



Financial Services Guide

Lonsec Investment Solutions

03 | 10 | 2019

01 Financial Services Guide

This Financial Services Guide (FSG) has been prepared by Lonsec Investment Solutions Pty Ltd and approved for issue by Lonsec Research Pty Ltd ABN 11 151 658 561 (Lonsec Research), holder of Australian Financial Services Licence No. 421445, to assist you in determining whether to use the financial services and products of Lonsec Investment Solutions. This is an important document and you should read it carefully.

1.1 What is a Financial Services Guide?

This document has as its main purpose to:

- Tell you more about us;
- Help you to decide whether to use any of the financial services we provide;
- Inform you of how we are paid;
- Compensation arrangements; and
- How we manage complaints

1.2 About Our Licensee, Lonsec Research and the Services Provided

Lonsec Research provides in-depth, investigative investment research across a broad range of listed and unlisted investments. Lonsec Research is a wholly owned subsidiary of Lonsec Holdings Pty Ltd (ABN 41 151 235 406).

Contact Details

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Level 7, 90 Collins Street
Melbourne VIC 3000

Tel: 1300 826 395

Mail: PO Box 46 Collins Street West Vic 8007

Email: info@lonsec.com.au

www.lonsecresearch.com.au

1.3 About Lonsec Investment Solutions

Lonsec Investment Solutions is an authorised representative of Lonsec Research Pty Ltd. Our representative number is 1236821. We have two offices one is Sydney at Level 21 200 George St and the other in Melbourne at Level 7 90 Collins St.

You can telephone either office using 1300 826 395.

1.4 What kind of financial services can Lonsec Investment Solutions provide?

Lonsec Investment Solutions is authorised under Lonsec Research's Australian Financial Services Licence to provide general financial product advice to retail and wholesale clients on the following types of financial products:

- Securities
- Deposit and payment products limited to basic product products
- Derivatives
- Interests in managed investment schemes including investor directed portfolio services
- Superannuation and Retirement savings products
- Foreign exchange products

Lonsec Investment Solutions is also authorised to arrange the issue, variation, disposal or acquisition of, or an application for, the above types of products for or by retail and wholesale clients.

We use this authorisation to assist Licensees and their representatives with a range of Managed Portfolios and SMAs with different exposures depending on your investment objectives, investing in either direct securities or managed funds. Where the existing options are not relevant to a Licensee's and Representative's client then Lonsec Investment Solutions will use their skills and knowledge back with Lonsec Research to provide that Licensee or Representative with a Tailored Managed Account Service. We do not engage directly with a Licensee or Representative client. Furthermore, we do not hold any investments or client money.

1.5 Provision of general advice

Any advice that Lonsec Investment Solutions provides is of a general nature and does not take into account an individual's financial situation, objectives or needs. Individuals should, before acting on the information, consider its appropriateness having regard to their own financial objectives, situation and needs and if appropriate, obtain personal financial advice on the matter from a financial adviser. Before making a decision regarding any financial product, individuals should obtain and consider a copy of the relevant Product Disclosure Statement from the financial product issuer.

1.6 How Lonsec Research is paid

Lonsec Investment Solutions receives for the management of the investments that make up the Managed Portfolio. The fees can range from .01% up to 0.5% depending upon the complexity of the investments, performance of the markets, economic conditions and activity of transactions in an endeavour to achieve the purpose of the Portfolio. The individual product profiles for the different Managed Portfolios will have the relevant fees disclosed in the Investment Fees Section.

Where we provide a tailored solution for a Licensee or Representative there will also be a consulting fee charged for the initial work to establish the tailored Managed Portfolios which will be negotiated between Lonsec Investment Solutions and the interested party.

Lonsec Investment Solutions receives fees under separate arrangement for providing investment consulting advice to clients, which includes model portfolios, approved product lists and other financial advice, these fees are agreed prior to provision of the services.

Lonsec Investment Solutions staff are paid a salary and do not receive any commissions or fees. Sales staff may have a sales commission plan, relevant to sales to Wholesale customers, as offered by Lonsec from time to time at its discretion. Staff may be eligible for a bonus payment in certain circumstances. Bonus payments are discretionary and are not guaranteed.

1.7 How do we manage our compensation arrangements?

Lonsec Investment Solutions is included as an insured under the Professional Indemnity insurance arrangements that its Licensee, Lonsec Research has in place to compensate clients for loss or damage because of breaches of any relevant legislative obligations by Lonsec Investment Solutions or its representatives which satisfy section 912B of the *Corporations Act 2001*.

1.8 What should you do if you have a complaint?

If you have a complaint about Lonsec Investment Solutions, please contact Lonsec Investment Solutions and we will endeavour to resolve it with you. If you do not wish to engage with us, then you can contact our Licensee, Lonsec Research. Lonsec Research has an internal complaints handling process that is designed to ensure that an individual's concerns are treated seriously, and that the complaint is addressed promptly and fairly. A complaint may be lodged either verbally or in writing and will be dealt with in strict confidence. If an individual has a complaint about the service provided by Lonsec Research, the complaint should be notified to:

Complaints Manager

Lonsec Research Pty Ltd
PO Box 46, Collins Street West, Vic 8007

Tel: 1300 826 395

Email: Complaints@lonsec.com.au

An individual may request further information about Lonsec Research's internal complaints handling procedure at any time. If an individual is not satisfied with the outcome of their complaint or has not received a response within 45 days, the individual can complain to the Australian Financial Complaints Authority (AFCA).

AFCA provides an independent dispute resolution service and can be contacted on:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail:

Australian Financial Complaints Authority
GPO Box 3
Melbourne, Victoria, 3001.

ASIC also has a free call info line: **1300 300 630**, which you can use to make a complaint about us.

This FSG was prepared on 03 October 2019.