

# FINANCIAL SERVICES GUIDE

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Issued By iInvest Securities Pty Ltd ACN 159 630 430 Corporate Authorised Representative No. 431611 of Zodiac Securities Pty Ltd ACN 142 982 554

AFSL No. 398350

[www.iinvestsecurities.com.au](http://www.iinvestsecurities.com.au/)

**FINANCIAL SERVICES GUIDE**

**Contents of this FSG**

This Financial Services Guide (‘FSG’) is an important document that iInvest Securities Pty Ltd (‘iInvest Securities’, ‘we’, ‘us’, or ‘our’) is required to provide to its clients and contains information about iInvest Securities and the financial products and services offered.

iInvest Securities (ACN 159 630 430) is a corporate authorised representative of Zodiac Securities Pty Ltd (ACN 142 982 554) (“Zodiac Securities”), which holds an Australian Financial Services Licence (AFSL 398350). As the authorising licensee, Zodiac Securities is responsible for the financial services we provide to you. The distribution of this FSG by iInvest Securities has been authorised by Zodiac Securities.

This FSG provides details as to the services and products we provide and additionally provides information about:

* Who we are and our contact details
* Who we act for when providing the financial services
* What licensed markets and clearing and settlement facilities we participate in
* The financial services and products we are authorised to provide to you
* Other documents you may receive relating to the financial products or services we offer
* The remuneration or other benefits we, our staff or other relevant parties receive
* Information about our associations or relationships and potential conflicts of interest
* Our privacy policy
* Our compensation arrangements
* Our dispute resolution procedures

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**Who are we?**

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iInvest Securities is a Corporate Authorised Representative of Zodiac Securities. We are authorised to provide financial advisory services to retail and wholesale clients.

We provide a non-advisory, execution- only service to our clients or a general financial advisory service. General Advice is factual information in relation to a particular stock, sector or the market generally and is provided to you without taking into account any specific details of your personal situation. That is, the advice will be “general” in nature and may not be appropriate to your objectives, financial situation and needs. Examples of general advice are where we provide you with research reports, trade ideas, market commentary and option pricing information.

General advice means that the advice has been prepared without taking into account any of your objectives, financial situation or needs. Because of that, you will not receive a Statement of Advice (SOA) and you should, before acting on the advice, consider the appropriateness of the advice, having regard to your own objectives, financial situation and needs.

We will typically engage D2MX Pty Ltd (ABN 98 113 959 596) as our broker to provide execution services, and Pershing Securities Australia Pty Ltd (ABN 60 136 184 962) as our clearer to provide settlement and clearing services, for our clients in financial products including, but not limited to, securities, exchange traded options and interests in managed investment schemes.

We may also engage other ASX Participants to provide an execution and clearing service for our clients, from time to time. We will advise you if we do.

iInvest Securities have also engaged the independent services of Sequoia Asset Management and Sequoia Superannuation (“Sequoia”) for the establishment of, and the ongoing provision of administration, taxation and investment services for clients who establish a self-managed superannuation fund (SMSF) with Sequoia.

We may also refer you to an independent insurance agent, Agent for Life Pty Ltd (“Agent for Life”), so that you can consider your SMSF insurance needs. Agent for Life is not affiliated with any particular insurance company. but will pay iInvest Securities a referral fee if you choose to take out an insurance policy with Agent for Life.

## Contact details?

### iInvest Securities Pty Ltd and Zodiac Securities Pty Ltd contact details are:

Street Address: 11 West Street

BURLEIGH HEADS QLD 4220

Postal Address: PO BOX 1092

BURLEIGH HEADS QLD 4220

Telephone: 1300 213 447

 (07) 5520 8788 (8.30am-5pmEST)

Fax: (07) 5520 8799

1. mail: info@iinvestsecurities.com.au

Website: [www.iinvestsecurities.com.au](http://www.iinvestsecurities.com.au/)

## Financial Services provided?

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iInvest Securities is authorised to provide a broad range of financial services. We provide a non-advisory, execution- only service to our clients, where you instruct us to buy or sell a financial product on your behalf. Our execution-only service involves receiving your trade instruction and placing those instructions with a broker to be executed, cleared and settled. We typically engage with D2MX Pty Ltd to provide this service.

We also provide an advisory service (general financial product advice)) in respect of a range of financial products and services.

## The financial services and products we are authorised to provide?

iInvest Securities is authorised by Zodiac Securities to provide the following financial services to retail and wholesale client’s pursuant to Zodiac Securities’ AFSL (398350). These services include:

* + Providing financial product advice for the following classes of financial product:
		- Deposit and payment products limited to
		- basic deposit products and deposit products other than basic deposit products
		- Debentures, stocks or bonds issued or proposed to be issued by a government
		- Securities
		- Derivatives
* Interests in managed investment schemes (‘MIS’) including investor directed portfolio services
* Standard margin lending facility; and
* superannuation
* Deal in a financial product by:

Applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of financial products:

* Deposit and payment products limited to basic deposit products and deposit products other than basic deposit products
* Debentures, stocks or bonds issued or proposed to be issued by a government
* Securities
* Derivatives
* Interests in MIS including investor directed portfolio services
* Standard margin lending facility; and
* Superannuation, to retail and wholesale clients.

