

**MASON STEVENS LIMITED**  
FINANCIAL SERVICES GUIDE

Prepared 1 July 2015



## PART 1

# About Mason Stevens Limited

## ABOUT THIS FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) was prepared and issued by Mason Stevens Limited (Mason Stevens, we or us). 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:

- Information about Mason Stevens
- How to contact Mason Stevens
- General information about the products and services we provide
- How we are paid for our services
- How others are paid in connection with the services we provide
- Our fees and charges
- How we deal with complaints about our services and products

If you would like further information not contained in this FSG, please contact us.

It is intended that this FSG should assist you in determining whether to use any of the services described in this document.

## INFORMATION ABOUT MASON STEVENS

Mason Stevens Limited (ABN 91 141 447 207) holds Australian Financial Services License (AFSL) No. 351578.

Mason Stevens is staffed by financial services professionals with extensive experience in direct equities, fixed income, investment management and private wealth management.

Mason Stevens provides wholesale investors and retail investors (either through their licensed financial advisers or, in respect of managed discretionary accounts (MDA), directly to trustees of SMSFs dealing directly with Mason Stevens) with access to domestic and international equities, equity derivatives, fixed income securities, hybrids and bonds reported through a sophisticated front end reporting system holding assets via a custodial platform, both managed and operated by Mason Stevens. Mason Stevens is the managed discretionary account operator (MDA Operator) and is responsible for the financial services and functions associated with operating a MDA service.

Mason Stevens also acts as the Responsible Entity for the Mason Stevens Credit Fund. Investments in the Mason Stevens Credit Fund are through its separate product disclosure statement (PDS).

## HOW TO CONTACT US

You should contact Mason Stevens if you wish to discuss your account, obtain information about the type of portfolio in which you are invested, reporting or to update your personal information.

### Mason Stevens Limited

Address: Level 21, 9 Castlereagh Street  
Sydney NSW 2000  
Telephone: 1300 98 88 78  
Email: [info@masonstevens.com.au](mailto:info@masonstevens.com.au)  
Website: [www.masonstevens.com.au](http://www.masonstevens.com.au)

## PART 1

# About Mason Stevens Limited cont.

## NATURE OF ADVICE

Mason Stevens may provide trustees of Self Managed Superannuation Funds (SMSFs) personal advice regarding the investment of their superannuation fund monies in the Mason Stevens MDA service, if they deal directly with Mason Stevens. In all other circumstances Mason Stevens will provide general advice only.

Mason Stevens **will not** provide personal advice to retail clients who are clients of a licensed financial adviser and you must receive personal advice from your own licensed or authorised financial adviser (referred to as an 'External MDA Adviser' in this FSG) in order to access Mason Stevens' services.

## EXTERNAL MDA ADVISER

Mason Stevens will deal with retail clients who have an approved financial adviser (External MDA Adviser), and who have received advice, on an initial and ongoing basis, from that External MDA Adviser regarding investment in the products and services available through Mason Stevens.

Mason Stevens may deal directly with trustees of SMSFs as retail clients for our MDA service. Trustees of SMSFs may also be advised by a financial adviser, and in that instance, Mason Stevens will not provide personal advice.

Your financial adviser must provide you with a Statement of Advice (SOA) for any personal advice.

A Mason Stevens representative may provide you with 'general advice' about securities or other authorised products.

We are obliged to warn you that our general advice provided to you as a retail client **does not** take into account your objectives, financial situation or needs. Therefore, we recommend that you take all reasonable steps to fully understand the outcomes of specific products and strategies adopted in relation to utilising the financial services provided by Mason Stevens.

While Mason Stevens believes the general financial product advice and information we provide is accurate and reliable, Mason Stevens, its directors, officers and associates assume no responsibility for the appropriateness for you of that advice.

## PERSONAL FINANCIAL PRODUCT ADVICE

If a Mason Stevens representative or a External MDA Adviser provides you with personal advice you must be given a SOA when that advice is first provided to you.

The SOA will contain the advice, the basis on which it is given and information about fees and associations which may have influenced the provision of the advice.

