



MYER
FAMILY OFFICE

FINANCIAL SERVICES GUIDE

Only Applicable to Retail Clients
Including Trustees of Superannuation Funds



The purpose of this guide is to set out our responsibilities and your rights when we provide financial services to you

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PURPOSE OF THIS FSG

This Financial Services Guide ('FSG') is designed to assist you in deciding whether to use any of the services offered by us. It has been prepared to inform you of our relationship with you and others.

The FSG covers how we can be contacted, what services we are authorised to provide, how we are remunerated, any associations or relationships that could influence us in providing advice and our dispute resolution procedures.

IF YOU ARE A RETAIL CLIENT, YOU SHOULD BE AWARE

You are entitled to receive a Statement of Advice ('SOA') whenever we provide you with any personal advice which takes into account your objectives, financial situation and needs.

The SOA will contain our advice, the basis on which it is given and information about fees, commissions and any associations we have with financial product issuers or other parties which may have influenced the advice we give you.

When we make a recommendation to acquire a particular financial product, we will provide you with an offer document, which may be a product disclosure statement ("PDS"), information memorandum ("IM") or prospectus, to help you make an informed decision about the financial product.

The offer document should allow you to compare financial products as it sets out the significant features including risks, benefits and costs.



BEFORE YOU USE OUR SERVICES

WHO IS THE MYER FAMILY OFFICE?

The Myer Family Office Ltd (the 'Myer Family Office') was incorporated in June 1986 and is an unlisted public company. We provide a comprehensive range of investment and family wealth management services to high net worth individuals, companies, trusts, charities and foundations. We seek to maintain the highest level of integrity, professional excellence and confidentiality.

WHO WILL BE PROVIDING THE FINANCIAL SERVICE TO YOU AND WHO WILL THEY BE ACTING FOR?

Your client adviser who is named on the last page of this FSG will be acting on behalf of the Myer Family Office, which is the holder of an Australian Financial Services Licence No 230143 ('AFS Licence'). The Myer Family Office will therefore be responsible to you for any financial services provided to you. The Myer Family Office authorises the issue of this FSG.

WHAT FINANCIAL SERVICES ARE WE AUTHORISED TO PROVIDE TO YOU?

Our services include advice on investment policy, risk budgeting, asset allocation and investment selection, portfolio administration and investment reporting, wealth growth, preservation and intergenerational transfer strategies, philanthropic services and taxation and accounting advice.

Our relationship with you will generally be governed by the terms of an engagement letter and our standard client services agreement. The terms and conditions of your investment in the MF Cash Management Fund are set out in our product disclosure statement. Our consolidated information memorandum details the terms and conditions of your investment in our unregistered managed investment schemes.

The engagement letter, client services agreement and offer documents may be amended from time to time.

OUR AFS LICENCE AUTHORISES US:

- To provide financial product advice and to deal in respect of the following financial services:
 - Securities
 - Managed investment schemes
 - Deposit and payment products
 - Debentures, stocks or bonds issued by a government
 - Retirement savings accounts
 - Derivatives*
 - Foreign Exchange Contracts*
- * for wholesale clients only

We also provide financial product advice in relation to superannuation.

- To operate as responsible entity / trustee of managed investment schemes which only invest in financial assets.

The Myer Family Office operates one registered managed investment scheme:

- *MF Cash Management Fund*

The Myer Family Office also operates three unregistered managed investment schemes:

- *MF Income Plus Fund*
- *MF 602 Opportunities Fund*
- *MF Charities Equities Fund*

- To operate a custodian or depository service. The Myer Family Office provides a portfolio administration service and operates investor directed portfolio services (or IDPS's) through its Select Offer service. The Select Offer service is generally only provided to wholesale clients.



HOW IS THE MYER FAMILY OFFICE PAID?

Subject to any special arrangement with you, the present charges (excluding GST) for our services are.

INVESTMENT ADVICE AND SELECT OFFER SERVICES

Up to 1.0% pa of funds under advice. This includes advice on financial products.

PORTFOLIO ADMINISTRATION

As a percentage of funds under administration:

- 0.3% p.a. up to \$1 million
- 0.15% p.a. from \$1 million up to \$5 million,
- 0.05% p.a. from \$5 million to \$50 million; and
- thereafter by negotiation (not below 0.025% p.a.).

The minimum fee is \$200.

The standard fees for investment advice, Select Offers and portfolio administration services may be adjusted depending on the specific nature and complexity of the portfolio. All fee adjustments will be confirmed in writing.

MF CASH MANAGEMENT FUND

0.95% p.a. of the total value of funds on deposit calculated daily and paid monthly. The Myer Family Office is also entitled to recover certain out-of-pocket expenses totalling approximately 0.05% pa. The total fees and charges of the fund are stated in the fund's PDS.

MANAGED INVESTMENT SCHEMES

The fees for the other managed investment schemes operated by the Myer Family Office are stated in the current consolidated information memorandum.

ACCOUNTING, TAXATION, ESTATE PLANNING AND GENERATIONAL CHANGE

Between \$120 and \$750 per hour, depending upon the charge out rate of the staff involved. We reserve the right to negotiate other hourly rates and fixed fees with you for special projects or complex advice.

All fees will be confirmed in writing. Where personal advice is provided to you, the amount of remuneration in relation to specific financial products that are recommended in the personal advice, or the manner in which such remuneration is calculated will be disclosed when, or as soon as practicable after, the personal advice is given.

