, financial situation and needs and, if necessary, seek professional advice.

<sup>1</sup> Please note that the One Off Trade service is only available to investors whose registered Issuer Sponsored shares are listed on the Australian Securities Exchange.

<sup>2</sup> Please note that we cannot guarantee that the sell order can be placed onto the market at a specific time. The most common delay is that the share registry has not yet responded with confirmation of your holdings.

<sup>3</sup> Please note that some new floats may trade on a deferred settlement basis.

## OPTION A

### Primary Photographic Identification (Sufficient ID by itself)

- Australian Passport issued by the Commonwealth, which has not been expired for more than 2 years
- Drivers licence issued in Australia
- Proof of Age Cards – issued under a law of a state or territory. (All States)
- NSW birth card (not currently available in other states)
- NSW Photocard
- International Passport or Travel Document which:
  - contains a photograph and signature of the person in whose name the document is issued;
  - is issued by a foreign government, the United Nations (UN) or an agency of the UN; and
  - if written in language not understood, accompanied by an English translation from an accredited translator.
- A national identity card issued for the purpose of identity which:
  - contains a photograph and signature of the person in whose name the document is issued;
  - Issued by a foreign government, the United Nations (UN) or an agency of the UN; and
  - if written in language not understood, accompanied by an English translation from an accredited translator.
- Firearms licence issued under law (All States)
- Defence Force Identity card (excluding spouse cards)

## OPTION B

### 2 x Primary Non Photographic Identification

- Birth certificate or birth extract issued by an Australian State or Territory
- Birth certificate issued by a foreign government, the United Nations or an agency of the UN
  - if written in language not understood, accompanied by an English translation from an accredited translator
- Citizenship certificate issued by the Commonwealth
- Citizenship certificate issued by a foreign government
  - if written in language not understood, accompanied by an English translation from an accredited translator
- A pension card issued by Centrelink that entitles the person whose name the card is issued, to financial benefits

## OPTION C

### 1 x Primary Non Photographic (Refer OPTION B above) and 1 x Secondary Identification)

- A notice that was issued to an individual by a the Commonwealth, State or Territory within the preceding 12 months which;
  - contains the name of the person and his or her residential address: and
  - records the provision of financial benefits to the individual under a law of the Commonwealth, State or Territory
- Taxation Notice issued to individual within the preceding 12 months which contains the name of the individual and his or her residential address
- A notice that was issued by a local government or utilities provider e.g. gas, electricity, water, rates with the preceding 3 months that:
  - contains the name of the person and his or her residential address: and
  - records the provision of services by the local government body or utilities provider to that address or to that person
- For those individuals under 18, a notice issued by a School Principal within preceding 3 months with name and address of the person and the period of time the person attended the school
- Drivers licence issued overseas
- Security Guard / Crowd Safety Officer Identity Card

## How should documents be certified?

The certified photocopy must include a statement "I certify that this is a true copy of the original document" (or similar wording). The certifier must also include their full name, signature and qualification or occupation which makes them eligible, on the photocopied ID. Please **DO NOT** attach original identification documents. Send only **CERTIFIED** copies of original documents.

Who can certify identity documents:

- › A barrister or a solicitor;
- › A judge or a magistrate;
- › A chief executive officer of a Commonwealth court;
- › A registrar/deputy registrar of a court;
- › A Justice of the Peace;
- › A public notary;
- › A police officer;
- › An agent of Australia Post who is in charge of an office supplying postal services to the public;
- › A permanent employee of Australia Post with 2 or more years of continuous service who is employed in an office supplying postal services to the public;
- › An Australian diplomatic or consular officer;
- › An officer with 2 or more continuous years of service with one or more financial institutions;
- › A finance company officer with 2 or more continuous years of service with one or more finance companies;
- › An officer or authorised representative that holds an Australian financial services licence and has 2 or more continuous years of service with one or more licences;
- › A member of:
  - the Institute of Chartered Accountants in Australia
  - CPA Australia
  - the National Institute of Accountants; with 2 or more years of continuous membership.

# ONE OFF TRADE FORM

For NON Commonwealth Bank or CommSec Clients

CommSec



Please read the One of Trade form instructions before completing this form

## 1. Share Registration Details (As per holding statement)

Title  Mr  Ms  Mrs  Miss  Dr Other (specify) \_\_\_\_\_

Shareholder's Name(s) \_\_\_\_\_  
*(BLOCK Letters)*

Shareholder's address \_\_\_\_\_  
State Postcode

Name of shares \_\_\_\_\_  
*(eg TLS,CBA,IAG,AMP)*

Shareholder Reference No. (SRN) \_\_\_\_\_ Number of Units to be Sold \_\_\_\_\_

## 2. Contact Details

Contact Name(s) \_\_\_\_\_

Contact Telephone Number \_\_\_\_\_  
*(Contact number between 10am - 4pm)*

Contact postal address \_\_\_\_\_  
State Postcode

*(Address that cheque and Confirmation are to be forward to)*

## 3. Shareholder(s) Identification Details

*(Must complete one of the following for each individual signing the form)*

### 1ST INDIVIDUAL

Title  Mr  Ms  Mrs  Miss  Dr Other (specify) \_\_\_\_\_

Full Name \_\_\_\_\_ Date of birth \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Residential address \_\_\_\_\_  
*(must be an Australian address not a PO BOX)*  
State Postcode

Other names commonly known by \_\_\_\_\_

Sole Traders to Provide A.B.N \_\_\_\_\_ Business name \_\_\_\_\_

Please select one of the Following Identification Options to be provided

*(Refer to Page 2 for list of acceptable identifications and instructions on how to certify)*  Option A  Option B  Option C

### 2ND INDIVIDUAL

Title  Mr  Ms  Mrs  Miss  Dr Other (specify) \_\_\_\_\_

Full Name \_\_\_\_\_ Date of birth \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Residential address \_\_\_\_\_  
*(must be an Australian address not a PO BOX)*  
State Postcode

Other names commonly known by \_\_\_\_\_

Sole Traders to Provide A.B.N \_\_\_\_\_ Business name \_\_\_\_\_

Please select one of the Following Identification Options to be provided

*(Refer to Page 2 for list of acceptable identifications and instructions on how to certify)*  Option A  Option B  Option C

## 4. Confirmation

By signing this document, I/We confirm that I/We:

- › hold and own the above mentioned securities on the SRN provided and the instruction is therefore not a short sale.
- › instruct CommSec to sell the above mentioned securities at the prevailing market price as soon as practicable after CommSec receives this form.
- › have read and accepted the CommSec General Terms and Conditions of Trade attached to this form and have received a copy of the latest Financial Services Guide provided by Commonwealth Securities Limited.
- › acknowledge that the name of individual persons given to CommSec are true and correct and that the law prohibits the use of false names, as well as the giving, use or production of false and misleading information or documents in connection with the provision of financial services and the making, possession or use of a false document in connection with an identification procedure.

Would you like a CommSec Information Pack?  Yes  No

Signature (Registered Shareholder) \_\_\_\_\_  
**X**

Signature (Registered Shareholder) \_\_\_\_\_  
**X**

Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

## PRIVACY

Customer information and privacy

Collection and verification of customer information

"Customer information" is information about a customer. It includes personal information.

The law requires us to identify our customers. We do this by collecting and verifying information about you. We may also collect and verify information about persons who act on your behalf. The collection and verification of information helps to protect against identity theft, money-laundering and other illegal activities.

We use your customer information to manage our relationship with you, provide you with the products and services you request and also tell you about the products and services offered by the Commonwealth Bank Group ("Group"), affiliated providers and external providers for whom we act as agent. If you have given us your electronic contact details, we may provide marketing information to you electronically.

The collection and verification of customer information may be carried out in different ways and we will advise you of the most acceptable methods of doing this. We may disclose your customer information in carrying out verification – e.g. we may refer to public records to verify information and documentation, or we may verify with an employer that the information you have given us is accurate.

