

# Financial Services Guide

Dated: 08 July 2019

## What is a Financial Services Guide?

This Financial Services Guide (FSG) is an important document to help you understand the financial services that Australian Moneymarket Pty Ltd (AMM) is able to offer you so you can decide whether to use any of these services. It contains important information on matters such as:

- Who we are and how we can be contacted;
- What services and products we are authorised under our licence to provide to you;
- How we (and other related parties) are paid;
- Who to contact should you have a complaint; and
- Our insurance arrangements.

If you choose to use our services you may also receive from us a Product Disclosure Statement (PDS) or other type of offer document for the products offered. The PDS or offer document contains information about the particular product and will assist you in making an informed decision about that product. This FSG should be read in conjunction with the PDS or other offer document and is not a replacement for the disclosure contained in the PDS or offer document.

## Who are we and what can we offer?

AMM is a Brisbane-based investment platform, primarily dealing in deposit products. We provide comparative information on products whose provider has chosen to promote them through our website. We then provide the ability to deal in these products without leaving the AMM website.

Australian Moneymarket Pty Ltd is an AFS authorised representative (No. 338682) of DDH Graham Limited (AFS Licence No. 226319). Under this licence we are able to provide dealing and execution services and general financial product advice in relation to:

- Deposit Products
- Securities
- Debentures, stocks or bonds issued by governments
- Managed Investment Schemes

## How do you provide instructions to us?

You can give us instructions by completing the AMM application form. You can also give us instructions by calling direct, visiting our website or writing to us.

## What are your rights?

You are entitled to ask us about your rights as an investor in regard to the advice you will receive, our fees, and what you can do should you have a complaint about our services. Key information is set out below, but should you require more information or clarification, please contact your adviser or AMM.

## What sort of advice will you get?

AMM is not licenced to provide you with personal financial advice. AMM may however, provide you with factual information and in some circumstances may provide general financial product advice.

AMM will not be taking your personal objectives, financial situation or needs into consideration when providing general financial product advice. AMM recommends that you seek independent accounting, financial, taxation and legal advice, tailored to your specific objectives, financial situation or needs, before making any investment decision.

## How are we paid for providing financial services?

Payment for services depends upon the type of service provided by AMM.

- **Acting as a broker for deposit products, securities, or managed invest schemes:** Issuers of deposit products, securities or managed invest schemes will pay AMM brokerage directly. This brokerage is usually in the range of 0.00% to 0.20%p.a. and is typically 0.10%.
- **Primary market fixed interest securities:** Issuers of primary market fixed interest securities will pay AMM brokerage directly. This does not affect the yield or price quoted to you. Details of any commissions are available from your adviser. These fees are typically in the range of 0.05% to 1.00%.

Employees of AMM who provide services to you do not receive specific payments or commissions for the provision of those services. These employees and our directors receive salaries, bonuses and other benefits from us. Bonus payments and other benefits are discretionary, and based on achievement of pre-determined objectives.

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## Can I receive information regarding brokerage and other benefits received by my financial adviser for making recommendations?

Yes. You have the right to know about details of brokerage and other benefits your adviser receives for investment alternatives provided to you. At any time you may request from your financial adviser the basis of their remuneration.

## How is my personal information dealt with?

The privacy of your information is important to us. In general, we collect your personal information to administer our client relationships. For further information on our privacy policy and information handling practices, please refer to our Privacy Policy Statement, which is available on the AMM website or by contacting AMM directly.

## Do we engage related third party service providers?

In order for AMM to send the funds to your chosen institution, they need to be available in an account that AMM is authorised to debit from which is a Cash Management Account ("CMA") or "hub account". If you do not already have a CMA, we will facilitate the opening of this account through our platform. The DDH Graham Ltd ("DDH")/BOQ Money Market Deposit Account is one such account offered on the platform; AMM is a corporate authorised representative of DDH Graham.

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

At AMM we are committed to providing our customers with the best possible customer service experience. We know that despite our best efforts, occasionally things may go wrong. If that happens we want you to tell us. Resolution of complaints is a priority to us as it gives us the opportunity to improve our service.

There are a number of ways to contact us, please follow this link to our contacts page.

<https://moneymarket.com.au/contact-us>

## How will your complaint be handled?

If we cannot solve your problem on the spot, we will let you know within 48 hours who is handling your complaint and how long it is likely to take for it to be resolved. We aim to resolve all complaints within 5 business Days. If this is not possible we will keep you informed on our progress.

If your complaint cannot be resolved promptly we will take responsibility and work with you to resolve the matter. If you feel your complaint has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

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

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

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

## Insurance Arrangements

It is a requirement under Sections 912B of the Corporations Act that AMM have adequate professional indemnity insurance in place for compensating persons for any loss or damage suffered as a result of breaches of AMM's obligations under the financial services provisions of the Corporations Act.

AMM has such professional indemnity insurance in place and the policy conforms to the requirements under Section 912B of the Corporations Act.

## Contact Details

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