**If you have a direct relationship with a Mason Stevens representative and you are investing via our MDA service (Managed Account) we must review the MDA investment program at least once every 13 months to ensure it remains appropriate for you.**

If our representative or the External MDA Adviser provides further advice to you and your personal circumstances have not significantly changed, and that further advice is related to the advice provided to you in a previous SOA, and the further advice is not in writing, you may request a copy of the record of that further advice at any time up to 7 years from the date the further advice was provided to you.

You can request the record of the advice by contacting us (where it was Mason Stevens' further advice) or your financial adviser in writing or by telephone or by email.

In the event your financial adviser makes a recommendation to acquire a particular financial product (other than securities), the financial adviser should also provide you with an offer document Product Disclosure Statement (PDS) containing information about the particular product, which will enable you to make an informed decision in relation to the acquisition of that product.

Your financial adviser is also required to review your Managed Account's investment program and MDA contract at least every 13 months, and Mason Stevens requires your financial adviser to confirm to us that this review has been conducted.

If you as a trustee of a SMSF are dealing with Mason Stevens directly, Mason Stevens will perform these duties.

Should you change your financial adviser please contact us so that we can update our records.

## PART 1

# Products and services

## ABOUT THE PRODUCTS AND SERVICES WE ARE AUTHORISED TO PROVIDE

Under its licence Mason Stevens is authorised to provide the following services on behalf of retail and wholesale clients:

1. provide financial product advice for the following classes of financial products:
  - a. deposit and payment products limited to:
    - i. basic deposit products;
    - ii. deposit products other than basic deposit products;
  - b. derivatives;
  - c. foreign exchange contracts;
  - d. debentures, stocks or bonds issued or proposed to be issued by a government;
  - e. life products including:
    - i. investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and
    - ii. life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
  - f. interests in managed investment schemes including:
    - i. investor directed portfolio services;
  - g. interests in managed investment schemes limited to:
    - i. MDA services;
  - h. securities;
  - i. standard margin lending facility; and
  - j. superannuation;
2. deal in a financial product by:
  - a. issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:
    - i. derivatives;
    - ii. foreign exchange contracts; and
    - iii. interests in managed investment schemes limited to:
      - a. own managed investment scheme only;
      - b. MDA services;
  - b. applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
    - i. deposit and payment products limited to:
      - a. basic deposit products;
      - b. deposit products other than basic deposit products;
    - ii. derivatives;
    - iii. foreign exchange contracts;
    - iv. debentures, stocks or bonds issued or proposed to be issued by a government;
    - v. life products including:
      - a. investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and
      - b. life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
    - vi. interests in managed investment schemes including:
      - a. investor directed portfolio services;
    - vii. interests in managed investment schemes limited to:
      - a. MDA services;
    - viii. securities;
    - ix. standard margin lending facility; and
    - x. superannuation; and
  - c. Underwriting:
    - i. interests in managed investment schemes; and
    - ii. an issue of securities;
3. Operate registered managed investment schemes (including the holding of any incidental property) in its capacity as responsible entity. The schemes only hold the following types of property:
  - a. Derivatives; and
  - b. financial assets; and
4. Provide the following custodial or depository services:
  - a. operate custodial or depository services other than investor directed portfolio services.

## PART 1

# Products & services cont.

## OUR PRODUCTS AND SERVICES

Your financial adviser may recommend you access our services through:

1. a Self-Directed Account or
2. a Managed Account which is our MDA service.

By electing to use our Self-Directed Account or Managed Account you will have access to investing in direct Australian equities, including initial public offerings, derivatives (such as exchange traded options), fixed income and hybrid securities, and you may have access to international markets.

## SELF-DIRECTED ACCOUNTS

Self-Directed Accounts are accounts which allow you, as the client, or your financial adviser, as your representative, to instruct Mason Stevens to deal in securities and derivatives on your behalf. These accounts are client directed and you determine the composition of your portfolio.

## MANAGED ACCOUNTS

Mason Stevens' Managed Account is a Managed Discretionary Account (MDA) service operated under ASIC Class Order 04/194 'Managed Discretionary Accounts'.