Your adviser is authorised to give you general financial product advice and deal for you on each of the financial products once they have completed their industry training and continue to complete their Kaplan continuing professional development (CPD) requirements and where they are authorised in writing by iInvest Securities.

You may ask your adviser which specific financial products they are authorised to advise and deal in.

##  How can you transact with us?

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We will typically engage D2MX Pty Ltd (ABN 98 113 959 596) as our broker to provide execution services, and Pershing Securities Australia Pty Ltd (ABN 60 136 184 962) as our clearer to provide settlement and clearing services, for our clients in financial products, including, but not limited to, securities, exchange traded options and interests in managed investment schemes.

You will receive a copy of D2MX Pty Limited’s FSG at the time of opening an account. D2MX Pty Ltd is an ASX Trading Participant. You will also receive a copy of Pershing Securities Australia Pty Limited’s FSG at the time of opening an account. Pershing Securities Australia Pty Ltd is a Clearing

Participant of ASX Clear and a Settlement Participant of ASX Settlement.

You may give us instructions via telephone or in writing (including email or facsimile electronic messaging systems such as text message, SMS, Facebook Messenger, LinkedIn, Skype, Twitter, Whatsapp or Viber). You must, however, check and confirm with us that orders sent via facsimile, email or any electronic messaging systems have in fact been received by us, otherwise receipt of your instruction may be deemed to have not been received.

It is your obligation to review any confirmation or statement we send to you to ensure its accuracy and report any discrepancies that you may have to us immediately.

## How are we remunerated for our services?

iInvest Securities is remunerated through the fees and commissions that we charge you. We may also be remunerated by non-related product issuers or service providers through fees or ongoing commissions paid directly to Zodiac Securities who distribute those commissions to the relevant adviser at iinvest.

Our remuneration may include:

* + Brokerage[[1]](#footnote-1) for trading ASX and Chi-X listed or traded products
	+ Fees and commissions from issuers of managed funds if you elect to invest in one of their products. The fund manager or product issuer may pay us a trailing commission of up to 3% of the value of your investment. Commissions and fees will vary for each product and will be set out in the relevant offer document (if applicable) and/or provided to you at the time advice is given or the financial service is provided (or as soon as practical thereafter)
	+ A combination of the above

We may receive referrals from unrelated parties and we may also pay referral fees and they will generally be in the form of:

* + A fixed fee
	+ A proportion of the initial and/or ongoing fees or commission we disclose to you; or
	+ A combination of both

Specifically, iInvest Securities receives or pays referral fees from the following non-related product issuers or service providers:

* Sequoia pays iInvest Securities a one-off flat referral fee for the establishment of a SMSF.
* Agent for Life pays iInvest Securities a one-off referral fee for any client who takes out an insurance policy with Agent for Life.
* iInvest Securities pay Wealthwise Education (Wealthwise) a referral fee/commission for any clients Wealthwise refer to iInvest Securities.

iInvest Securities may also receive trail commissions on Cash Management Accounts (“CMA”) paid by the provider. These trails range from 0.1% to 0.5% per annum

The size of fees and commission rates we charge you will be determined by:

* + the product you trade
	+ the size of the transaction
	+ how frequently you trade; and
	+ the level of service you require.

Generally, transaction fees are calculated on the full value of the transaction and expressed as a percentage of the transaction value with a fixed minimum.

Prior to the provision of any transaction execution services, fees will be agreed with you. Such fees and commissions will be charged to your account each time an order is executed on your behalf.

## Brokerage

Brokerage will apply to all ASX and Chi-X listed or traded products purchased or sold, including warrants and options. You will be charged brokerage either on the basis of a percentage of the transaction value or as a minimum fee.

iInvest Securities and its advisers are paid commission on the transaction you are entering into. iInvest Securities receives part of the brokerage you are charged on your contract note from D2MX Pty Ltd. D2MX Pty Ltd retains part of the brokerage as payment for services it provides iInvest Securities, and then pays the balance to Zodiac Securities on behalf of iInvest Securities. Fees and commissions charged to iInvest Securities will not change the charges applicable to you. Fees and charges imposed by D2MX Pty Ltd are detailed in the D2MX Pty Ltd FSG.

iInvest Securities will charge you a minimum of $100 per transaction or 1% of the transaction value (all amounts excluding GST). Fees and commissions paid by you will vary according to the transaction volume weighting and service provided. For example, a $5,000 share transaction will incur a $100 transaction fee plus 10% GST for a total cost of $110. A $15,000 share transaction will incur a minimum brokerage charge of $150 (ie 1%) plus $15 GST for a total cost of $165.

The fees, commissions and other remuneration that we receive differ depending upon the nature of the service that we provide you.

## Miscellaneous Charges

This FSG does not set out all of the costs, expenses and charges that you may incur in dealing in financial products. You may incur miscellaneous charges including international market charges, local market charges and clearing charges depending on the nature of the financial product in which you are trading, the nature of the transaction, the exchange on which the financial product is traded and the size of the trade. The exact cost of your transaction will be disclosed to you in your trade confirmation and/or detailed tax invoice.

