

The Hudson Institute a guide to our relationship with you and others

F I N A N C I A L S E R V I C E S G U I D E

The Financial Services referred to in this guide are offered by:

Mainview Securities Pty Ltd
ABN 18 078 484 456
trading as The Hudson Institute
22 Mayneview Street, Milton Qld 4064
Ph: 1800 804 296
Australian Financial Services Licence No: 241177

Version 11.2 - 13/12/2011

This guide contains important information about:

- ❖ The services we offer you
- ❖ How we and our associates are paid
- ❖ Any potential conflict of interest we may have
- ❖ Our internal and external dispute resolution procedures and how you can access them

This guide should help you decide whether to use any of the financial services we provide.

Before we make any recommendations to you we need to make sure that the advice given is appropriate to your financial situation. We must make reasonable enquiries about your current financial situation and your future needs. When we give you financial advice we will send you a *Statement of Advice*.

In the *Statement of Advice* we will tell you about:

- ❖ Our fees and commissions
- ❖ Any associations we have with Financial Product issuers or other parties that may have influenced the advice we give you.

If we recommend or arrange for you to acquire a financial product we will also provide you with a product disclosure statement (PDS) containing information about the particular products, features, restrictions and fees. This will enable you to make an informed decision about whether to acquire that product.

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Who is my adviser?

Your Financial Adviser will be assigned to you once you have become a member of Mainview Securities T/A The Hudson Institute.

The education and experience of all our financial advisers (all are authorised representatives) can be found at our website www.hudson-institute.com.

If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions on an 'execution-only' basis.

If you do not obtain advice, you face the risk that the Financial Product/s you select will not fully take into account your objectives, financial situation or needs.

Who is responsible for the financial services provided?

Mainview Securities *trading as* the Hudson Institute are responsible for the financial services provided including the distribution of this Financial Services Guide (FSG).

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Do you have any relationships or associations with Financial Product issuers?

Mainview Securities *trading as* The Hudson Institute is privately owned and not part of any financial institution.

What kinds of Financial Services are you authorised to provide me and what kinds of Financial Products do those services relate to?

Mainview Securities provides is licensed to provide advice on and deal in the following products:

- Managed Fund Investments
- Direct Property Investments
- Fixed Interest Investments
- Superannuation
- Retirement Planning
- Direct Share Investment – implemented through our strategic stockbroking alliances.
- Risk Insurance – Term Life, TPD, Trauma and Income Protection
- Standard Margin Lending Facilities

Note: The Hudson Institute and that of its authorised representatives, are not registered tax agents and accordingly, all clients should consider taking advise from a registered tax agent before seeking advice that may impact on their tax obligations, liabilities or entitlements.

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What information should I provide to receive personalised advice?

You must complete a **Personal Financial Profile (PFP)** to provide us with a list of your personal objectives, details of your current financial situation and any relevant information, so that we can offer you the most appropriate advice possible.

You have the right to tell us if you do not wish to provide this information. However, if you do not, the advice you receive will be only general advice and may not be appropriate to your needs, objectives and financial situation.

You should read the warnings contained in the *Statement of Advice* carefully before making any decisions relating to the Financial Product/s.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal financial profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a privacy policy that will ensure the privacy and security of your personal information. A copy of our privacy policy is enclosed for your information.

If you wish to examine your file please ask us. We will make arrangements for you to do so.

How can I give you instructions about my Financial Product/s?

You may tell us how you would like to give us instructions. For example by telephone, fax or other means such as email.

If we provide you with execution related telephone advice, you may request a record of the execution related telephone advice, at that time or up to seven (7) years after providing the advice.

How will I pay for the services provided?

You may pay us a fee. Alternatively, we may receive a payment called brokerage, which is paid to us by the Financial Product issuer/s.

We will give you a *Statement of Advice* containing details of our fees and any payments made to us by a Financial Product issuer.

How are any commissions, fees or other benefits calculated for providing the Financial Services?