Where personal advice is not given to you, you may request particulars of the remuneration not otherwise disclosed in (or in accordance with) this FSG, provided the request is made within a reasonable time after you have received this FSG and before any financial service identified in this FSG is provided to you.

The charges above are subject to change from time to time.



OTHER MONEYS / BENEFITS WE MAY RECEIVE

Subject to the following, the Myer Family Office, its related entities, their respective executive directors, employees and shareholders do not obtain any fees, commission or other financial benefits (including soft dollar benefits) for the products we recommend to you.

All client advisers are salaried employees of the Myer Family Office or its related entities. Directors and employees may accept soft dollar benefits in the form of hospitality and awards and modestly subsidised adviser conferences (within the meaning of ASIC policy) as part of general relationship building strategies only. In providing investment opportunities or access to financial products we may charge you a fee. Details of such fees will be disclosed to you on a case-by- case basis.

The Myer Family Office and or its related entities may also receive fees, commissions or other financial benefits from a broker or other financial institution in respect of a specific financial product or investment opportunity (including sub-underwriting fees). Details of such fees, commissions and other financial benefits will be disclosed to you on a case-by-case basis. All such fees, commissions and other financial benefits received by the Myer Family Office may be rebated to you or off-set against fees charged by the Myer Family Office.

Neither the Myer Family Office nor its related entities are entitled to any on-going fees, commissions or financial benefits in respect of any specific financial product or class of financial products but may enter into arrangements with brokers to receive wholesale or discounted brokerage rates.

INTEREST ON TRUST ACCOUNTS

All monies that we hold on your behalf from time to time will be deposited into one or more of our trust accounts. We will retain any interest paid on those trust accounts.

ARE THERE ANY INTERESTS, ASSOCIATIONS OR RELATIONSHIPS THAT COULD INFLUENCE THE MYER FAMILY OFFICE IN PROVIDING ADVICE?

The Myer Family Office is wholly-owned by The Myer Family Company Pty Ltd (the Owner). The Owner is neither owned by nor a division of any financial institution. M F Asset Management (also a wholly-owned subsidiary of the Owner) is the investment manager of two unregistered managed investment schemes operated by the Myer Family Office. Apart from those appointments, neither the Owner nor its related entities have any interest, association or relationship with any financial institution which could influence the Myer Family Office.

The Owner, its related entities, their directors and staff may, from time-to-time, hold direct or indirect interests in the registered and unregistered managed investment schemes operated by the Myer Family Office and investment proposals which the Myer Family Office offers to you or other clients. The directors of the Owners and the Myer Family Office see such investments as a positive alignment of interests with investors.



WHEN YOU RECEIVE OUR ADVICE

WILL WE GIVE YOU PERSONALISED ADVICE WHICH IS SUITABLE TO YOUR NEEDS AND FINANCIAL CIRCUMSTANCES?

Yes, but to do so, we need to find out your personal objectives, financial situation, particular needs and any relevant information so that we can offer you the most appropriate advice possible.

You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully. The advice you receive in those circumstances may not be appropriate for your objectives, financial situation and needs.

We will only give you general advice in our regular client updates or marketing material.

WHAT SHOULD YOU KNOW ABOUT ANY RISKS OF THE FINANCIAL STRATEGIES WE RECOMMEND TO YOU?

We will explain to you any significant risks of financial advice and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

WHAT INFORMATION DO WE MAINTAIN IN YOUR FILE?

Where we provide personal advice to you as a retail client, we maintain a record of your personal profile which includes details of your personal objectives, financial situation and needs. We also maintain records of any recommendations made to you.

The privacy and security of your personal information is subject to the protection of our privacy policy. A copy of our privacy statement is available free of charge upon request.

If you wish to examine your file, you should ask us, and we will make arrangements for you to do so.

HOW SHOULD YOU INSTRUCT US?

You may specify how you would like to give us instructions. For example by telephone, email, fax or other means. Information for application and redemption of units of a managed investment scheme is contained in the relevant information memorandum or PDS for the fund.



IF YOU HAVE A COMPLAINT

If you have a complaint about the services provided to you, you should take the following steps:

Advise your client adviser about your complaint.

If your complaint is not satisfactorily resolved within three days, please contact the Legal and Compliance Officer on (03) 9207 3000 or put your complaint in writing and send it to the Legal and Compliance Officer, The Myer Family Office Ltd, at Level 18, 8 Exhibition Street, Melbourne Vic 3000.

We will try to resolve your complaint quickly and fairly.

If you still do not get a satisfactory outcome, you have the right to complain to the Financial Ombudsman Service at GPO Box 3, Melbourne Vic 3001. (Telephone 1300 780 808, Fax (03) 9613 6399 or Email info@fos.org.au).

ASIC also has a freecall Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

COMPENSATION

The Myer Family Office holds a professional indemnity insurance policy that satisfies the compensation arrangements under section 912B of the Corporations Act 2001.

The insurance covers claims in relation to the conduct of representatives and employees who have ceased to work for the Myer Family Office but who did so at the time of the relevant conduct.



MYER FAMILY OFFICE

MFO CLIENT ADVISOR TO COMPLETE DETAILS

NAME OF CLIENT

NAME OF CLIENT ADVISER

DATE

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