



Financial Services Guide

This Financial Services Guide was prepared on 24 September 2008 and issued by Self Invest, a division of Open Financial Services Pty Ltd.

This Financial Services Guide (FSG) should assist you in determining whether to use any of our services.

This FSG is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contacted, what services we can provide you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures, along with how you can access them.

You have the right to ask us about our charges, the type of services we will provide you, and what you can do if you have a complaint about our services.

In this document the terms 'we', 'us' and 'our' refer to Self Invest, Open Financial Services Pty Ltd, its employee representatives and authorised representatives.

Who is Self Invest?

Self Invest is a division of Open Financial Services Pty Ltd ABN 39 077 376 017. Open Financial Services Pty Ltd is an Australian Financial Services Licensee (AFSL No. 232977).

Open Financial Services Pty Ltd is a successful financial services organisation that has been operating since 1997. It is also a Principal Member of the Financial Planning Association of Australia.

What services do we offer?

We can arrange for you to buy or sell of the following financial products:

Managed Funds (managed investment schemes)	Wrap Accounts & Master Trusts (investor directed portfolio services)
Superannuation Funds	Transition To Retirement Income Streams
Allocated Pensions	Life Insurance Investment Products
Account Based Pensions	Life Insurance Risk Products

Self Invest is a 'no advice' service offered by Open Financial Services Pty Ltd. Self Invest allows you to purchase or invest directly into the above financial products without paying entry fees.

You simply go to our website (www.selfinvest.com.au), join, select an investment, order or download the Product Disclosure Statement (PDS), fill out the application form then mail it back to us or the product issuer.

When you select a financial product using the Self Invest service we will provide you with its Product Disclosure Statement. The Product Disclosure Statement contains detailed information about the nature of the particular financial product, its costs and the risks associated with the financial product. This should assist you to make a more informed decision about whether to purchase (or sell) that particular financial product.

How are we paid?

1. If you purchase an investment product using the Self Invest service or nominate us as your fund broker, the issuer of the product will pay us an ongoing commission. This ongoing commission varies depending on the issuer and the product, but is in a range of between 0% and 1.1% per annum based on your investment balance. These ongoing commissions are paid out of, and not in addition to, the normal ongoing management fees charged by each of the product issuers. Therefore there is no additional ongoing cost to you when you use the Self Invest service.
2. If you purchase a life insurance company risk product using the Self Invest service the issuer of the product will pay us an ongoing commission. This ongoing commission varies depending on the issuer and the product, but is in a range of between 0% and 40% per annum of the premium you pay.
3. On some rare occasions where you purchase an investment product using the Self Invest service the issuer of the product may pay us an initial commission. This commission varies depending on the issuer and the product, but is generally in a range of between 0% and 5.5% of your investment amount.
4. Product issuers may also pay us fees for advertising, marketing and distributing their products and services.
5. Open Financial Services Pty Ltd pays its directors, representatives and employees annual salaries.

Do any relationships or associations exist which might influence us?

Neither Self Invest, nor Open Financial Services Pty Ltd, nor its representatives, nor any related bodies corporate have any relationships or associations with any product issuer or any other person or organisation that could be expected to influence us in the provision of our financial services.

Do we provide personal financial product advice?

No. We will not provide you with any personal financial product advice or any other recommendation. The information contained on the Self Invest website (www.selfinvest.com.au) has been prepared without taking into account your objectives, financial situation or needs. You should therefore consider the appropriateness of the information, in light of your own objectives, financial situation or needs, before acting on it. Where the information relates to a particular financial product you should obtain a copy of and consider the Product Disclosure Statement for that product before making any decision. You should consider obtaining independent financial advice before making any financial decisions.

We shall not be responsible in any manner for any loss or damage suffered or arising from the purchase and/or sale of the financial products you have chosen using the Self Invest service.

It is important that you understand that by making a decision regarding a financial product without receiving advice you risk making a financial commitment that may not be appropriate to your objectives, financial situation, and needs.

What should you know about the risks of the financial products or strategies you select?

Refer to previous answer given. If you select a financial product using the Self Invest service you should carefully read the Product Disclosure Statement of the financial product you have selected. The Product Disclosure Statement should detail the risks associated with that particular financial product.

How can you instruct us?

You can give us instructions via our website or by phone, fax, post or email. See our contact details below.

What kind of compensation arrangements do you have in place?

We hold Professional Indemnity Insurance cover for the activities conducted under our Australian Financial Services Licence. The insurance will cover claims made in relation to the conduct of representatives / employees of Open Financial Services Pty Ltd who no longer work for the Open Financial Services Pty Ltd (but who did at the time of the relevant conduct). We believe that our Professional Indemnity Insurance cover satisfies the requirements of s.912B of the Corporations Act.

What information do we maintain in your file and can you examine it?

As we are not providing you with any personal financial product advice we do not maintain a file on you. However we may retain your contact information that you have provided us. We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. Our privacy policy is set out below.

Our Privacy Policy.

We collect personal information (including customers' full name, address and contact details) so that we may administer our customer relationships and provide customers with the products and services they request. Where it is necessary to do so, we also collect information on individuals such as company directors and officers (where the company is our customer), as well as customers' agents and persons dealing with us on a 'one-off' basis. The law can also require us to collect personal information, eg. Commonwealth legislation requires us to identify persons who open or operate accounts.

If you provide us with incomplete or inaccurate information, we may not be able to provide you with the products or services you are seeking.

Personal information may be disclosed to:

- if you have life insurance arranged by us; the life insurance company and its officers who you are applying for cover with or already hold cover with.
- if you have superannuation or managed investments; external product providers into which you might direct some of your investment, other product providers to which your investment might be transferred.

In all circumstances where our advisers and staff may become aware of personal information, confidentiality arrangements apply. Personal information may only be used by our advisers and staff for our purposes. We may be allowed or obliged to disclose information by law, eg. Under Court Orders of Statutory Notices pursuant to taxation or social security laws.

Who can you complain to if you have a complaint about our service?

If you have any complaint about the service provided to you, you should contact us and tell us about your complaint. If your complaint is not satisfactorily resolved within 3 days, please contact our Complaints Manager on ph (03) 9663 3477 or put your complaint in writing and send it to PO Box 58 Carlton South Victoria 3053. We will seek to resolve your complaint quickly and fairly.

We are a member of the Financial Ombudsman Service (FOS). If the complaint cannot be satisfied to your satisfaction you have the right to complain to FOS. They can be contacted on 1300 780 808. This service is provided to you free of charge.

The Australian Securities and Investments Commission (ASIC) also has a freecall infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Our Contact Details.

If you wish to find out more about us or our services simply visit our website www.selfinvest.com.au. Alternatively you can contact us by phone, fax, post or email.

Postal Address: PO Box 58 Carlton South Vic 3053
Business Address: 35 Drummond Street, Carlton Vic 3053
Phone: 1300 780 690

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