Generally the payment we receive will be based on the amount you invest. It may vary from one Financial Product issuer to another.

If you receive personal advice from us, we will tell you about any commissions, fees and any other benefits, where possible in percentage format and actual dollar amounts in the *Statement of Advice*. The *Statement of Advice* will tell you in writing about any commissions, fees and any other benefits we may receive from the financial product issuers. Your Adviser will give you this *Statement of Advice* before we proceed to act on your instructions. Your Adviser will also explain the various payment options:

- We may be paid by the financial product issuer at the time you invest or contract, and during the life of your investment or contract.
- We may charge you a fee, depending on the time we spend developing your plan, or depending on the value of funds you invest.
- We may charge you a fee on an ongoing basis.
- We may receive ongoing payments or other benefits from the financial product issuer.

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Where you choose to pay us via an hourly rate calculation or an agreed fixed fee we will produce a quote for the cost of advice we will provide you prior to commencing any work. Generally the hourly rate for your adviser will be between \$220 and \$330 per hour. The hourly rate for support staff will be between \$110 and \$220. These rates include GST.

Where we take commission on funds invested we may be paid up to 5% from the fund manager with whom your funds are invested. This means that if you invest \$10,000, we may receive up to \$500 as an initial commission. For retail products we may also be paid a trailing commission payment each year from the fund manager of up to 1.10% per annum including GST (i.e. up to \$110 per annum on \$10,000 invested), payable either monthly, quarterly, half-yearly or annually. Trailing commission will generally be paid for as long as you continue to own the investment and we remain the appointed advisers.

All commissions from fund managers are paid directly to the licensee after we have provided our advice and service to you. Details of the payments we receive are usually also contained in the Product Disclosure Statements for the financial product.

In relation to our Insurance policies, unless we advise you otherwise, we are remunerated by commission from the relevant insurer whenever you enter into an insurance policy arranged by us (including renewal and some variations). The commission is a percentage of the insurer's base premium (that is the premium excluding stamp duty and any other government charges). The commission ranges between 0% and 110% in the first year and 0% and 35% per annum in subsequent years. The commission paid to us is utilised to cover our ongoing administration costs in relation to the insurances we recommend. The commission is paid by the product provider and is not an additional charge to you. All of the above fees and commissions are inclusive of GST.

Will anyone be paid for referring me to you?

Where you have been referred to us by someone else, if we pay them a fee or commission in relation to that referral, we will tell you in the *Statement of Advice* who will receive that fee or commission and the amount they will receive.

Are we adequately insured?

Hudson Institute's professional indemnity insurance arrangements satisfy the compensation arrangements required under section 912B of the Corporations Act and includes cover for claims against former representatives, whilst they acted for Mainview Securities Pty Ltd.

What should I do if I have a complaint?

If you are dissatisfied with our services, you should contact your assigned adviser or Bianca Usher on 1800 804 296, or put your complaint in writing and send it to us at GPO Box 1875, Brisbane QLD, 4001.

We will try to resolve your complaint quickly and fairly, and will endeavour to provide you with a resolution no longer than 45 days after your initial enquiry.

If you are still not happy or if we do not respond within 45 days you have the right to refer the matter to The Financial Ombudsman Service (FOS) with whom we hold membership. They can be contacted on 1300 780 808, or by mail at GPO Box 3 Melbourne, VIC 3001, or by fax on (03) 9620 7666.

The Australian Securities and Investment Commission (ASIC) can also be contacted on 1300 300 630 or at www.asic.gov.au to make a complaint or to obtain information about your rights. We do however encourage you to contact us directly first to endeavour to resolve matters more quickly.

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PRIVACY POLICY

Mainview Securities Pty Ltd (ABN 18 078 484 456) has an Australian Financial Services Licence (AFSL 241177) and trades under the name of The Hudson Institute. You can contact us in writing at GPO Box 1875, Brisbane Qld 4001, by visiting our website at www.hudson-institute.com, via email to helpdesk@hudson-institute.com, or by phone on 1800 804 296. At The Hudson Institute we aim to provide the best possible service and in doing so we are committed to protecting your privacy.