Depending on whether you are an individual or an organisation, the information we collect will vary. For instance, if you are an individual, the type of information we may collect and verify includes your full name, date of birth and residential address. If you are commonly known by 2 or more different names, you must give us full details of your other name or names.

For instance, if you are a company, we may collect and verify information, including company incorporation and registration details, as well as details of the company's officers and its major shareholders.

If you are acting as a trustee, we may ask you for, amongst other things, information on the beneficiaries of the trust and evidence of the existence of the trust.

If you are a partnership, we may require information including evidence of the fact that the partnership exists, as well as the full name of the partnership, the names of the partners and any business name owned by the partnership.

For other organisations, the kind of information we collect and verify will depend on the type of organisation you are.

In addition, during your relationship with us, we may also ask for and collect further information about you and about your dealings with us.

You must provide us with accurate and complete information. If you do not, you may be in breach of the law and also we may not be able to provide you with products and services that best suit your needs.

### Protecting customer information

We comply with the National Privacy Principles as incorporated into the Privacy Act 1988 (Cth).

We disclose customer information to other members of the Group (including overseas members), so that the Group may have an integrated view of its customers and to facilitate the integrated treatment of its customers. It also enables other members of the Group to provide you with information on their products and services.

### Other disclosures

At common law, banks are permitted to disclose customer information in the following circumstances:

- (a) where disclosure is compelled by law; or
- (b) where there is a duty to the public to disclose; or
- (c) where our interests require disclosure; or
- (d) where disclosure is made with your express or implied consent.

So that we can manage our relationships, customer information may be disclosed to:

- brokers and agents who refer your business to us;
- any person acting on your behalf, including your financial adviser, solicitor, settlement agent, accountant, executor, administrator, trustee, guardian or attorney;
- financial institutions who request information from us if you seek credit from them;
- if you have borrowed from the Bank to purchase property valuers and insurers (so that the Bank can obtain a valuation of your property, and confirm that it is insured);
- if you have insurance: medical practitioners (to verify or clarify, if necessary, any health information you may provide), claims investigators and reinsurers (so that any claim you make can be assessed and managed), insurance reference agencies (where the Bank is considering whether to accept a proposal of insurance from you and, if so, on what terms); and
- organisations to whom we may outsource certain functions.

In all circumstances where the Bank's contractors, agents and outsourced service providers become aware of customer information, confidentiality arrangements apply. Customer information may only be used by the Bank's agents, contractors and outsourced service providers for our purposes.

We may be required to disclose customer information by law, e.g. under Court Orders or Statutory Notices pursuant to taxation or social security laws or under laws relating to sanctions, anti-money laundering or counter terrorism financing.

We may send customer information overseas if:

- that is necessary to complete a transaction; or
- we outsource certain functions overseas.

We may also be permitted, as distinct from required, to disclose information in other circumstances. For more information, please refer to our Privacy Policy.

### Access to your personal information

The law allows you (subject to permitted exceptions) to access your personal information. You can do this by contacting:

#### Client Relations Department

Locked Bag 22,

Australia Square NSW 1215

We may charge you for providing access.

### Further information

For further information on the Bank's privacy and information handling practices, please refer to the Bank's Privacy Policy, which is available at [commbank.com.au](http://commbank.com.au) or upon request from any branch of the Bank.

## GENERAL CONDITIONS OF TRADE

"Proscribed person" – a person who appears to us either (a) to be a proscribed person or entity under the Charter of the United Nations Act 1945 (Cth); (b) to be in breach of the laws of any jurisdiction relating to money-laundering or counter-terrorism; or (c) appear on a list of persons with whom dealings are proscribed by the government or regulatory authority of any jurisdiction; or (d) act on behalf, or for the benefit of, a person listed in subclauses (a) – (c).

1. These General Conditions apply to all dealings between you (the Client) and us (CommSec), Commonwealth Securities Limited.
2. All dealings between you and us are subject to: (a) the Corporations Act 2001; (b) the Rules, directions, decisions and requirements from time to time of the Australian Stock Exchange Limited (the "ASX"); (c) the customs and usages of the market; (d) the Rules and Procedures for the Clearing Facility operated by the Australian Clearing House Pty Limited ("ACH"); (e) the Rules and Procedures for the Settlement Facility operated by the ASX Settlement and Transfer Corporation Pty Limited ("ASTC"); and (f) international and domestic anti money laundering and counter terrorism laws.
- 3(a). Each dealing between you and us is also subject to the provisions of the relevant Confirmation issued by us and if there is any conflict between these General Conditions and those provisions, the provisions of the Confirmation shall prevail.
- 3(b). We may issue a further Confirmation if the previous one(s) contained any errors or omissions and, in this event, the further Confirmation shall supersede the previous one(s) in all respects.
4. Each dealing between you and us is also subject to the Trading Rules at the time of dealing, and if there is any inconsistency between these General Conditions and the Trading Rules, the latter shall prevail.

- 5(a). We will not be responsible for any loss or liability incurred by you where we do not receive your instructions or where any dealing or proposed dealing is interrupted, unable to be completed or unable to take place due to the failure of any telephone, computer, other electronic or technological service.
- 5(b). We will not be responsible for any loss or liability incurred by you where we are unable to receive or act on your instructions due to circumstances that are beyond our reasonable control, eg riot, civil disturbance.
- 5(c). In the event that you appear to be a Proscribed Person, we will not be responsible for any loss, liability or costs incurred by you where we are unable to receive or act on your instructions.
6. You warrant that all information provided by you in your application is complete and correct and is not misleading, and agree that we may rely on that information, unless and until we receive written notice of any change signed by you or we request any further information from you, in order to settle the trade .
7. You warrant, if you are a company, that we are able to rely on the Australian Securities and Investment Commission company search of you as being up to date and correct at all times.
8. You agree to notify us in writing of changes in information that are relevant to any dealing or proposed dealing. Email is not an acceptable method of notification. Information which is relevant to any dealing includes you:
- (i) name;
  - (ii) address;
  - (iii) contact phone number, facsimile number and email address;
  - (iv) bank account details;
  - (v) settlement instructions;
  - (vi) authorised representatives and particulars of that authorised representative as set out in (i-ii) of this clause.
9. If you are a trustee, you warrant that you have full power and authority to enter into these arrangements and to exercise the rights and perform the obligations under these arrangements.
10. You represent that when you wish to sell shares, you own those shares and that they are available for delivery
11. You acknowledge and agree:
- (a) that we are entitled to cancel or reverse a dealing or order without further reference to you where the ASX has recommended or required cancellation or reversal for market integrity reasons, or where the market was operating under an error, or where the cancellation or reversal is permitted under the ASX Market Rules.
  - (b) that the ASX is entitled under the ASX Market Rules to require cancellation or amendment of a dealing or order.
  - (c) that if you appear to be a Proscribed Person, then we may immediately refuse to process or complete any transaction or dealing of yours; suspend the provision of a product or service to you; refuse to allow or to facilitate any of your assets held by us to be used or dealt with; refuse to make any asset available to you to any other proscribed person or entity; or terminate these arrangements with you. We will be under no liability to you if we do any or all of these things. Our rights under this clause are in addition to all other rights we may have.
  - (d) if we exercise our rights under sub-clause 11(c), you must pay us any damages, losses, costs or expenses that we incur in relation to any action taken under sub-clause 11(c), including without limitation, administrative costs and/or costs of sale or purchase of any transaction or deal put in place for the purposes of meeting our obligations under these General Conditions.
12. You acknowledge that we do not give personalised advice or make personalised recommendations and that it is therefore your responsibility, before ordering the sale of any securities through us, to assess and evaluate the proposed transaction in the light of your then current financial situation, investment objectives and particular needs.
13. You acknowledge that as soon as you become aware of an error or omission, you are responsible for taking necessary action to mitigate further loss within 24 hours of receipt of notification. You acknowledge that time is of the essence in dealings with us.
14. You acknowledge that these General Conditions are governed by the laws of New South Wales, and you submit to the non-exclusive jurisdiction of the courts of New South Wales.