As an MDA service, a Mason Stevens Managed Account requires you to delegate the investment management and trading discretion for securities, exchange traded and over-the-counter securities and derivatives transactions, to Mason Stevens as the MDA Operator.

You can select a mandate managed by a third party investment manager (Program Adviser) or one of the Mason Stevens internally managed portfolios. The decisions regarding the portfolio composition, participation in corporate actions and timing of buys and sells are at the discretion of the Program Adviser or Mason Stevens (as appropriate). Even if there is a third party Program Adviser, you give Mason Stevens your authority to arrange the transactions.

**As required by ASIC Class Order 04/194 'Managed Discretionary Accounts', you must enter into a formal MDA Agreement (contract) prior to accessing this service.**

The MDA Agreement is the combination of:

- a signed Application Form confirming all information provided in it and confirming you have read the Terms;
- this Financial Services Guide;
- the relevant investment program (Investment Mandate) or programs. This investment program is prepared in

accordance with the requirements of Division 3 of Part 7.7 of the Corporations Act 2001 (Commonwealth) and will comprise the terms of the specific Managed Account mandate; and

- a SOA from your External MDA Adviser specifically recommending the Mason Stevens Managed Account and the particular investment program/s. (If Mason Stevens is providing advice to the trustees of an SMSF, a Mason Stevens SOA will complete the agreement).

The combination of this documentation to form the MDA Agreement will provide the following information:

- the nature and scope of the discretions that we will be authorised and required to exercise;
- any significant risks associated with the MDA Agreement;
- the basis on which it is considered that the MDA Agreement is suitable for you; and
- warnings about the importance of any limitations relating to the MDA Agreement which you must consider before signing the MDA Agreement.

Unless you are a retail client with a direct relationship with a Mason Stevens representative (ie a trustee of an SMSF) you are required to obtain independent advice before entering into an MDA service, to ensure it is appropriate for your personal financial needs, objectives and circumstances. This independent advice will be provided by the External MDA Adviser.

## CUSTODY OF YOUR ASSETS

Investors' assets in a Self-Directed Account or a Managed Account are held on your behalf by Mason Stevens. Mason Stevens may appoint a licensed sub-custodian to hold client monies and financial products.

You will receive franking credits (where available) and incur capital gains and losses. Mason Stevens will manage all communications from the companies in which you are invested on your behalf and will collect and maintain the information for you in your Mason Stevens account which you can access online.

Some benefits that accrue to the holders of financial products (such as shareholder discounts) might not be available for your benefit. Mason Stevens does not compensate or provide other adjustments if the benefit is not available.

## PART 1

# Risks and reporting

## RISKS

Before you make an investment decision it is important that you understand the risks that can affect your investment. All forms of investment involve a degree of risk. This could be that your investment does not meet your investment objectives or that you lose money on your investment.

Specific investment risks apply to all investments that may have an effect on the value of your Mason Stevens Self-Directed Account or Managed Account. The risks applicable to the investment strategy recommended to you by your financial adviser will be included in the Statement of Advice that will be given to you. However there are particular risks for you that are associated with giving Mason Stevens discretion via the MDA service.

Those particular risks are;

- **Program Adviser Risk** - This risk is associated with the Program Adviser (Mason Stevens or an appointed third party managing the relevant investment program) of a certain portfolio underperforming compared to their stated objectives or not following the stated investment mandate. Factors that could impact a Program Adviser's performance include loss of key staff or changes in the business.
- **Trading Risk** - Trading is executed using electronic systems and oral instructions provided to financial intermediaries. As such there is room for error when the trades are placed which may result in financial loss. In some cases there may be delays or disruptions to the trade execution process which may impact on the availability of information, communication, amendment or cancellation of transactions which may negatively impact your portfolio.
- **Systems and Technology Risk** - Systems and technology risk may be associated with a technical malfunction in the systems of providers of services associated with your investment such as custodians or stock exchanges, which may lead to transactions failing or delays in settlement or execution which may result in losses or opportunity cost.
- **Legal Risk** - Your investments may be affected by the actions of governments and regulatory bodies. Legislation (including legislation relating to tax) or regulation may be introduced which may have an impact on your investments.
- **Operational Risk** - Disruptions to administrative procedures or operational controls may challenge day to day operations. Adverse impacts may arise internally through human error, infrastructure changes, or through external events such as regulatory changes.

