

Financial Services Guide for Macquarie Investment Management Limited

MACQUARIE FUNDS GROUP



MACQUARIE



This Financial Services Guide (“FSG”) dated 18 December 2009 is an important document which we are required to give you under the requirements of our Australian Financial Services Licence number 237492. It provides you with information about Macquarie Investment Management Limited (“Macquarie”, “we”, “us” or “our”) to help you decide whether to use the financial products and services we offer.

The matters covered by the FSG include:

- > who we are and how we can be contacted;
- > what services and types of products we are authorised to provide to you;
- > how we (and any other relevant parties) are remunerated; and
- > details of our internal and external dispute resolution procedures and how you can access them.

It is intended that this FSG should assist you in determining whether to use any of our products and services. If you choose to use any of our products and services you may also receive a Product Disclosure Statement (PDS) or the relevant guide relating to the products or services which you should read carefully. The PDS or guide contains information necessary for you to make an informed decision about that product.

Information about Macquarie Investment Management Limited

Macquarie Investment Management Limited, through its representatives, provides the financial services described in this guide, acting on its own behalf.

Macquarie Investment Management Limited is part of the “Macquarie” group of companies and as such is associated with other Macquarie entities.

If you have any questions about our products or services you can:

- > speak to your nominated representative (for example your adviser);
- > if you do not have a nominated representative, call our Client Contact Centre on 1800 814 523;

- > visit our website at www.macquarie.com.au/mfm
- > email us on mfm.clientservice@macquarie.com
- > write to us at:

Macquarie Investment Management Limited
PO Box R1723, Royal Exchange NSW 1225

Our financial services and financial products

Macquarie Investment Management Limited is authorised to offer the following financial products and services:

- > providing financial product advice on, and dealing in:
 - basic deposit products
 - non-basic deposit products
 - non-cash payment facilities
 - derivatives
 - foreign exchange contracts
 - government debentures, stocks or bonds
 - life products
 - interests in managed investment schemes
 - retirement savings accounts products
 - securities
 - superannuation
 - interests in managed investment warrants
- > operating managed investment schemes which holds derivatives and/or financial assets;
- > providing custodial or depository services relating to investor directed portfolio services;

to retail and wholesale clients.

We can also assist you in relation to products offered by other financial institutions, including other members of the Macquarie group.

Providing instructions to us

You can give us instructions by telephone, mail, email, fax or via our website. There may be special instruction arrangements for some products – details of which are explained in the relevant PDS or guide.

Payments to us for the services provided

If you invest in a product we provide, we will receive remuneration in relation to your investment in that product, which may be based on the amount invested in the product, the value of your holdings and/or the outperformance of the product. This remuneration may include upfront fees and management fees (which includes transaction, ongoing and if applicable any borrowing costs) or brokerage. In some situations exit fees, account fees and transaction fees may apply. The remuneration we will receive for the products we offer are set out in the PDS or relevant guide for that particular product. Any financial product advice provided by us is free of charge.

You will be issued with a tax invoice for any services we provide.

Payments to those who offer our products and services

You may receive advice in relation to the products and services we offer from financial advisers who do not work for Macquarie Investment Management Limited. These advisers may receive commissions from us. The amount of any such commissions paid is set out in the PDS or relevant guide for that particular product.

Personal information

At Macquarie, the privacy of your personal information is important to us. Any personal information collected will be handled in accordance with our Privacy Policy. Our Privacy Policy details how we comply with the requirements of the Privacy Act in the handling of your personal information. A copy of that policy can be obtained by visiting the Macquarie website at www.macquarie.com.au/personal. The privacy policy can be found at the bottom of each page on the website, alternatively you can contact us and we will send you a copy.

Compensation Arrangements

Macquarie Investment Management Limited is covered by a professional indemnity insurance policy which satisfies the requirements for compensation arrangements under section 912B of the Corporations Act. Subject to its terms and conditions, the policy provides cover for civil liability resulting from third party claims concerning the professional services performed by Macquarie

Investment Management Limited and its employees and representatives. The policy continues to provide coverage for past employees and representatives in respect of professional services performed whilst engaged by Macquarie Investment Management Limited.

Complaints handling

Macquarie is committed to providing a high standard of client service and to maintaining our reputation for honesty and integrity. If our level of service or quality of products has failed to meet your expectations we would like you to tell us about your concerns. Macquarie's complaint handling process is designed to ensure that your concerns are treated seriously and that your complaint is addressed promptly and fairly. Your complaint may be lodged either verbally or in writing and will be dealt with in strict confidence

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

- > contact our Client Contact Centre about your complaint on 1800 814 523
- > if your complaint is not satisfactorily resolved, write to:

The Complaints Manager
Macquarie Investment Management Limited
PO Box R1723, Royal Exchange NSW 1225

if you are not satisfied with our handling of your complaint you may lodge a written complaint to the Financial Ombudsman Service (FOS). Macquarie Investment Management Limited is a member of FOS, an independent external complaints resolution scheme. You can contact FOS quoting our membership number 869. FOS can be contacted at:

Financial Ombudsman Service
GPO Box 3
MELBOURNE, Victoria, 3001

Telephone: 1300 780 808
Fax: (03) 9613 6399
Email: info@fos.org.au
Web: www.fos.org.au