#### **YOUR INSTRUCTIONS**

15. We are not obliged to accept any instruction to trade, nor are we obliged to provide you with reasons for refusing your instruction to trade. If you are a body corporate, you acknowledge that we reserve the right at any time to request a guarantee from all or any one of your directors in such form as we may reasonably require relating to your obligations under these arrangements.
16. We will act only within the parameters of your instructions.
17. If more than one person constitutes the Shareholder, then they are jointly and severally bound by these arrangements and we are entitled to act upon the instructions of any one of those persons.
18. You acknowledge that we are not responsible for missed market opportunities during the time it takes us to follow our internal procedures, for example, opening accounts, transferring Participant Sponsored Holdings, confirming your identity.
19. You acknowledge that we will make all reasonable attempts to enter your instructions to buy or sell securities as quickly as possible. However, should delays be experienced:
- (i) in connection with the number of participants or persons attempting to participate in the market at a point in time;
  - (ii) due to verification or authorisation processes; or, due to delays resulting from call waiting time or adherence to internal procedures; we will not be liable for any claims for lost opportunity.
20. If you are uncertain as to whether your order has been received you will make all reasonable attempts to verify whether the order has been received.
- 21(a). You authorise us to record any telephone conversation(s) between you and us, with or without an audible tone warning device.
- 21(b). You acknowledge that any recording is our property and that we reserve the right to charge you a cost recovery fee for access to a recording.
- 21(c). You shall record all relevant details of any conversation that you have with us, including the name of the operator and the date and time of the call, and you acknowledge that we will ask you for this information when you seek access to a recording.
22. You agree to pay our normal brokerage fees and to reimburse us for any extraneous costs, such as GST, for share transactions made on your behalf. Brokerage and any costs will be deducted from the sale proceeds and the remaining balance paid as a cheque.
23. You will indemnify us against any actions, claims, demands, proceedings, costs, damages, expenses, liabilities and losses (including legal costs on a solicitor and client basis) paid, suffered or incurred by us directly or indirectly as a result of undertaking your instructions in respect of any dealings in securities or of any failure by you to comply with these conditions.
24. If by the settlement date shown on any Confirmation you have not delivered to us the relevant certificates or security holder information, you agree to pay us:
- any fail fees levied by the ASX or ACH; and
  - a late settlement fee determined by us from time to time to cover our reasonable costs and expenses arising from your failure to settle by the due date together with any applicable GST.



The provider of the services described in this Supplementary Financial Services Guide is the Australian Financial Services Licensee Commonwealth Securities Limited ABN 60 067 254 399 Australian Financial Services Licence Number: 238814 Registered Office: Level 7, 48 Martin Place Sydney NSW 1155.

Issue Date 22/08/2008

# Supplementary Financial Services Guide

## IMPORTANT INFORMATION

### **Supplementary Financial Services Guide**

This Supplementary Financial Services Guide (SFSG) is an important document. It must be read in conjunction with the Financial Services Guide which is dated 28 July 2008. It provides you with information about Commonwealth Securities Limited (“CommSec”, “we”, “us” or “our”) to help you to decide whether to use the financial services we offer.

This SFSG details our:

- Compensation and Insurance Arrangements,
- the changes in fee structure for:
  - Trading in Australian Listed Shares and Derivatives outlined on page 9,
  - Other fees and charges outlined on page 11
  - Fees for Australian Securities Advice and Listed Products Execution Only Service outlined on page 17 of the CommSec Financial Services Guide.

### **How do we manage our compensation arrangements?**

Where we are liable to meet a claim, payment will generally be paid from our cash flows and available resources.

For claims we may rely on and claim under the professional indemnity insurances that we hold. These insurances are between us and the insurer and are intended to respond to civil liability resulting from significant claims for compensation made against us for financial services provided by us or our representatives.

These insurances provide cover even if one of our representatives has ceased to act or work for us.

Our compensation arrangements comply with the arrangements required by Australian Securities and Investments Commission.

## Changes to the CommSec Financial Services Guide

- Under the section “Trading in Australian Listed Shares and Derivatives” (page 9 of the FSG):

Replace the information opposite “Trades requiring settlement through a third party” with the following text:

Trading in Australian Listed Shares and Derivatives		
Trade Execution	Minimum	Above Minimum (flat)
Trades requiring settlement through a third party	\$99.95 up to \$15,000 transaction value	0.66% (above \$15,000)

- Under the section “Other fees and charges” (page 11 of the FSG):

Replace the information opposite “Invalid or rejected SRN fee” and “Third party registration fee, third party trade fee” with the following text:

Other fees and charges	
Invalid or rejected SRN fee	\$100.00
Third party registration fee, third party trade fee	\$104.00

- Under the section “Fees for Australian Securities Advice and Listed Products Execution Only Service” (page 17 of the FSG):

Replace the information opposite “Australian Securities Advice” and the corresponding footnotes with the following text:

Fees for Australian Securities Advice and Listed Products Execution Only Service			
Service	Advice Fee	Brokerage charged	Ongoing fees <sup>3</sup>
Australian Securities Advice	\$0 to \$2200 (inc GST) <sup>1</sup>	Up to 2.2% subject to a minimum of \$109 per trade <sup>2, 4, 5.</sup>	0% pa to 1.4% pa.

### NOTES:

- Advice fee for Australian Securities Advice:** this fee applies to the construction, review or re-balancing of a portfolio.
- Brokerage charged (shares, warrants and listed managed investments):** Brokerage at these rates applies each time you buy or sell a stock, warrant or listed managed investment under the Australian Securities Advice.
- Ongoing commissions for investments:** As discussed in Part One of this FSG, CommSec receives ongoing commissions for selling certain products. These ongoing commissions are paid by the product providers and can range from 0% pa to 1.4% pa of the investment amount.
- Brokerage charged on Exchange Traded Options:** Brokerage at these rates applies to the option premium each time you open or close a position (subject to the minimum amount shown). Any assigned or exercised positions will be charged at 1.09% of the transaction value, subject to a minimum of \$109 per stock.
- Australian Clearing House:** there is an Australian Clearing House fee of \$1.12 per share Option contract (open or close) and \$0.55 per share Option contract (exercise and assignment). There is also a fee of \$0.39 per index Option (open, close, exercise and assignment).

**CommSec**



The provider of the services described in this Financial Services Guide is the Australian Financial Services Licensee  
Commonwealth Securities Limited ABN 60 067 254 399  
Australian Financial Services Licence Number: 238814  
Registered Office: Level 7, 48 Martin Place Sydney NSW 2000

Issue Date: 28th July 2008

# Financial Services Guide

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# SECTION ONE

## part one

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### IMPORTANT INFORMATION

#### **Financial Services Guide**

This Financial Services Guide (“**FSG**”) is an important document. It provides you with information about Commonwealth Securities Limited (“**CommSec**”, “**we**”, “**us**” or “**our**”) to help you to decide whether to use the financial services we offer.

This FSG is divided into two parts:

**Part 1** of the FSG explains the services and types of products we can offer to you. It also explains how we are remunerated, details of any potential conflicts of interest and details of our internal and external complaints handling procedures and how you can access them.

**Part 2** of the FSG details the current list of fees or charges that you will pay for using our services.

#### **Other documents you may receive from us**

##### *Statement of Advice*

Whenever we provide you with any personal advice, you are also entitled to receive a Statement of Advice. Personal advice is advice that takes into account one or more of your objectives, financial situation and needs. The Statement of Advice will contain the advice, the basis on which it is given and information about fees, commissions and any associations with product issuers or other parties that may have influenced the advice.

##### *Product Disclosure Statement*

If we make a recommendation to acquire a particular financial product (other than securities such as listed shares) or offer to issue, or arrange the issue of a financial product to you, we will also provide you with a Product Disclosure Statement (PDS). The PDS contains information about the particular product including the features, benefits, fees and risk associated with that product to assist you in making an informed decision.

