

# Financial Services Guide

Prepared 30 November 2011



## The purpose of this document

The purpose of this Financial Services Guide (FSG) is to provide you with information about the financial services offered by eo Pty Ltd (ABN 53 000 013 276). We are required by law to provide you with a FSG before we provide a financial service to you. The purpose of this FSG is to assist you in deciding whether to use the financial services we provide. It also contains information about how eo Pty Ltd and its authorised representatives (Representatives) are paid and details of how we deal with complaints.

You may also receive a Product Disclosure Statement (PDS) in relation to the financial services we provide. If you are a current or prospective participating employer or member, we may give you a PDS for a superannuation or pension product, which will help you to decide whether to acquire or continue to hold that product or to make financial decisions about the product. Information about the features, benefits, risks and costs of any financial product is contained in the PDS for the product.

References to "we", "our" and "us" in this FSG are references to eo Pty Ltd.

### Who provides the financial service and how

eo Pty Ltd holds an Australian Financial Services Licence (AFSL) under the Corporations Act 2001 (AFSL 232501).

eo Pty Ltd provides financial services through its Representatives. Its Representatives are employees of a related entity, eo Financial Services Pty Ltd (ABN 57 103 181 844) (eo Financial Services) and have been authorised to provide financial services in accordance with eo Pty Ltd's AFSL. eo Pty Ltd has authorised the distribution of this FSG by its Representatives.

eo Pty Ltd and eo Financial Services Pty Ltd are part of the eo Group of Companies.

eo Pty Ltd has an agreement with Professional Associations Superannuation Limited (PASL) to provide financial services to current or prospective participating employers and members of PASL's financial products. These financial services are conducted under eo Pty Ltd's AFSL.

eo Pty Ltd is responsible for the financial services provided by it or its Representatives under this FSG.

### Who are our Representatives?

Our Representatives are employees of eo Financial Services and are referred to as Member Services Consultants or Relationship Managers.

Member Services Consultants assist current members of PASL's financial products with understanding and managing their super whilst Relationship Managers assist current participating employers with understanding and managing their superannuation obligations for their employees.

Relationship Managers and Member Services Consultants also undertake business development activity by facilitating or assisting new employers and members to participate in PASL's financial products.

### The financial services we provide

We provide general financial product advice about superannuation products (including pensions) and related life and disability insurance. We also arrange for people to acquire or dispose of these products. Specifically, we provide these services to current and prospective members and participating employers of the following financial products: RecruitmentSuper, Accountants Super, Australian Enterprise Super and SMARTpension.

RecruitmentSuper, Accountants Super, Australian Enterprise Super and SMARTpension are divisions of Professional Associations Superannuation Fund (PASF), a public offer regulated superannuation fund of which PASL is the trustee.

We do not provide financial services in relation to any other superannuation products.

Any advice we provide is general financial product advice which does not take into consideration your objectives, financial situation or needs. For this reason, before making a decision about a PASF financial product, you should consider the appropriateness of the advice having regard to your own situation and consider the PDS for the product.

### Cost of financial advice - how we are paid

eo Pty Ltd does not receive any fees, commissions or benefits in respect of or attributable to the financial services provided to you.

eo Financial Services will receive fees of 2% - 4% of the fees and costs charged by PASL to members of RecruitmentSuper, Accountants Super, Australian Enterprise Super and SMARTpension in the 2011/2012 financial year for providing the financial services covered by this FSG. These fees are included in the fees and costs charged by PASL to members of RecruitmentSuper, Accountants Super, Australian Enterprise Super and SMARTpension. The fees payable to eo Financial Services are subject to indexation according to movements in the Consumer Price Index each year. The fees may also vary depending on the number of members in these funds and actual total fees and costs incurred by the funds.

Representatives are paid a salary by eo Financial Services. Other employment costs (such as ongoing training) are paid by eo Financial Services. Representatives may receive bonuses from eo Financial Services relevant to the financial services provided to you (see 'Remuneration for Representatives' below).

The directors of eo Pty Ltd are paid a salary. They do not receive commissions, fees or bonuses for the financial services provided to you.

We note that where the financial services we provide result in an increase in assets under management in RecruitmentSuper, Accountants Super, Australian Enterprise Super and SMARTpension, the amount of fees payable to PASL (which are calculated as a percentage of fund assets) will increase.