- **Third Party Risk** - Mason Stevens uses information and services provided by third parties such as sub-custodians and other service providers. Procedures are in place to address risks associated with outsourcing, such as having comprehensive service agreements with service providers. If a service provider advises of an error, it is corrected and if material, it will generally be communicated to you or your financial adviser (or both).

It is your responsibility to assess the risks associated with an investment in Mason Stevens' products and services prior to investment. If you have any concerns regarding the risks described in this section or any other risks not listed you should contact your financial adviser or Mason Stevens.

## REPORTING

Mason Stevens will provide you with continuous access to electronic reporting detailing your investment portfolio via the Mason Stevens website ([www.masonstevens.com.au](http://www.masonstevens.com.au)), including comprehensive information regarding transactions, the value of your assets and any fees and charges associated with your account. Alternatively, if you do not have access to the electronic reports, you may request a report which will contain the relevant information for your investments.

You will also receive an Annual Report pack summarising the information provided to you electronically within three months after the end of each financial year, which will assist in the preparation of your tax return.

Mason Stevens, as part of its services proposition, will provide a trade advice of transactions executed or arranged by Mason Stevens for you.

## PART 1

# Transacting

## HOW CAN YOU PROVIDE INSTRUCTIONS TO US?

In general, enquiries regarding your investments should be made to your financial adviser in the first instance so that they can contact us on your behalf.

However, you can contact Mason Stevens directly by using the contact details set out at the front of this guide. You can provide instructions to us by telephone, mail, or email. Any instructions relating to change of details, withdrawals or transfers must be made in writing and duly signed unless email authorisation has been granted on your account.

Some products and services may have their own rules around how to provide instructions or carry out certain transactions. You will find information on these rules in the relevant disclosure documents for the product or service.

## WITHDRAWALS AND TRANSFERS

You may notify us at any time of your intention to sell some of or your entire investment portfolio or transfer your portfolio to another provider. This instruction should be provided to us in writing and we will act in accordance with your instructions. Your financial adviser should be consulted to discuss the implications of early termination on your investment performance. The sale or transfer of securities may result in expenses such as transaction costs being incurred.

## CORPORATE ACTIONS

If you wish to provide instructions to us in relation to corporate actions (proxy voting) or otherwise regarding the financial assets held in your account, please contact Mason Stevens to determine if your account is eligible to vote.

You should note that in the case of Managed Accounts, the Program Adviser may advise whether or not the portfolio in which you are invested will participate in corporate actions and you may not have the option to provide instructions regarding your preferences without withdrawing from the investment program.

## NETTING

Instructions may be received from different investors to buy and sell interests in the same financial product or security. These instructions may be offset by Mason Stevens so that only one net order is made to purchase or sell the security. If this occurs, and subject to the net request being accepted, investors who dispose of an investment will have that disposal effected and recorded by Mason Stevens. Similarly investors who acquire an investment will have that acquisition effected and recorded by Mason Stevens. Netting may reduce transaction costs and Mason Stevens is entitled to retain any resulting benefit that may be gained, in respect of and including the buy/sell spread on underlying investments.

## ARRANGEMENTS WITH EXTERNAL PROVIDERS

Mason Stevens outsources some of the services related to investment management to third parties.

In the case of some Managed Accounts, a third party Program Adviser may determine the portfolio composition, strategy and timing of buys and sells for a particular portfolio. You will be provided with an investment strategy document from Mason Stevens detailing the Program Adviser's investment objectives and strategy, and any specific risks associated with the investment strategy prior to investment through the Managed Account's Investment Mandate.

Our relationships with external service providers may mean that we disclose your personal information to organisations involved in providing, managing or administering the product or service in which you are invested such as third party suppliers, printers and posting services.