## Who are we?

Any financial services offered will be provided by representatives of Commonwealth Securities Limited ABN 60 067 254 399.

CommSec is licensed under the Corporations Act to provide these services to you.

Our Australian Financial Services Licence Number is: 238814.

CommSec is a wholly owned but non-guaranteed subsidiary of the Commonwealth Bank of Australia ABN 48 123 123 124 which is one of the largest and oldest financial institutions in Australia. Other members of the Commonwealth Bank Group may also be able to provide you with financial services and products.

CommSec is also a Participant of the ASX Group and of the Sydney Futures Exchange Ltd.

## What financial services and products do we offer?

CommSec is authorised to offer the following financial services:

- › Deal in financial products
- › Provide financial products advice\*
- › Make a market in financial products
- › Provide a custodial/depository service

We provide financial product advice\* and deal in:

- › Deposits
- › Securities (such as shares)
- › Derivatives (such as options)
- › Managed investments
- › General insurance
- › Superannuation
- › Foreign exchange contracts

We make a market in:

- › Securities
- › Derivatives

We provide a custodial service in providing safekeeping of securities for clients.

\* The provision of financial product advice is provided through CommSec Advisory and eligibility criteria must be met. Details regarding this criteria can be obtained by contacting 02 8223 7930

## How do you obtain our services?

If you have been provided with a nominated representative, please contact your representative directly.

If you do not have a nominated representative, please:

- › Call us on **1300 88 99 22**; or
- › Visit: **[www.commsec.com.au](http://www.commsec.com.au)**; or
- › Write to us at:  
Locked Bag 22  
Australia Square NSW 1215

## How can you transact with us?

You can give us instructions by telephone or in person, and in some cases, through our website.

## If we provide you with further advice?

If we provide you with personal financial product advice, you will initially receive a Statement of Advice (SoA). Where you maintain the advice relationship with us, a SoA is generally not provided for further advice situations provided that your circumstances and the basis of the advice are not significantly different. However we are required to keep a record of further advice.

You may request a copy of the record of advice we keep. Any request must be made within 7 years of the provision of such advice, and should be directed to your nominated representative.

## How do you pay for our services?

Part 2 of the FSG details the current list of fees or charges that you will pay for using our services.

## How are we remunerated for the services we provide?

CommSec is remunerated directly through the fees we charge you. With certain products, we are also remunerated by product providers, including those within the Commonwealth Bank Group, through commissions.

## Initial Commissions paid to CommSec

Initial commissions are a one off payment and are calculated as a percentage of the funds you have invested. They are deducted from the amount invested. Commissions are calculated as follows:

- › Investment products – between 0% and 6.5% (GST inclusive) of your investment amount.
- › Insurance products – between 0% and 30% (GST inclusive) of the premium that you pay.

## Ongoing Commissions paid to CommSec

Ongoing commissions (sometimes referred to as trailing commissions) are paid for the length of time you hold the product. They are usually paid directly to CommSec by the product provider out of the revenue the product provider earns. In some cases, they may be deducted from your investment.

They are calculated as follows:

- › Investment products – between 0% and 1.4% (GST inclusive) of the investment amount.

### *Example*

Assume that you invested \$10,000 in an investment product and maintained that investment. If CommSec charged an initial commission of 2% and received an ongoing commission of 0.5% from the product provider, then:

- › CommSec would receive \$200 as an initial commission; and
- › CommSec would receive \$50 per annum as an ongoing commission.

In these cases, we will disclose any such remuneration arrangements when we provide you with any personal advice or make a recommendation to invest, or otherwise when we arrange any investment for you.

## Finance Brokers

CommSec pays a referral fee to finance brokers where those brokers refer persons to CommSec in respect of the Commonwealth Bank Protected Portfolio Loan product. The referral fees are:

Initial Facility	Referral Fee
\$50,000-\$499,000	\$150
\$500,000 plus	\$250

Note: The fee will be calculated on the initial facility limit (not drawings) and includes GST.

## Referrals to Commonwealth Financial Planning Limited, CommInsure and Commonwealth Private

Should you take up a product as part of a referral to Commonwealth Financial Planning Limited, CommInsure or Commonwealth Private, then CommSec will receive a commission of up to 100% of revenue generated by any fees or premiums you pay to them.

Should you take up a product as part of a referral to CommSec from Commonwealth Financial Planning Limited, CommInsure or Commonwealth Private, then CommSec will pay them a commission of up to 100% of any revenue generated by fees or premiums you pay to CommSec.

## Specialist Service Providers

CommSec may receive referrals from other 3<sup>rd</sup> party referrals. CommSec will pay a commission of up to 50% of any revenue generated by such referrals.

## How are our representatives remunerated?

Our representatives are remunerated by salary from CommSec or the Commonwealth Bank and do not directly receive any commissions or fees. They may be eligible for a bonus payment. Some representatives' bonus payments may be up to 45% of fees and commissions that CommSec receives from the placement of a financial product. These bonus payments are discretionary, and based on achievement of pre-determined business objectives.

These may include:

- › Business Outcomes
- › Customer Service
- › People Engagement
- › Special Tasks
- › People Principles

Our representatives may also be eligible to:

- › Share in incentives (both monetary and non-monetary) rewarded for outstanding service;
- › Receive a free grant of Commonwealth Bank shares under the Commonwealth Bank's Employee Share Acquisition Plan (ESAP);
- › Participate in the Commonwealth Bank's long term incentive program. This incentive is in the form of Commonwealth Bank shares that only vest at a prescribed point in the future where the Commonwealth Bank attains certain share performance hurdles. It is entirely discretionary and is based on a representative's contribution to the business over time; and
- › Receive indirect benefits stemming

from advice provided to you. Indirect benefits include such things as business lunches, tickets to sporting and cultural events (including overseas study tours), corporate promotional merchandise and other minor benefits unquantifiable at this stage from product providers whose products they recommend.

## Associations with related Product Issuers

CommSec may refer you to or provide you with financial services and products from both related and non-related product providers.

As a member of the Commonwealth Bank Group, we deal in and advise on products provided from related Group companies or we may refer you to these Group companies, which include Commonwealth Bank, Colonial First State Investments Limited, Commonwealth Insurance Limited, The Colonial Mutual Life Assurance Society Limited, Commonwealth Managed Investments Limited, Colonial Mutual Superannuation Pty Limited. CommSec may receive a commission payment from the above companies as a result of you investing in one of their products or services.

## Remuneration that may be received by Associated Parties

### CUSCAL

CommSec has an agreement with the Credit Union Services Corporation (Australia) Limited (CUSCAL) whereby CUSCAL facilitates the promotion and distribution of CommSec's broking services through participating Credit Unions. Under the agreement CommSec makes a payment to CUSCAL equal to 15% of the brokerage received by CommSec for clients introduced to CommSec from each participating Credit Union.

### Third Party Agreements

CommSec has agreements with a number of Australian Financial Services Licensees allowing them to provide a broking service to their clients through CommSec. Under these agreements CommSec receives a brokerage for the following services.

- Non Advice Service CommSec receives a brokerage fee for:
- each share trade of \$26.95 or 0.11% which ever is the greater for internet trades and \$31.60 or 0.15% which ever is the greater for phone trades;
- Web Iness share and Warrant trades of \$33.00 for trades up to \$250,000, then \$8.80 for every \$100,000 there after; and
- Exchange Traded Options trades of \$34.95 over the internet up to \$10,000 in premiums, or 0.35% for above \$10,000.

Any additional commission is paid to the Financial Services Licensee. Refer to page 9, 11, 12, 13 for brokerage details.

Where agreed between the Australian

Financial Services Licensee and their client, a trailing commission, based on a percentage of the client's CHES Participant Sponsored holdings, is collected by CommSec and paid to the Financial Service Licensee. CommSec retains 20% of the trailing commission as an administration fee.

