

Who we are

This Financial Services Guide (**FSG**) is provided by OpenInvest Limited, ACN 614 587 183, Australian Financial Services Licence (**AFSL**) 504 155 (referred to throughout this FSG as OpenInvest, we, our or us).

OpenInvest is the Responsible Entity and OpenInvest Holdings Limited ACN 618 128 859 is the Administrator of the OpenInvest Portfolio Service ARSN 628 156 052 (Service), an IDPS-Like managed investment scheme that is registered with ASIC. OpenInvest is responsible for providing the financial services as set out in this FSG.

What is the purpose of this Financial Services Guide?

This FSG is designed to help you decide whether to use any of the financial services offered by OpenInvest. It contains important general information about:

- ▶ who we are;
- ▶ what financial services we are authorised to provide;
- ▶ who is eligible to receive financial services from us;
- ▶ how you access and interact with our services
- ▶ how we are remunerated;
- ▶ who are our associates and related parties;
- ▶ how we deal with your privacy;
- ▶ how we deal with anti-money laundering obligations;
- ▶ how we deal with complaints;
- ▶ what further information is available about our services; and
- ▶ how we may be contacted.

What financial services are we authorised to provide?

OpenInvest holds an AFSL because some of its activities relate to financial services and products as defined by the Corporations Act 2001 (Cth). OpenInvest has no intention of using its AFSL for any purpose other than to provide the products and services within its area of expertise and as permitted under its AFSL.

OpenInvest is authorised under its AFSL to provide general financial advice and dealing services in relation to a range of financial products including basic deposit products, securities and units in managed investment schemes.

OpenInvest is also authorised to operate the Service as responsible entity. For more information about the Service please refer to the relevant Product Disclosure Statement (PDS) which is available to anyone as part of the sign-up process. The PDS contains information about the Service including its key features and benefits, risks, how it works, as well as the costs, fees and charges that OpenInvest and other parties may receive and what your rights and obligations are as an investor.

OpenInvest is not authorised to provide personal financial advice. We will never provide advice or make recommendations to you about whether the Service is suitable for you or what model portfolio you should choose, having regard to your personal investment objectives, needs or circumstances. Should you require further assistance in determining whether an investment in the Service is right for you, you should seek the services of a financial adviser.

Who is eligible to receive financial services from us?

Investment in the Service is only open to people who are at least 18 years of age, are an Australian resident for tax purposes and have an Australian residential address. As an investor you can make changes to your account and update your details via the website or by calling us.

How you access and interact with the Service?

You can invest in the Service by completing an online application.

What are our fees?

If you invest in the Service, OpenInvest will deduct fees from your account as per the relevant PDS. OpenInvest will retain a portion of those fees as remuneration for administering the Service, and will pay a portion of the fees deducted to relevant manager(s) for making investment decisions. OpenInvest may also pay a portion of those fees to a partner entity as distributor of the Service. Please refer to the relevant PDS and associated Investment Menu for more details.

OpenInvest may also receive once-off (establishment) and annual membership fees from participating managers from time to time, that are intended to cover the costs of administration, due diligence and marketing activities in relation to the Service.

Who are our associates and related parties?

OpenInvest is wholly owned by its parent company OpenInvest Holdings Limited.

It has appointed various service providers including managers, partners, stockbroker(s), custodian(s) and auditor(s) who provide services to OpenInvest for service fees. Our partners are authorised to distribute the Service.

How we deal with your privacy

Our Privacy Policy detailing our handling of personal information is available on www.openinvest.com.au. The Privacy Policy outlines how we collect, use, protect, and disclose your personal information. It also explains how you can access your personal information and have it amended, as well as who you can contact should you have an enquiry or complaint.

How we deal with Anti-Money Laundering and Counter-Terrorism Financing

We have regulatory and compliance obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML Laws). AML Laws are intended to regulate financial services transactions in a way that will help detect and prevent money laundering and terrorism financing.

The online application process for the Service requires you to provide us with such information on your identity as we require in order to verify your identity. This includes your full name, residential address and details of your identification documents (i.e. your drivers' licence or passport). The verification of individuals may be conducted electronically whereby your details are matched against personal details on Government databases. If you are investing through an SMSF, trust or company, we will require certain additional information (for instance, an ABN or ACN) which must be verified as well.

At times, we may be legally obliged to disclose the information and documentation you supply to third parties and/or law enforcement agencies, including the Australian Transaction Reports and Analysis Centre.

How we deal with complaints

If you have a query or complaint, you can either:

- ▶ call OpenInvest on 1800 954 549 between 8:00am and 6:00pm AET;
- ▶ write to us at OpenInvest
PO Box 3038 Auburn VIC 3123; or
- ▶ email us at: complaints@openinvest.com.au

Please provide us with all information relevant to the complaint that is in your possession or control. We will acknowledge receipt of the complaint as soon as practicable within 1 business day of its receipt.

We will deal with any complaint and respond to you as soon as practicable and may ask you for further information that we think is necessary to enable us to properly consider the complaint. If we cannot resolve the matter within 30 days of receiving your complaint we will provide a written explanation to explain our assessment.

If your complaint is not dealt with to your satisfaction within this timeframe, you may refer your complaint at no cost to the Australian Financial Complaints Authority (AFCA) of which we are a member and which is an independent entity.

The contact details for AFCA are:

Mail: GPO Box 3, Melbourne, Victoria, 3001
Telephone: 1800 931 678
Website: www.afc.org.au
Email: info@afc.org.au

Compensation and insurance arrangements

OpenInvest has professional indemnity insurance in place which complies with the requirements of s912B of the Corporations Act 2001 and covers claims which might arise from:

- ▶ current representatives and employees;
- ▶ representatives and employees who no longer work for OpenInvest, but who did at the time of the relevant conduct.

Where can I access further information about your services?

This FSG contains general information about the financial services that we provide.

For more information about the Service please refer to the relevant PDS and associated Investment Menu.

Contact

OpenInvest Limited

ACN 614 587 183 | AFSL 504 155
PO Box 3038, Auburn VIC 3123

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