If your personal information is to be disclosed we review the arrangements to ensure that the third party has appropriate policies to ensure that the information is held, used or disclosed consistently with the Australian Privacy Principles and other applicable privacy laws and codes. See the Privacy Policy section in this FSG for more information.

## PART 1

# Fees, remuneration and other benefits

## FEES AND CHARGES

You may be charged fees for financial services or products that you receive from Mason Stevens.

Details of specific fees and charges are contained in this FSG, any Supplementary FSG or additional disclosure documents for the products or services in which you invest.

Fees charged to you will depend on the type of financial products being traded, the frequency of your trading activity, the level of service required and the size of the transactions. In some cases, rates may be subject to negotiation between you, your financial adviser and Mason Stevens. Fees, once disclosed and agreed, will be charged to your account at the time of the relevant transaction.

Part 2 of this FSG outlines our standard fees, inclusive of any Goods and Services Tax (GST). These rates are subject to change from time to time and you will be notified in writing of these changes as they occur.

We may also pay fees to your financial adviser. These fees will be paid out of the fees already charged to you. These fees may be paid on an ongoing basis, or as a one off payment.

If agreed between you and your financial adviser, you may also be charged a fee for the advice or other services provided by your financial adviser. These fees will be deducted from your account in accordance with your instructions regarding the amount and frequency of payments.

## HOW ARE WE REMUNERATED?

Mason Stevens is remunerated through the fees that we may charge you, as outlined in Part 2 of this FSG. In some cases we may also be remunerated by third party product issuers through one off, or ongoing fees.

Mason Stevens' 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.

Your External MDA Adviser will disclose in their FSG how they are remunerated.

## DISCLOSURE OF RELEVANT CONFLICTS OF INTEREST

Mason Stevens has relationships with various parties whereby it pays fees or receives fees. These parties may include, but are not limited to, brokers, fund managers, banks, financial planners and other referral sources.

Mason Stevens has documented processes for managing by controlling, avoiding and disclosing relevant conflicts of interests.



## PART 1

# AML Act and FATCA

## ANTI-MONEY LAUNDERING

The Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML Act) and other applicable anti-money laundering and counter terrorism laws, regulations, rules and policies regulate financial services and transactions in a way that is designed to detect and prevent money laundering and terrorism financing. The AML Act is enforced by the Australian Transaction Reports and Analysis Centre (AUSTRAC).

In order to comply with the AML requirements, Mason Stevens is required to, amongst other things:

- verify your identity and source of your application monies before providing services to you, and to reidentify you if they consider it necessary to do so; and
- if you supply documentation relating to the verification of your identity, keep a record of this documentation for seven (7) years.

Mason Stevens has adopted a program that complies with the AML Act. As part of this process, you will need to provide evidence of identification.

## FATCA

In 2010, the United States enacted a law (the HIRE Act) which included provisions commonly referred to as the “Foreign Account Tax Compliance Act” or FATCA. On 28 April 2014, Australia signed an intergovernmental agreement (IGA) with the United States to facilitate the implementation of FATCA with respect to Australian financial institutions.

FATCA requires participating non-US financial institutions to report certain information about financial accounts held directly or indirectly by US persons to the Australian Taxation Office (ATO), which in turn, provide that information to the US Internal Revenue Service (IRS). To comply with these requirements, these participating financial institutions will be required to:

- undertake certain identification and due diligence procedures with respect to its existing and new account holders; and
- report annually to the ATO on US persons who directly or indirectly own financial accounts.

Accordingly, when you apply to invest you agree to:

- provide us certain identification and other information that we may need in order for us to comply with our obligations under FATCA including obligations under any agreement with the IRS;
- waive any provision of foreign law that would, absent a waiver, prevent us from complying with our obligations under FATCA including obligations under an agreement

with the IRS and acknowledge that, if you fail to provide such a waiver, we may withhold any payments to you;

- acknowledge that if you fail to provide information on a timely basis, you may be reported to the ATO;
- acknowledge that if you fail to comply with such obligations and such failure could result in us being unable to enter into or comply with any agreement with the IRS, we can terminate your investment; and
- acknowledge that you will indemnify us and the other Investors for any losses resulting from your failure to meet your obligations under this provision, including any withholding tax imposed by FATCA as a result of such failure.