- Direct Equities and Options Advice Service CommSec receives a brokerage fee for each trade between 0% and 2.20% and may also receive an ongoing fee between 0% and 0.40% pa. Any additional brokerage or fee is paid as commission to the Financial Service Licensee. Refer to page 17 for brokerage and fee details.

### SFE Broker Incentive Pool

CommSec deals in ASX CFDs for approved clients. ASX CFDs are traded on the exchange operated by the Sydney Futures Exchange Ltd ("SFE"). CommSec may receive monthly payments from the Broker Incentive Pool, or BIP. The BIP is calculated by applying the rate of 0.35% per annum to the notional value of the gross open position of each series of ASX CFDs in the ASX CFD market at the end of each trading day, after excluding price makers gross open positions. Payments may be made by SFE to CommSec based on the turnover attributable to CommSec as a percentage of total turnover (after excluding price maker turnover), for each series of ASX CFDs.

## How is my customer information dealt with?

At CommSec, the privacy of your customer information is important to us. We collect your customer information to ensure that we are able to provide you with the products and services most appropriate to your needs.

Telephone conversations with CommSec may be recorded to ensure our service standards are met or exceeded and to allow records to be kept of the advice given and orders taken.

CommSec has adopted the principles set out in the Privacy Act as part of our continuing commitment to client service and maintenance of client confidentiality. For further details, please refer to our Privacy Policy at [www.commsec.com.au](http://www.commsec.com.au) or ask your representative for a copy.

## What should I do if I have a complaint?

If you are not satisfied with the service or advice you receive from us, you are entitled to complain. We have established procedures to ensure that all enquiries and complaints are properly dealt with.

To save yourself valuable time, gather all the facts and documents about your complaint, think about the questions you want answered and decide what you want us to do.

Next, contact the department that handled the matter and explain the problem. A quick call is all that is required to resolve most issues. If you are unsure which department to contact, please call **13 15 19** and speak to a Client Service Officer.

If your complaint is not satisfactorily resolved within 3 business days after you first notified us, please put your complaint in writing addressed to CommSec Client Relations:

By email: [cslclientrel@cba.com.au](mailto:cslclientrel@cba.com.au)

By fax: (02) 9312 4102

By mail: Client Relations  
Locked Bag 22  
Australia Square  
NSW 1215

If, after giving CommSec Client Relations the opportunity to resolve your complaint, you feel we have not resolved it satisfactorily, you may also lodge a written complaint with the Financial Ombudsman Service Limited ("FOS"):

For further information please contact FOS at:

Mail: GPO Box 3  
Melbourne, VIC 3001

Telephone: 1300 780 808

Fax: 03 9613 6399

Internet: [www.fos.org.au](http://www.fos.org.au)

## SECTION ONE

### part two

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#### IMPORTANT INFORMATION

##### **Financial Services Guide**

This Financial Services Guide (“**FSG**”) is an important document. It provides you with information about Commonwealth Securities Limited (“**CommSec**”, “**we**”, “**us**” or “**our**”) to help you to decide whether to use the financial services we offer.

This FSG is divided into two parts:

**Part 1** of the FSG explains the services and types of products we can offer to you. It also explains how we are remunerated, details of any potential conflicts of interest and details of our internal and external complaints handling procedures and how you can access them.

**Part 2** of the FSG details the current list of fees or charges that you will pay for using our services. Any fees and charges relating to specific products can be found in the relevant Product Disclosure Statement.

##### **Fees and Charges for Non Advice Services**

If you use the following services, we will not provide you with any personal advice. This means that we will not take into account your objectives, financial situation and needs. Accordingly, a Statement of Advice will not be provided.

## Trading in Australian Listed Shares and Derivatives

Trade Execution	Minimum	Above Minimum (flat)
Share Trade Internet Preferred <sup>1</sup>	\$19.95 up to \$10,000 transaction value	\$29.95 (up to \$25,000) 0.12% (above \$25,000)
Share Trade over the Internet	\$29.95 up to \$10,000 transaction value	0.31% (above \$10,000)
Share Trade over the phone <sup>2</sup> or through our Share Shop	\$54.60 up to \$10,000 transaction value	0.54% (up to \$15,000) 0.45% (up to \$80,000) 0.40% (up to \$1m) 0.11% (above \$1m)
“Up front” Conditional Orders <sup>3</sup>	\$9.95 up to \$40,000 trading value	0.099% (above \$40,000)
“On execution” Conditional Orders <sup>3</sup>	\$14.95 up to \$40,000 transaction value	0.12% (above \$40,000)
CommSec Share Packs over the Internet <sup>4</sup>	\$66.00 per pack of 6 stock (equates to \$11 per stock <sup>5</sup> )	Nil
CommSec Share Packs over the phone <sup>4</sup>	\$181.50 per pack of 6 stock (equates to \$30.25 per stock <sup>5</sup> )	Nil
VoiceBroker	\$39.90 up to \$10,000 transaction value	0.40% (above \$10,000)
Trades requiring settlement through a third party	\$81.90 up to \$15,000 transaction value	0.54% (above \$15,000)
Exchange Traded Options <sup>6</sup> Over the phone, (also charged upon exercise or assignment of the Option)	\$54.60 up to \$10,000 in premium	0.54% (above \$10,000)
Exchange Traded Options <sup>6</sup> Over the internet, (also charged upon exercise or assignment of the Option)	\$34.95 up to \$10,000 in premium	0.35% (above \$10,000)
One off Trades	\$66.00 up to \$10,000 transaction value	0.66% (above \$10,000)
Deceased Estates	\$81.90 up to \$15,000 transaction value	0.54% (above \$15,000)
Day Short <sup>7</sup>	\$9.95 up to \$25,000 transaction value	0.04% (above \$25,000)
Term Short <sup>7</sup>	\$14.95 up to \$25,000 transaction value	0.06% (above \$25,000)
Issuer Sponsored Sale Fee <sup>8</sup>	Up to \$10.00	Nil

### NOTES:

<sup>1</sup>To be eligible for Internet Preferred trading, you must be CHESS Participant Sponsored with CommSec and settle your trades either through a Commonwealth Direct Investment Account (CDIA), a CommSec Cash Account or through a CommSec/Colonial Margin Loan.

<sup>2</sup>Includes CommSec & Colonial Margin Lending Trades.

<sup>3</sup>An example of a Conditional Order is a ‘stop loss’ order. This fee is charged in addition to the standard brokerage. The fee is charged on T+1.

<sup>4</sup>Normal brokerage will apply when a stock acquired through CommSec Share Packs is subsequently sold.

<sup>5</sup>Amount per individual stock quoted as there will be no substitution should a stock have a trading halt placed on it

<sup>6</sup>There is also an Australian Clearing House fee of \$1.12 per share Option contract (open or close) and \$0.55 per share Option contract (exercise and assignment). There is a fee of \$0.39 per index Option (open, close, exercise and assignment).

<sup>7</sup>This fee is charged in addition to the standard brokerage on selling to open a short position. Standard brokerage applies when buying to close the position except if an auto buy back is triggered when this additional fee is also charged.

<sup>8</sup>Sale of shares not CHESS sponsored with CommSec may incur an additional brokerage charge to cover administration costs.

### ASX CFD Brokerage fees

When you open, and when you close, an ASX CFD position you will need to pay brokerage costs to CommSec. Brokerage including GST listed below is charged in the currency of the ASX CFD contract.

Product	Channel	Minimum	Percentage
ASX Australian Equity CFD	Internet trades	14.95	0.11
	Telephone trades	54.60	0.11
S&P/ASX 200 Index	Internet trades	14.95	0.055
	Telephone trades	54.60	0.11
Foreign indices	Internet trades	-	0.055
	Telephone trades	-	0.11
Commodities	Internet trades	-	0.055
	Telephone trades	-	0.11
Currency pair	Internet trades	-	0.055
	Telephone trades	-	0.11

## Other Fees and Charges

CommSec tries to keep all fees and charges to an absolute minimum. However sometimes we need to cover one-off costs to make sure that our everyday charges remain low. These fees apply in addition to brokerage.

