

St. George Margin Lending

Financial Service Guide

Issue date: 31 March 2023

You've got questions? We've got time to talk.



Call us on 1300 304 065

8.30am to 5.30pm

Monday to Friday (Sydney time)



Reply Paid 1467

Royal Exchange NSW 1224



marginlending@stgeorge.com.au



stgeorge.com.au/marginlending

Accessibility support

At any time, you can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS, you can register by scanning the QR Code or visiting **infrastructure.gov.au/national-relay-service**



Visit **stgeorge.com.au/accessibility** for further information on our accessible products and services for people with disability.

'QR Code' is a registered trademark of Denso Wave Incorporated.

About this Financial Services Guide

This Financial Services Guide ('FSG') issued by St.George Bank – A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 ('St.George Margin Lending', 'St.George Bank', 'we', 'our', 'us') informs you of the margin lending financial services provided by us. It is designed to help you as a retail customer to decide whether to use the services and to ensure that St.George Margin Lending complies with its obligations as a financial services licensee.

This FSG tells you:

- about us;
- about the margin lending financial services we provide;
- about the fees, remuneration and other benefits that may be paid to us, staff members and others;
- about our compensation arrangements;
- about associations or relationships we have with financial product issuers and service providers;
- if you have a complaint, how to manage it; and
- how you can contact us.

If you have any questions about us or about this FSG, please contact us. Our contact details are set out on back cover of this FSG. Any changes to these details can be found at stgeorge.com.au/marginlending

Although we do not provide personal advice or recommend financial products, we may be required to provide you with a Product Disclosure Statement (PDS) or other disclosure documents if we issue or arrange the issue of a financial product to you. A PDS contains information about the features, benefits, risks and fees associated with the product. These documents will be provided to help you make an informed decision about whether the product is appropriate for you, given your objectives, financial situation and needs, and to comply with our obligations as a financial services licensee.

About St.George Bank

St.George Bank operates a Margin lending business trading under the registered business name 'St.George Margin Lending'.

St.George Bank is authorised by its Australian Financial Services Licence (AFSL) No. 233714, amongst other things, to give general financial product advice on, and to arrange or deal in the following products:

- standard margin lending facilities, securities and interests in managed investment schemes mortgaged to us to secure a margin loan.

St.George Margin Lending is part of the Westpac Group. The Westpac Group includes a number of companies that issue financial products and provide financial services such as funds management, insurance, margin lending, superannuation investment and administrative services, and financial planning and advisory services.

The registered office of Westpac Banking Corporation is Level 20, 275 Kent Street, Sydney NSW 2000.

A financial product acquired from or through St.George Margin Lending is not a deposit with, or any liability of, Westpac Banking Corporation ('Westpac') or any other company in the Westpac Group. Investment in a financial product is subject to investment risk, including possible delays in repayment or loss of income and principal invested. Neither Westpac nor any of its related entities stands behind or otherwise guarantees the capital value or investment performance of any financial product acquired through St.George Margin Lending.

Our financial services

What financial services do we provide?

St.George Margin Lending issues standard margin lending facilities and deals in securities and interests in managed investment schemes mortgaged to it to secure the margin loans it advances. St.George Margin Lending may in certain circumstances provide general advice about these products as well as for a limited range of derivatives (such as warrants).

Generally, this FSG does not relate to any services or products St.George Bank provides that are not financial services or financial products regulated under the *Corporations Act 2001* (Cth).

Who is responsible for the financial services you receive?

St.George Margin Lending will provide, and be responsible for, the financial services provided to you and described in this FSG. St.George Margin Lending will provide these financial services through our representatives who are employees of companies within the Westpac Group (Staff Members) and any authorised representatives appointed by us to provide financial services on our behalf.

St.George Margin Lending acts on its own behalf as a financial services licensee when providing financial services.

Will we give you personal advice that has regard to your objectives, financial situation and needs?

No. Any material provided to you by us will only contain factual information and general advice. This factual information or general advice does not take into account your particular objectives,

financial situation and needs. You should consider the appropriateness of the information or general advice, having regard to your particular objectives, financial situation and needs, before acting on this information or making any investment decision.

If you are considering acquiring a financial product, you should obtain a copy of the relevant PDS or prospectus before making any decision to do so.

General advice does not include any direct or implied recommendation that the products referred to are appropriate to the objectives, financial situation and needs of a particular person.

How can you give us instructions?

Generally, you or your representative may give us instructions in writing, by telephone, internet, email, fax or other means by pre-arrangement with us. How you give us instructions will depend on the services we provide to you.

Information about fees and other benefits

What fees or other benefits are received by us?