What does “personal information” mean?

Personal information is any information about you that identifies you or by which your identity can be reasonably determined.

What information do we collect and why do we collect it?

When you contact us and follow-up is required we will ask you for your name, mailing address, email address and contact telephone numbers. These details are required for ongoing contact with you.

When you join our Hudson Membership we will require the following details: your gender, date of birth, occupation details, your income, your budget/cashflow, your assets and liabilities, your risk profile, your investments, your superannuation details, your goals and any other relevant financial information as required on finance, insurance and managed fund applications.

The information is collected so that our Financial Advisers, and Finance and Insurance Consultants can analyse your financial situation and make the most appropriate recommendations. Also the requirement to collect this information falls under the “Know your client” rule as legislated by the Australian Securities and Investment Commission.

How do we collect personal information?

We collect the information by speaking with you over the phone, from your emails and letters, by you completing our various forms such as the Hudson Membership Enrolment Form, the Personal Financial Profile and the Finance, Insurance and Managed Fund application forms.

How do we use the information we collect?

The information we collect is used to provide you with our Financial Planning services and the components of your Hudson Membership. Your personal contact details are used to make regular contact with you. Your personal financial details are used by your Financial Adviser to assess your financial situation and make recommendations to you.

We may also use the personal information that we collect to notify you of updates and changes to the services and products offered by us or by any of our partners.

Do we disclose your personal information to anyone?

Hudson may disclose your personal information in certain circumstances. We do not disclose your personal information to any party without your permission to proceed with a recommendation.

The circumstances under which we disclose personal information are:

- Applications for Finance and Loans
- Applications for Insurance

- Applications for Managed Funds
- Referrals to our property partners
- Mail service providers for the mailing of Hudson Membership letters
- If required by law
- If there is a special circumstance and we have your written permission

Can you access the personal information we hold about you?

You may request access to any of the personal information that we hold about you. To make a request you can contact us by mail at GPO Box 1875, Brisbane Qld 4001, by following the 'Contact Us' link on our website at www.hudson-institute.com, by email to helpdesk@hudson-institute.com, or by phone on 1800 804 296.

To access your personal details you will need to quote your membership number and answer some other personal questions to confirm your identity. You cannot access the information about any other member.

How do we protect your information and ensure it is accurate?

Only our staff members, who are employed under confidentiality agreements, have access to your personal details. The administrative systems used to manage your personal information are secure and protected against unauthorised access. All hard copies with your personal details are protected in our secure filing system.

We also try to ensure that the information we hold about members remains accurate, complete and up-to-date. We will try to contact you at least once per year to check your details are still accurate, and when you make contact with us, we will check that your details are still accurate.

Who should you contact if you have any questions regarding our Privacy Policy?

If you have any questions regarding our Privacy Policy you can contact:

David Heffernan or Phillip McGann by phone on 1800 804 296, by email to helpdesk@hudson-institute.com, or by mail to GPO Box 1875, Brisbane Qld 4001.

Can you complain about a breach of your privacy?

If you believe we have not protected your personal information as set out in this privacy policy you may lodge a complaint with us in any of the following ways:

Address your complaint to David Heffernan or Phillip McGann or and make contact by phone on 1800 804 296, by email to helpdesk@hudson-institute.com, or by mail to GPO Box 1875, Brisbane Qld 4001.

What if you are not satisfied with our response?

If you are not satisfied with the result of your complaint to Hudson, you can refer your complaint to the Federal Privacy Commissioner. You can contact the Federal Privacy Commissioner by phone on 1300 363 992 or write to Director of Complaints, Office of the Federal Privacy Commissioner, GPO Box 5218, Sydney. NSW. 1042.

Policy dated: 13 December 2011