Fail fee – Buy or option	\$100.00 per day
Fail fee – Sell or Short Sell	\$100.00 per day or 0.1%, whichever is greater
SRN query, rebooking fee	\$25.00
Invalid or rejected SRN fee	\$54.00
Off market transfer fee	\$54.00 per transfer
Copy of off market transfer record Request less than 6 months old Request more than 6 months old	\$10.00 per request \$80.00 per request
Dishonoured cheque fee, rejected direct debit fee	\$54.00
Rejected direct credit fee	\$25.00
Payment trace fee	\$25.00
Early settlement fee – Sell <sup>1</sup>	\$54.00 minimum
Late settlement fee – Buy or Short Sell	\$100.00 per day
Third party registration fee, third party trade fee	\$54.00
Deceased estate share transfer to beneficiary	\$55.00 per stock per beneficiary
Reprinting and postage of one-off trade Confirmation Contract Note	\$10.00 per Confirmation Contract Note
Reprinting and postage of account statements	\$10.00 per statement
Reprinting and postage of CHESS statement	\$16.50 per stock
Printing and postage of Internet trade Confirmation Contract Note	\$1.95
Cheque payment fee	\$2.00
CommSecIRESS	\$0 to \$82.50 subscription fee <sup>2</sup>
ETO M/L drawdown	\$10 per drawdown
ETO M/L stock lodgement	\$10 per lodgement
ETO ACH fees per contract	Trades – \$12 Exercise/Assignment – \$0.55 Index Open/Close/Exercise/Assignment – \$0.39
Urgent transfers <sup>3</sup>	\$10 per urgent transaction request
Portfolio Manager fee	\$120.00 p.a. for up to 5 portfolios

### NOTES:

<sup>1</sup>Or charged at the Commonwealth Bank of Australia Overdraft Reference Rate for the number of days settled early.

<sup>2</sup>The subscription fee may be waived if a qualification criteria is met. Details regarding this criteria can be obtained by contacting 1300 88 99 22.

<sup>3</sup>Refers to request to transfer funds from your BankWest account, same day. Requests must be submitted to CommSec before 1pm AEST on ASX settlement day.

## Trading in Australian Shares and Derivatives using Web Iress

### Select Traders\*

<b>Software and Platform Fees</b>	
<b>Web Iress Software Fee<sup>1</sup></b>	This is a royalty and software fee charged for clients who use the electronic trading platform supplied by Iress Market Technology at a maximum of \$40.70 per month (inc. GST).
<b>Platform Data Fee<sup>1,2</sup></b>	This is an ASX royalty fee charged at 2.53 cents per minute between 9.30 am and 5.00 pm on weekdays, up to a maximum of \$41.25 per month (inc. GST) for live ASX equity and option prices used by non professional investors and \$49.50 if used by professional investors.
<b>Web Iress Platform Only Fee</b>	This is a royalty and software fee charged for clients who use software supplied by Iress Market Technology at \$220 per month for clients who log in and use data but do not trade.
<b>Net Iress Royalty and Software Fee</b>	This is a royalty and software fee charged for clients who use software supplied by Iress Market Technology at a maximum of \$800 per month for access to full Iress data.

NOTES:

<sup>1</sup>No Software Fee or Data Fee is charged if 16 or more contract notes are generated for the month. No fees are payable if a client elects not to log on to the trading platform during the month.

<sup>2</sup>No data fee is charged if eight (8) or more contract notes are generated for the month.

The following trade execution fees apply in addition to the above Software and Platform Fees.

<p><b>Web lress Equities and Warrants Trading</b></p>	<p>\$33.00 for trades up to \$250,000, then \$8.80 for every \$100,000 there after.</p> <p>Confirmation Contract Notes are issued at the end of a trading day for a buy or sell in an individual stock (the order may not be complete). If the balance of the order is filled the next day then a new confirmation would be issued.</p> <p>Multiple trades up to 12 price levels can be placed on the one Confirmation Contract Note.</p>
<p><b>Options (ETOs) Trading Fees<sup>1</sup></b></p>	<p>\$34.95 including GST for orders under \$10,000 or 0.35% above \$10,000.</p> <p>Does not include Australian Clearing House Fee of \$1.12 per share Option contract (open or close) and \$0.55 per Option contract (exercise and assignment).</p>
<p><b>Exercise of Option (ETO)</b></p>	<p>\$33.00 including GST for orders under \$10,000 or 0.35% above \$10,000.</p> <p>If CommSec is required to purchase stock at prevailing market rates to fulfil the exercise for a Put option, there will be an additional brokerage charge of \$33.00.</p>

NOTES.

<sup>1</sup>Orders placed via the phone service for clients who also trade via Webless will be charged at ETO over the phone brokerage rate.

\* Eligibility criteria must be met. Details regarding these criteria can be obtained by contacting 1300 307 715.

## International Listed Shares, other Securities and Derivatives

If you use the International Listed Shares and Derivatives service, we will not provide you with any personal advice. This means that we will not take into account your objectives, financial situation and needs. Accordingly, a Statement of Advice will not be provided.

### 1. Brokerage Charges – US Markets

<b>Equities</b>	
Listed Equities	USD\$65.00 or 0.75% whichever is greater <sup>1</sup>
OTC Equities (Including NASDAQ)	USD\$65.00 or 0.75% whichever is greater <sup>1</sup>
<b>Options</b>	
US Exchange Traded Options	USD\$65.00 or 0.75% whichever is greater <sup>1</sup> plus \$1.09 per contract
<b>Bonds</b>	
Foreign Denominated Bonds	USD\$65.00 or 0.75% whichever is greater <sup>1</sup>
<b>Other</b>	
Money Market Instruments (BA's, CD's, CP)	USD\$65.00 or 0.75% whichever is greater <sup>1</sup>
Managed Funds	USD\$65.00 or 0.75% whichever is greater <sup>1</sup>

### Brokerage Charges – Non US Markets

<b>Canada, Hong Kong, UK &amp; Japan<sup>2</sup></b>	
<b>Equities, Bonds, Other</b>	
Brokerage rates	USD\$65.00 or 0.75% whichever is greater <sup>1</sup>
<b>All other markets which CommSec trades</b>	
<b>Equities, Bonds, Other</b>	
Brokerage rates (depending upon country)	USD\$130.00 or 1% whichever is greater <sup>1</sup>

#### NOTES:

<sup>1</sup>For all limit and market orders which are not fully executed in the same trading day, normal brokerage will be charged for the total portion executed per day. Brokerage charges may be converted and applied in the local currency. This may result in variances in the USD equivalent brokerage being applied.

<sup>2</sup>Canadian trades will attract an additional fee of CA\$0.015 per share.

## 2. Other Fees

### Miscellaneous Fees and Charges

Custody Fee for inactive accounts <sup>#</sup>	USD\$65.00 per year
Internal Transfer (between CommSec Accounts)	USD \$25 per transfer
Outgoing Account Transfers (either to another custodian or direct registration to client)	USD\$100.00 per transfer
Foreign Securities Custody Fee	USD\$2.00 per security per month per account
Incoming Account Transfers (either from another custodian or direct registration from client)	at cost
Foreign Receive Fees	at cost
Miscellaneous Exchange Fees, and any other regulatory fees that may be applicable	at cost

NOTES:

<sup>#</sup>**Custody fees are assessed to accounts defined as inactive;** that is, accounts holding a security position for a calendar year (1 January to 31 December) without generating a trade, or margin interest of USD\$100.00 or more. Systematic reinvestment activity in mutual funds and/or exchange activity in mutual funds will be considered as a trade. However, dividend reinvestment activity is not considered as a trade.

**The provision of services in all markets is subject to prior approval by CommSec.**

## 3. Debit Interest

### Interest On Overdue Balances:

Interest will be charged on overdue/unpaid accounts. This will be charged directly to your account with Pershing at the Pershing Base Lending Rate (PBLR) plus 150 basis points.