The fees, commissions and other benefits (collectively 'Fees') that St. George Margin Lending receives for providing a service to you depend on the service provided to you. Any Fees that are payable by you to us should, generally, be paid by direct debit, BPAY®, cheque or other means by prearrangement with us. The Fees received by St. George Margin Lending do not simply represent our profit margins but also go towards covering our costs and overheads.

® Registered to BPAY Limited ABN 69 079 137 518.

St. George Margin Lending does not receive any Fees specifically for financial services (such as general advice in relation to certain financial products) it provides. We may receive fees, commissions and other benefits including establishment fees, interest on St. George Margin Loans and out-of-pocket expenses such as registration and search fees and stamp duty ('Fees') as set out in the St. George Margin Loan documentation (including a Product Disclosure Statement).

You may request particulars of the remuneration (including commission) or other benefits that may be received in relation to financial services that may be provided to you within a reasonable time after you are given this FSG and before those services are provided to you.

What remuneration and other benefits are received by Staff Members?

Our employees are remunerated by salary from Westpac (or another company in the Westpac Group of companies) and do not directly receive any commissions or fees. Employees may be eligible for bonus payments based on achievement of personal business objectives such as staff member performance and overall team performance. Bonuses can be paid quarterly, bi-annually or annually by bonus payment, additional superannuation contributions or shares in Westpac.

To the extent permitted by law, Staff Members may also be rewarded with monetary and non-monetary performance benefits from time to time if they meet certain performance targets. Monetary payments to Staff Members are made by payment into an account nominated by the relevant Staff Member.

It is not possible to determine at any given time whether a Staff Member will receive the benefits referred to above or to quantify them.

Fees received by related entities and associations with product issuers

Companies within the Westpac Group manage, market, issue and provide financial products and services that you may acquire through, or as a result of, the services (other than financial services) we provide to you. You may also be able to acquire through, or as a result of, the services (other than financial services) we provide to you, financial products and services offered by companies unrelated to the Westpac Group. We may pass on up to 100% of the Fees to companies within the Westpac Group and external providers for providing these services.

The relevant Fees are paid to these third parties upfront when the service is provided or the product is issued or on an ongoing basis (paid when the service is provided or periodically, such as monthly, quarterly, half-yearly or yearly). The amount paid to these third parties may vary according to a number of factors such as the type of services provided and the identity of the third party providing the service.

When you invest in any product or service offered by a company within the Westpac Group or any company unrelated to the Westpac Group, that company may receive Fees in relation to your investment in that product or the provision of that service (which may include contribution fees, management fees, withdrawal fees and any other fees specified in the Product Disclosure Statement or other disclosure documents for the particular product or service).

Feedback and Complaints

Delivering on our service promise

We're constantly striving to provide the best possible service, and we'll do our best to resolve any concern you have quickly and fairly.

Our commitment to you

If you're ever unhappy about something we've done – or perhaps not done – please give us the opportunity to put things right.

Our aim is to resolve your complaint within 5 business days, however, where possible we will resolve your complaint on the spot. If we need some additional time to get back to you, we will let you know. Should we be unable to resolve your concern at your first point of contact, we will then refer the complaint to our dedicated Customer Managers.

Our Customer Managers are here to find a solution for you and will ensure that you're regularly updated about the progress we are making to resolve your complaint.

You can contact us:

Phone: 1300 304 065

Post: St. George Margin Lending, Reply Paid
1467, Royal Exchange NSW 1224

Online: Using the secure feedback form
[eforms.stgeorge.com.au/olfmu/eforms/
ConsumerFeedback/#/welcome](https://eforms.stgeorge.com.au/olfmu/eforms/ConsumerFeedback/#/welcome)

For further information go to our website and search 'Feedback and Complaints'.

If you are still unhappy

If you are not satisfied with our response or handling of your complaint, you can contact the external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA).

Australian Financial Complaints Authority

AFCA provides a free and independent service to resolve complaints by consumers and small businesses about financial firms (e.g. banks), where that complaint falls within AFCA's terms of reference.

The contact details for AFCA are set out below.

Australian Financial Complaints Authority

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Post: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

How we manage our compensation arrangement

Where we are liable to meet a claim, payment will generally be paid from our cash flows and available resources.

For claims, we may rely on and claim under the professional indemnity insurance that we hold. These insurances are between us and the insurer and are intended to respond to civil liability resulting from significant claims for compensation made against us for financial services provided by us or our representatives. These insurances provide cover even if one of our representatives has ceased to act or work for us. Our compensation arrangements comply with the arrangements required by ASIC.



St.George acknowledges the traditional owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respect to Australia's First Peoples, and to their Elders, past and present.

Things you should know: We take our disclosure responsibilities seriously. This document contains the Financial Services Guide issued by St.George Bank - A Division of Westpac Banking Corporation. Please consider this FSG carefully, and keep this document in a safe place so you can refer to it later. © St.George Bank - A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714. WBCST21014 0323