## PART 1

# Privacy policy

## PRIVACY POLICY

Mason Stevens is committed to collecting and using your personal information in a way that respects your privacy, in accordance with our Privacy Policy and the requirements of the AML Act, FATCA, and the Privacy Act 1988 (Cth).

By completing your application, you may be providing us personal information. We may collect your personal information for the purposes of:

- processing and accepting your application;
- carrying out and administering investments including but not limited to, monitoring, auditing, evaluating, modelling data and reporting to you in connection with your Investments;
- offering you products or services;
- answering queries;
- dealing with complaints;
- conducting our internal business operations (including meeting any relevant legal requirements); and
- managing client relationships and improving the products and services we provide.

If you do not provide the information requested in the Application Form, or if the information you provide us is incomplete or inaccurate, we may be delayed in, or prevented from, processing or accepting your application. We may also be delayed in or prevented from providing to you any products or services, administering your Investments, providing information to you or otherwise meeting our obligations to you.

We may disclose your personal information:

- internally to our staff;
- to our related bodies corporate;
- to any person where necessary in connection with your Investments or the provision of our products or services;
- to our professional advisers such as auditors, accountants and lawyers, insurance companies, property managers, consistent with normal business practices;
- to third parties we may engage from time to time to assist us in the promotion of our products and services, and who may receive limited personal information for that purpose; and
- to external service providers (on a confidential basis) so they can provide us services related to our business, for example mailing services, IT services, unit registry and custodial services as well as archival services.

The persons or entities listed above may use your personal information for the purpose of directly marketing their products or services to you. You may withdraw your consent to the use of personal information for direct marketing at any time by contacting us.

Some of the persons or entities listed above may be located or perform services overseas. As a result, your personal information may be disclosed to a recipient in a foreign country, including Hong Kong and Singapore. If this happens we will seek by contract or other means to ensure personal information is protected.

## Questions about Privacy

Our Privacy Policy, available online at [www.masonstevens.com.au](http://www.masonstevens.com.au) or as hard copy upon request, provides information about how you may access and seek correction of your personal information held by us as well as complain about our handling of your personal information and how we will handle any request or complaint. In particular, you can arrange for access to your personal information or lodge a complaint by contacting us on 1300 988 878 or by email on [info@masonstevens.com.au](mailto:info@masonstevens.com.au).

If you have any complaints or questions about the privacy of your information please contact our Privacy Officer by email on [info@masonstevens.com.au](mailto:info@masonstevens.com.au).

If your complaint is not resolved to your satisfaction, you may write to the Privacy Commissioner at GPO Box 5218, Sydney NSW 2001.

## RECORD KEEPING

Mason Stevens will seek to ensure that comprehensive and accurate records of client profiles, together with all advice/recommendations provided, are properly maintained for seven years in accordance with legal requirements.

Your information will also be maintained in accordance with our Privacy Policy.

We appreciate your assistance in notifying us of any changes to your personal details or information.

## PART 1

# Complaints policy

## COMPENSATION ARRANGEMENTS

Mason Stevens 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 Mason Stevens offers and the conduct of current and former Mason Stevens staff (if Mason Stevens is responsible for the conduct of the staff member at the time of the relevant conduct).

## WHAT SHOULD YOU DO 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 has established an internal dispute resolution policy which ensures that all enquiries and complaints are appropriately addressed.

Complaints regarding the general advice you receive, investment performance and, more generally, your dealings with Mason Stevens should be referred to your financial adviser or raised directly with Mason Stevens.

If you would like to raise any concerns regarding the operation of your portfolio, including reporting, you should contact Mason Stevens.