NOTES:

CommSec reserves the right to pass through to your account any additional charges, or changes to existing charges, that CommSec may incur as a result of changes in industry practices or through the course of normal business operations. You will be notified of any of the aforementioned changes prior to their implementation.

## **CommSec Direct Funds**

CommSec Direct Funds is an investment product distribution service for retail managed funds and personal superannuation funds via CommSec's website. Fund Managers generally charge an entry fee of which CommSec rebates up to 100% of this fee to you in the form of additional units in the fund or via cheque. Further information regarding fees and charges relating to specific managed funds can be found on our website. Please refer to page 4 for ongoing commissions paid to CommSec.

## **CommSec Advisory Fees and Charges for Advice Services**

If you use the following services, we will provide you with personal advice. This means that we will take into account one or more of your objectives, financial situation and needs. A Statement of Advice will generally be issued (except for "Further Advice", refer page 3 in Part 1 of this FSG).

## **Australian Securities Advice**

Your adviser provides client stockbroking services in Australian securities which includes Australian shares, ASX listed derivatives and managed investment products. Both internal and external research is sourced to help you construct an investment portfolio that meets your risk and return objectives.

In addition to investment portfolio construction, your adviser may also recommend a wrap or administration platform.

Fees, brokerage and commissions will be disclosed at the time when the personal advice is given.

The fees are explained in the section below entitled "Fees for Australian Securities Advice and Listed Products Execution Only Service" on page 17.

## **Listed Products Execution Only Service**

This service enables you to invest in a wide range of listed products. Although there is no advice provided with this service, and therefore no Statement of Advice, your Adviser is able to make the execution of your trades easier.

Fees and commissions payable for Australian Securities Advice will be disclosed in your statement of advice. The fees are explained in the section titled "Fees for Australian Securities Advice and Listed Products Execution Only Service" on page 17.

## Fees for Australian Securities Advice and Listed Products Execution Only Service

Service	Advice Fee	Brokerage charged	Ongoing fees <sup>3</sup>
Australian Securities Advice	\$0 – \$1,100 (inc GST) <sup>1</sup>	up to 2.2% subject to a minimum of \$109 per trade <sup>2,4,5</sup> .	0% pa to 1.4% pa.
Listed Products Execution Only Service	Nil	up to 2.2% subject to a minimum of \$109 per trade <sup>2,4,5</sup> .	0% pa to 1.4% pa.
Third Party Agreements <sup>6</sup>	Nil	up to 2.2% subject to a minimum of \$69 per trade <sup>2,4,5</sup> .	0% pa to 1.4% pa.

### NOTES:

<sup>1</sup>**Advice fee for Australian Securities Advice:** This fee applies to the construction, review or re-balancing of a portfolio.

<sup>2</sup>**Brokerage charged (shares, warrants and listed managed investments):** Brokerage at these rates applies each time you buy or sell a stock, warrant or listed managed investment under the Australian Securities Advice and Listed Products Execution Only Service above.

<sup>3</sup>**Ongoing commissions for investments:** As discussed in Part One of this FSG, CommSec receives ongoing commissions for selling certain products. These ongoing commissions are paid by the product providers and can range from 0% pa to 1.4% pa of the investment amount.

<sup>4</sup>**Brokerage charged on Exchange Traded Options:** Brokerage at these rates applies to the option premium each time you open or close a position (subject to the minimum amount shown). Any assigned or exercised positions will be charged at 1.09% of the transaction value, subject to a minimum of \$109 per stock.

<sup>5</sup>**Australian Clearing House:** There is an Australian Clearing House fee of \$1.12 per share Option contract (open or close) and \$0.55 per share Option contract (exercise and assignment). There is also a fee of \$0.39 per index Option (open, close, exercise and assignment).

<sup>6</sup>**Third Party Agreements:** As discussed in Part One of this FSG, CommSec has Third Party Agreements with a number of Australian Financial Services Licensees.

## Asset Allocation Service

This service aims to provide diversification of your assets in investment classes other than direct Australian equities and may compliment the Australian Securities Advice service.

Under this Service, you can choose to receive defined asset allocation advice in line with your identified objectives, risk tolerance, and investment timeframe.

We can allocate your assets into products covered by our Approved Product List.

The Asset Allocation Service does not offer any ongoing services or reviews after implementation. Neither does it offer advice on superannuation, estate planning or taxation issues.

Fees and commissions payable under the Asset Allocation Service will be disclosed in your Statement of Advice. The fees are explained in the section below entitled "Fees for the above Services" below.

## Managed Funds Execution Only Service

This Service enables you to invest in a wide range of products from fund managers.

Although there is no advice provided with this service, and therefore no Statement of Advice, your Adviser is able to make the administration of your investments easier. Fees and commissions payable under the Managed Funds Execution Only Service will be discussed with you before you proceed with any transactions under the service. The fees are explained in the section below entitled "Fees for the above Services" below.

## Fees for above Services

The following fees (GST inclusive) apply for the services described above:

Service	Preparation of Statement of Advice <sup>1</sup>	Investment of funds <sup>2</sup>	Ongoing fees <sup>3</sup>
Asset Allocation Service	\$0 to \$5,000	0% to 3%	0.1% pa to 1.4% pa.
Managed Funds Execution Only Service	Nil	0% to 2%	0.1% pa to 1.4% pa.

### NOTES:

<sup>1</sup>**Fee for preparation of the Statement of Advice:** This fee will be agreed with you prior to commencing work on your Statement of Advice. The fee will be payable on presentation of the Statement of Advice. Please note that CommSec reserves the right to charge a higher fee if your requirements are exceptionally complex. In addition, if your circumstances change significantly after we have prepared a Statement of Advice for you, and you require further advice taking into account this change, we may charge another fee for the preparation of a new Statement of Advice.

<sup>2</sup>**Fee for investment of funds:** At the time you invest funds under any of the Services in the table above, you will be charged a fee within the ranges shown. The fee is a percentage of the transaction value. This fee applies when you invest funds initially under the Service and also when you inject new funds into an existing portfolio you hold under the Service.

<sup>3</sup>**Ongoing commissions for investments:** As discussed in Part One of this FSG, CommSec receives ongoing commissions for selling certain investment products. These ongoing commissions are paid by the product providers and can range from 0% pa to 1.4% pa of the investment amount. Where ongoing commissions are paid, we will usually reduce the maximum amount of any ongoing fees we would otherwise charge you.

## Share Direct Nominees Pty Limited

The provider of the services described in this Financial Services Guide is Share Direct Nominees Pty Limited (Level 7, 48 Martin Place Sydney NSW 1155, ABN 56 006 437 065) as Authorised Representative (Rep. No 274819) of Commonwealth Securities Limited ABN 60 067 254 399 Australian Financial Services Licence Number: 238814

Registered Office: Level 7, 48 Martin Place Sydney NSW 2000

Issue Date: 28th July 2008

# Financial Services Guide

## SECTION TWO

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### IMPORTANT INFORMATION

#### **Financial Services Guide**

This Financial Services Guide (“**FSG**”) is an important document. It provides you with information about Share Direct Nominees Pty Limited (“Share Direct”, “**we**”, “**us**” or “**our**”) to help you to decide whether to use the financial services we offer.

This FSG explains the services we can offer to you. It also explains how we and certain of our associates are remunerated, details of any potential conflicts of interest and details of our internal and external complaints handling procedures and how you can access them.

Commonwealth Securities Limited (“CommSec”) has authorised the distribution of this FSG by Share Direct.

#### **Other documents you may receive from us or in relation to our services**

##### *Product Disclosure Statement*

Offers to issue, or arrange the issue of a financial product to you by CommSec, pursuant to which we provide our custodial or depository services, will be made through a Product Disclosure Statement (“PDS”) or other disclosure document. The PDS or other disclosure document will contain information about the particular product including the features, benefits, fees and risks associated with that product to assist you in making an informed decision.