You may also incur various administrative charges in relation to such matters as the processing of forms, registry liaison etc on your behalf. These administrative charges will be discussed with you prior to iInvest Securities performing such administrative duties.

Specific costs will then be disclosed to you via a tax invoice.

## Ongoing Commissions Paid to iInvest Securities

Ongoing commissions (sometimes referred to as trailing commissions) may be paid for the length of time you hold the financial product. They are usually paid directly to the authorising Licensee (Zodiac securities Pty Ltd) on behalf of iInvest Securities, by the product provider out of the revenue the product provider earns.

## Specialist Service Providers

iInvest Securities may receive referrals from third party referrers. iInvest Securities may pay a commission to the third-party referrer of up to 50% of any revenue generated by such referrals.

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##  Adviser remuneration

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Our Advisers are remunerated on a commission basis[[2]](#footnote-2). Advisers receive 45% of

* the brokerage charged on your trade confirmation,
* the trailing commission received from issuers of managed investments and Cash Management Accounts, and
* charge on portfolio review service.

## Staff remuneration

Staff are remunerated in a variety of ways, including salary, bonuses and flat rate commissions (or a combination thereof). Staff may also own equity in iInvest Securities and therefore participate in profits earned in respect of iInvest Securities.

## Associations or Relationships

iInvest Securities and its advisers may also be required to disclose information about associations or relationships between iInvest Securities or any related body corporate, and the issuers of any financial products, being associations or relationships that might reasonably be expected to be capable of influencing advice. Where potential or actual conflicts or associations of this nature exist we will disclose them to you if and when we provide you with advice.

## Anti-Money Laundering and Counter- Terrorism Finance

As a financial services provider, we have an obligation under the Anti-Money Laundering and Counter-Terrorism Financing Act (‘AML-CTF Act) to initially verify your identity and the source of any funds. This means we will ask you to present identification documents such as passports and driver’s licences. We will also retain copies of this information. We assure you that this information will be held securely. We cannot provide you with a financial service if you are unwilling to provide this information.

We also have an obligation to conduct ongoing monitoring of client’s transactions, but we are restricted under the ÁML-CTF Act to disclose any suspicious concerns to clients. You should ensure that you advise us of any changes to your identification details, bank details or any other relevant information.

## Privacy Policy

To enable us to be able to provide financial services and products to you, we are required to obtain personal information about you such as your name, address and telephone number. We may collect, hold and use your personal information to assess your application, service your needs as an investor, provide facilities and services to you and for other purposes permitted under the Privacy Act 1998 (Cth).

Tax and company law also requires some of the information to be collected with your application. Any personal information collected about you will be handled in accordance with our privacy policy. Your information may be disclosed to Zodiac Securities, agents and service providers on the basis that they deal with such information in accordance with any executed agreement and in compliance with our privacy policy.

We may also need to disclose information about you to government entities and regulators as required by law. If you wish to examine your file or to get access to your personal information, please call us.

Please refer to the privacy policy available on [www.iinvestsecurities.com.au,](http://www.iinvestsecurities.com.au/) for more information.

## How to make a complaint

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If you have a complaint about the service provided, you should contact us (details are provided on page 2 of this FSG) or put the complaint in writing to:

Compliance Manager iInvest Securities Pty Ltd PO Box 1092

Burleigh Heads QLD 4220

We will acknowledge your complaint within 3 business days and we aim to resolve most issues within 5 business days, although more complex complaints may take longer to resolve.

Please refer to our Complaints Policy on the iInvest website [www.iinvestsecurities.com.au,](http://www.iinvestsecurities.com.au/) for more information.

If you are not satisfied with the resolution of any complaint, you may raise your concerns with the Financial Ombudsman Service Limited (‘FOS’), of which Zodiac Securities is a member.

Contact details for FOS are:

Financial Ombudsman Service Limited,

GPO Box 3,

Melbourne VIC 3001.

Phone: 1300 780 808

You may also contact the Australian Securities & Investments Commission (‘ASIC’) on 1300 300 630.

## Compensation arrangements

A professional indemnity insurance policy, which satisfies the requirements for compensation arrangements under section 912B of the Corporations Act 2001 (Cth), is in place to cover the professional services provided by the current and former employees and representatives of Zodiac Securities Pty Ltd, and its Corporate Authorised Representative, iInvest Securities Pty Ltd.



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QLD 4220

Tel: 1300 213 447 or (07) 5520 8788

Fax: (07) 5520 8799

Postal Address: PO BOX 1092

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[www.iinvestsecurities.com.au](http://www.iinvestsecurities.com.au/)

1. iInvest Securities pays a set percentage of the commission it receives to your adviser (not exceeding 50%). The commission rebate is a set rate. It is not adjusted according to the value of the transaction undertaken on your behalf. [↑](#footnote-ref-1)
2. iInvest Securities pays a set percentage of the commission it receives to your adviser (not exceeding 50%). The commission rebate is a set rate. It is not adjusted according to the value of the transaction undertaken on your behalf. [↑](#footnote-ref-2)