With respect to Accountants Super only, PASL receives 15% of total premiums paid for Death, Total and Permanent Disablement and Income Protection insurance from the insurer. This is included in insurance premiums paid by members of Accountants Super. PASL may pay some or all of this remuneration to financial advisers.

### Remuneration for Representatives

Representatives are salaried employees of eo Financial Services.

Relationship Managers may receive bonuses from eo Financial Services based on prescribed criteria including the following major criteria:

- Signing up a new employer sponsor to PASF
- Employer contributions reaching specified levels
- Year-on-year increases in employer contributions
- Signing up a 'significant' new employer sponsor to PASF (based on 'key client' criteria).

Each of these bonuses is paid as a specified dollar amount or based on a specified formula and the aggregate bonus able to be earned is not subject to any cap.

Member Services Consultants may receive bonuses from eo Financial Services based on prescribed criteria including the following major criteria:

- Facilitating rollovers into PASF at, or exceeding, a specified aggregate amount
- Facilitating the commencement of SMARTpension accounts at, or exceeding, a specified aggregate amount
- Undertaking a minimum number of consultations with members per month.

Exceeding these base performance benchmarks by 25% or more will result in an additional performance bonus becoming payable. The total bonus payable to Member Services Consultants is capped at 35% of annual base salary.

You may request further details about bonus payments relevant to the financial services to be provided to you. The request must be made within a reasonable time after you are given this FSG and before any financial service is provided to you.

The remuneration paid to Representatives does not result in any additional fees or costs being charged for membership in PASF.

### Do we pay others?

There are no fees, commissions or benefits paid to persons who refer clients to eo Pty Ltd in connection with the financial services it provides.

PASL may pay an 'Adviser Service Fee' to financial advisers (deducted from a relevant member's account in PASF) if there has been agreement to do so either from the member or their employer sponsor in relation to services performed by the financial advisers. This applies to the Accountants Super division only.

eo Pty Ltd may pay a Financial Advice Allowance to approved financial advisers in relation to SMARTpension. This allowance is to subsidise the cost of a financial plan for members where that

plan results in the establishment of a SMARTpension account. This is included in the fees and costs payable by SMARTpension account holders.

### Relationships or associations

PASL is the issuer of superannuation interests in PASF, including RecruitmentSuper, Accountants Super, Australian Enterprise Super and SMARTpension which form divisions of PASF.

From 26 October 2009, eo Pty Ltd, eo Financial Services and PASL have two common directors. Representatives of eo Pty Ltd are employed by eo Financial Services. PASL has engaged eo Pty Ltd to provide general financial advice, marketing and sales services for PASL. Any financial services provided by eo Pty Ltd for PASL, are provided under eo Pty Ltd's AFSL and are the responsibility of eo Pty Ltd.

### Compensation arrangements

We have professional indemnity insurance arrangements in place. These arrangements are designed to cover claims for loss or damage related to breaches of certain obligations in the Corporations Act 2001 by eo Pty Ltd or its Representatives including those who no longer represent eo Pty Ltd (but who did at the time of the relevant conduct). The payment of compensation under the insurance cover is subject to the terms and conditions of the indemnity insurance policy.

We believe these insurance arrangements satisfy the requirement for compensation arrangements under section 912B of the Corporations Act 2001.

### Complaints about advice provided by eo Pty Ltd

If you have an enquiry or complaint about the general financial product advice provided by eo Pty Ltd or one of its Representatives, you should:

1. Contact us on (03) 8605 4400
2. If you are not satisfied with the result, you should send a written complaint (marked NOTICE OF COMPLAINT) to The Complaints Officer, eo Pty Ltd at PO Box 16041 Melbourne VIC 8007
3. If you're still not satisfied (or haven't received a reply within 45 days), you may have the right to take your complaint to the Financial Ombudsman Service (FOS).

FOS is an independent body set up to assist consumers in the resolution of complaints relating to the financial services industry.

FOS may be able to assist you to resolve your complaint but will only become involved after you have made use of eo Pty Ltd's own complaints processes. FOS can be contacted on 1300 780 808.

### How to contact us

Phone: 03 8605 4400

Post:

eo Pty Ltd

PO Box 16041

Melbourne VIC 8007

Fax: 03 8605 4499

Email: [compliance@eofs.com.au](mailto:compliance@eofs.com.au)