##### *Statements of advice*

We will not provide personal advice pursuant to the services described in this FSG. Accordingly, Statements of Advice will not be provided in relation to those services.

##### **Who are we?**

Any financial services offered will be provided by Share Direct as an authorised representative of Commonwealth Securities Limited ABN 60 067 254 399. CommSec is licensed under the Corporations Act to provide these services to you. CommSec’s Australian Financial Services Licence Number is 238814.

Share Direct is a wholly owned but non-guaranteed subsidiary of CommSec. CommSec is a wholly owned but non-guaranteed subsidiary of the Commonwealth Bank of Australia ABN 48 123 123 124 which is one of the largest and oldest financial institutions in Australia. CommSec is also a Participant of the ASX Group and of the Sydney Futures Exchange Ltd.

Other members of the Commonwealth Bank Group may also be able to provide you with financial services and products.

## What financial services and products do we offer?

Share Direct as an authorised representative provides custodial or depository services for financial products arranged by CommSec or in which CommSec is otherwise involved.

CommSec is authorised to offer the following financial services:

- › Deal in financial products
- › Provide financial products advice\*
- › Make a market in financial products
- › Provide a custodial/depository service

CommSec provides financial product advice and deal in:

- › Deposits
- › Securities (such as shares)
- › Derivatives (such as options)
- › Managed investments
- › Superannuation
- › Foreign exchange contracts

CommSec makes a market in:

- › Securities
- › Derivatives

We may provide a custodial or depository service in relation to securities or other financial products for clients who take up offers of financial products which CommSec arranges or is otherwise involved in. These products will include warrants issued by Commonwealth Bank of Australia for which CommSec is the arranger.

\* The provision of financial product advice is provided through CommSec Advisory and an eligibility criteria must be met. Details regarding this criteria can be obtained by contacting 02 8223 7930.

## How do you obtain our services?

All financial products will be issued under a PDS or other disclosure document. The PDS or other disclosure document will contain information about obtaining our services and the application form for that product.

Alternatively you can:

- › Call us on **1300 88 99 22**; or
- › Visit: **[www.commsec.com.au](http://www.commsec.com.au)**; or
- › Write to us at:  
Locked Bag 22  
Australia Square NSW 1215

## How can you transact with us?

All financial products will be issued under a PDS or other disclosure document. The PDS or other disclosure document will contain information about how you can transact with us.

## How do you pay for our services?

Share Direct is not separately remunerated for custodial services of the kind described in this FSG. Please also note the comments below in relation to how we are remunerated for our services.

## How are we remunerated for the services we provide?

Share Direct is not separately remunerated for custodial services of the kind described in this FSG. Share Direct will have a right to be reimbursed for costs it incurs in selling any securities or financial products held in custody if such sale is permitted under the terms of the relevant product (such costs would primarily be comprised of brokerage charged by third parties, which could include CommSec). It is also entitled to an indemnity from Commonwealth Bank for various costs and liabilities reasonably and properly incurred in providing these services.

Other fees that are paid to CommSec or Commonwealth Bank will be included in the PDS or other disclosure document.

CommSec is remunerated directly through the fees that CommSec charges you. With certain products, CommSec is also remunerated by product providers, including those within the Commonwealth Bank Group, through commissions. Details of commissions payable to CommSec under products it arranges are also described in this FSG.

## Initial Commissions paid to CommSec

Initial commissions are a one off payment and are calculated as a percentage of the funds you have invested. They are deducted from the amount invested. Commissions are calculated as follows:

- › Investment products – between 0% and 6.5% (GST inclusive) of your investment amount.

## Ongoing Commissions paid to CommSec

Ongoing commissions (sometimes referred to as trailing commissions) are paid for the length of time you hold the product. They are usually paid directly to CommSec by the product provider out of the revenue the product provider earns. In some cases, they may be deducted from your investments.

They are calculated as follows:

- › Investment products – between 0% and 1.4% (GST inclusive) of the investment amount.

### *Example*

Assume that you invested \$10,000 in an investment product and maintained that investment. If CommSec charged an initial commission of 2% and received an ongoing commission of 0.5% from the product provider, then:

- › CommSec would receive \$200 as an initial commission; and
- › CommSec would receive \$50 per annum as ongoing commission.

In these cases, CommSec will disclose any such remuneration arrangements when CommSec provides you with any

personal advice or make a recommendation to invest, or otherwise when CommSec arranges any investment for you.

### **How are our representatives remunerated**

Our representatives and those of CommSec and Commonwealth Bank are remunerated by salary and do not directly receive any commissions or fees. They may be eligible for a bonus payment which is discretionary, and based on achievement of pre-determined business objectives.

These may include:

- › Business Outcomes
- › Customer Service
- › People Engagement
- › Special Tasks
- › People Principles

Our representatives may also be eligible to:

- › Shares in incentives (both monetary and non-monetary) rewarded for outstanding service;
- › Receive a free grant of Commonwealth Bank shares under the Commonwealth Bank's Employee Share Acquisition Plan (ESAP); and
- › Participate in the Commonwealth Bank's long term incentive program. This incentive is in the form of Commonwealth Bank shares that only vest at a prescribed point in the future where the Commonwealth Bank attains certain share performance hurdles. It is entirely discretionary and is based on a representative's contribution to the business over time; and

- › Receive indirect benefits stemming from advice provided to you. Indirect benefits include such things as business lunches, tickets to sporting and cultural events (including overseas study tours), corporate promotional merchandise and other minor benefits unquantifiable at this stage from product providers whose products they recommend.

## **Associations with related Product Issuers**

CommSec may provide you with financial services and products from both related and non-related product providers.

As a member of the Commonwealth Bank Group, CommSec deals in and advises on products provided from related Group companies, which include Commonwealth Bank, Colonial First State Investments Limited, Commonwealth Insurance Limited, The Colonial Mutual Life Assurance Society Limited, Commonwealth Managed Investments Limited, Colonial Mutual Superannuation Pty Limited.

CommSec may receive a commission payment from the above companies as a result of you investing in one of their products or services.

The custodial or depository services we provide under this FSG will involve offers arranged by CommSec or in which CommSec is otherwise involved. Those offers may include offers of financial products by Commonwealth Bank of Australia.

## **How is my customer information dealt with?**

At Share Direct, the privacy of your customer information is important to us. We collect your customer information to ensure that we are able to provide you with the products and services most appropriate to your needs.

Telephone conversations with CommSec or Share Direct may be recorded to ensure our service standards are met or exceeded and to allow records to be kept of the advice given and orders taken.

CommSec and Share Direct has adopted the principles set out in the Privacy Act as part of our continuing commitment to client service and maintenance of client confidentiality. For further details, please refer to our Privacy Policy at [www.commsec.com.au](http://www.commsec.com.au) or ask your representative for a copy.

## What should I do if I have a complaint?

If you are not satisfied with the service or advice you receive from us, you are entitled to complain. We have established procedures to ensure that all enquiries and complaints are properly considered and dealt with.

To save yourself valuable time, gather all the facts and documents about the complaint, think about the questions you want answered and decide what you want us to do.

Next, contact the department that handled the matter and explain the problem. A quick call is all that is required to resolve most issues.

If at this stage your complaint has not been resolved to your satisfaction, please contact our Client Relations team:

Mail	Client Relations Locked Bag 22 Australia Square NSW 1215
Email	CSLClientRel@cba.com.au
Facsimile	(02) 9312 4102

If, after giving CommSec Client Relations the opportunity to resolve your complaint, you feel we have not resolved it satisfactorily, you may also lodge a written complaint with the Financial Ombudsman Service Limited ("FOS"):

For further information please contact FOS at:

Mail:	GPO Box 3 Melbourne, VIC 3001
Telephone:	1300 780 808
Fax:	03 9613 6399
Internet:	<a href="http://www.fos.org.au">www.fos.org.au</a>