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

1. Contact your financial adviser and notify them of the issue. Request that they contact Mason Stevens to seek a resolution. If you are a trustee of a SMSF and are dealing directly with Mason Stevens, you should contact your Relationship Manager directly to notify them of the issue.
2. If you are not satisfied with the outcome of your initial enquiry, you may email our Chief Operating Officer (COO) at [info@masonstevens.com.au](mailto:info@masonstevens.com.au), or send your written complaint to Mason Stevens using the contact details provided in this FSG.
3. Our COO will ensure that your complaint is reviewed and assessed and provide feedback to you through your financial adviser. 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.

4. If you remain unsatisfied with our handling of your complaint, or your complaint is not resolved within 30 days (or longer if we notify you that we need longer) 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: +613 9313 6399  
 Email: [info@fos.org.au](mailto:info@fos.org.au)  
 Website: [www.fos.org.au](http://www.fos.org.au)

FOS Member ID 15155

## PART 2

# Standard fees summary

Mason Stevens may receive fees for financial services or products that you receive from us. The following table provide an indication of our standard fees (all quoted inclusive of any GST). These rates are subject to change from time to time. **Please note that rates are subject to negotiation by you with Mason Stevens prior to transacting any business and in the absence of any specific agreement the maximum rate or amount may be charged.**

Fee	Amount (% or \$)	Example based on an investment of \$100,000
<p><b>Administration fees</b></p> <p>This is the fee payable to Mason Stevens for the administration of your investments. The administration fee will vary depending on the product you invest in.</p> <p>It may be calculated daily on the total asset value* of your portfolio and deducted from your cash balance monthly in arrears.</p>	Up to 1.1% p.a.	\$1,100 based on an administration fee of 1.1% p.a.
<p><b>Custody fee</b></p> <p>This is the fee payable to Mason Stevens for its role as custodian. Out of this fee Mason Stevens bears the cost of custody of your investments including the fees and charges of any appointed sub-custodian.</p> <p>It may be calculated daily on the total asset value* of your portfolio and deducted from your cash balance monthly in arrears.</p>	Up to 0.275% p.a.	\$275 based on a custody fee of 0.275% p.a.
<p><b>Account Service Fee</b></p> <p>This is the fee payable to Mason Stevens for the service of providing each portfolio.</p> <p>It may be deducted from your cash balance monthly in arrears.</p>	Up to \$220 p.a.	\$220 p.a.
<p><b>Account Establishment Fee</b></p> <p>This is the fee payable to Mason Stevens for the establishment of each portfolio.</p> <p>It may be deducted from your cash balance on the establishment of your portfolio.</p>	Up to \$220 per portfolio	\$220

## PART 2

# Standard fees summary cont.

Fee	Amount (% or \$)	Example based on an investment of \$100,000
<p><b>Transaction fees</b></p> <p>This is the fee payable to Mason Stevens for the facilitation of buying and selling investments within your portfolio.</p> <p>On buying an investment, transaction fees are added to the purchase price and deducted from your cash balance. On selling an investment, transaction fees are deducted from the sale proceeds credited to your cash balance.</p> <p>For international securities, fees are charged in Australian dollars. If the portfolio is not holding sufficient \$A, currency will be converted at the prevailing rate(s).</p>	<p>ASX traded Securities:</p> <ul style="list-style-type: none"> <li>Up to 1.1% (minimum up to \$110) per trade.</li> </ul> <p>International Securities:</p> <ul style="list-style-type: none"> <li>Up to 1.65% (minimum up to A\$110) per trade.</li> </ul> <p>Over the Counter or Unlisted Securities</p> <ul style="list-style-type: none"> <li>Up to 2.2% (minimum up to \$110) per trade.</li> </ul> <p>Managed funds:</p> <ul style="list-style-type: none"> <li>Up to 1.65% (minimum up to \$55) per transaction.</li> </ul> <p>Exchange Traded Derivatives:</p> <ul style="list-style-type: none"> <li>Up to 1.65% (minimum up to \$110) of the notional value of the respective derivative contract(s).</li> </ul>	<p>ASX traded Securities:</p> <ul style="list-style-type: none"> <li>\$1,100 on a purchase of \$100,000 worth of securities on a transaction fee of 1.1%.</li> </ul> <p>International Securities:</p> <ul style="list-style-type: none"> <li>A\$1,650 on a purchase of A\$100,000 worth of securities on a transaction fee of 1.65%.</li> </ul> <p>Over the Counter or Unlisted Securities</p> <ul style="list-style-type: none"> <li>\$2,200 on a purchase of \$100,000 worth of securities on a transaction fee of 2.2%.</li> </ul> <p>Managed funds:</p> <ul style="list-style-type: none"> <li>\$55 on a purchase of \$100,000 worth of units in managed funds.</li> </ul> <p>Exchange Traded Derivatives:</p> <ul style="list-style-type: none"> <li>\$1,650 on a \$100,000 options purchase or sale at a transaction fee of 1.65%.</li> </ul>
<p><b>In specie transfer fees</b></p> <p>This is the fee payable to Mason Stevens for processing the transfer of investments in or out of your portfolio.</p> <p>It will be deducted from your cash balance upon completion of your request.</p>	<p>Securities:</p> <ul style="list-style-type: none"> <li>Up to \$33 for each investment.</li> </ul> <p>Managed funds:</p> <ul style="list-style-type: none"> <li>Up to \$55 per transfer.</li> </ul>	<p>Securities:</p> <ul style="list-style-type: none"> <li>\$330 for 10 investments transferred.</li> </ul> <p>Managed funds:</p> <ul style="list-style-type: none"> <li>\$550 for 10 managed funds.</li> </ul>
<p><b>Credit Interest on cash balances</b></p> <p>This is the fee payable to Mason Stevens for the management and portfolio administration of your cash balance.</p> <p>This fee is calculated daily and is payable at the end of each month. It is deducted out of the funds we deposit with the ADIs and is not separately deducted from your cash balance.</p>	<p>The cash interest on cash balances is the difference between:</p> <ul style="list-style-type: none"> <li>the interest rate we earn on the bank accounts we maintain at Australian Authorised Deposit-taking Institutions (ADIs) in which we deposit the cash that constitutes your cash balance; and</li> <li>the interest rate we pay you for your cash holding, which is generally 0.50% below the RBA Cash Rate.</li> </ul>	

RBA Cash Rate is the prevailing overnight money market target rate announced by the RBA.

## PART 2

## Standard fees summary cont.

Fee	Amount (% or \$)	Example based on an investment of \$100,000
<p><b>Default fee on negative cash balances</b></p> <p>Should your cash balance become negative at any time, a default fee may be payable to Mason Stevens on the negative amount.</p> <p>This fee is calculated daily, accrued to your cash balance monthly in arrears and deducted from any future contributions to your cash balance.</p>	<p>The default fee on negative cash balances is +5.00% above the RBA Cash Rate.</p>	
<p><b>Management fee</b></p> <p>This is the fee payable to Mason Stevens for the management of your investments.</p> <p>It may vary according to your investments. It may be calculated daily on the total asset value* of your portfolio and deducted from your cash balance monthly in arrears.</p>	<p>Refer to the applicable investment mandate.</p>	
<p><b>Performance fee</b></p> <p>This is the fee payable for the outperformance as specified by each Investment mandate.</p>	<p>Refer to the applicable investment mandate.</p>	
<p><b>Special service fee</b></p> <p>This is the fee payable to Mason Stevens for non-standard services such as cost base calculations and adjustments. It would be deducted from your cash balance upon the completion of your request.</p>	<p>Up to \$475 per hour.</p>	<p>\$950 for a request that takes 2 hours to complete.</p>
<p><b>Placement fee</b></p> <p>Mason Stevens may receive a placement fee for initial public offerings (IPOs) and primary issues. This is paid by the product issuer or its manager.</p>	<p>Up to 5.50% of the placement amount.</p>	<p>\$5,500 on a placement of \$100,000 on a placement fee of 5.5%</p>

\*Total asset value is the sum of the market value for each holding within a portfolio. If there is no deep market or the market has been suspended, Mason Stevens may determine the fair value.