



FINANCIAL SERVICES GUIDE

This Guide is designed to answer your preliminary questions regarding the financial services we are authorised to provide and will assist you in deciding whether to use any of the financial products and services we offer, how we will be paid in relation to the services and information about our complaints procedures.

Documents you may receive from us

If you choose to use our services, you may receive a Product Disclosure Statement ('PDS') or relevant disclosure document from us which you should read carefully. A PDS sets out all the necessary information you require to assist you to make an informed decision about the financial product. By providing you with a PDS, we are not giving you financial product advice.

The PDS does not take into account the investment objectives, financial situation or particular needs of any individual. Before deciding whether to invest in a financial product, you should carefully consider whether the product is appropriate for your particular circumstances and/or consult with your financial adviser.

Information about Patersons Asset Management Limited

Patersons Asset Management Limited ('Patersons Asset Management') is a member of the Patersons Securities Limited ('Patersons Securities') group and as such, is associated with other Patersons group companies.

Patersons Asset Management Limited provides the financial services offered in this Guide on its own behalf.

What financial services can we provide?

We are authorised, for both retail and wholesale clients, to:

1. provide advice, and deal in the following financial products by applying for, acquiring, varying or disposing of a financial product:
 - ◆ securities;
 - ◆ superannuation;
 - ◆ interests in managed investment schemes, including investor directed portfolio services;
 - ◆ deposit and payment products, including basic deposit products and other deposit products;
 - ◆ debentures, stocks or bonds issued or proposed to be issued by a government; and
 - ◆ retirement savings accounts ('RSA') products within the meaning of the Retirement Savings Account Act;
2. deal in a financial product by applying for, acquiring, varying or disposing of derivatives;
3. deal in a financial product by issuing, applying for, acquiring, varying or disposing of a financial product in respect of derivatives and interests in Patersons Asset Management's own managed investment scheme;
4. operate registered managed investment schemes in its capacity as responsible entity, called the Patersons 80:20 Equity Fund (ARSN 128 445 036) and the Patersons Wholesale 80:20 Equity Fund (ARSN 133 443 697), which hold financial assets.

How you may contact us

If you have any questions in relation to the financial products or services we offer, please contact us on 1800 555 132. You may also visit our website at www.patersonsam.com.au or write to us at the address listed on the back of this document. Please refer to the relevant PDS for specific instructions in relation to that product, copies of which are available from our website or free of charge by calling us at the above number.

If you are downloading a PDS from our website, please ensure that you download the whole document and read it in its entirety.

If you are the holder of one of our financial products, you may give us verbal instructions or written instructions by mail, email or facsimile. However, we reserve the right not to accept instructions verbally, by facsimile or by email without prior notice and in those instances, we will ask you to provide an original written document to us. Any specific requirements in relation to a financial product will be outlined in the relevant Product Disclosure Statement or on our website.

Insurance arrangements

Patersons has adequate insurance arrangements in place, including cover for work done at Patersons by representatives who have since ceased working for us.

Complaints

We want to hear all your comments, whether they are favourable or not, because it is important to us to address any concerns you may have and continually improve our products and services. Please use the following process:

1. Write to the Compliance Manager, Patersons Asset Management Limited, Level 23, Exchange Plaza, 2 The Esplanade, Perth, Western Australia 6000.
2. If you are dissatisfied with our response, you may write to Financial Industry Complaints Service Limited at Box 579, Collins Street West, Melbourne, Victoria 8007 or contact them on 1300 780 808.
3. The Australian Securities and Investments Commission also has a free call infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

If you are still not satisfied with the outcome, you may wish to take independent legal advice to consider your further options.

Privacy policy

The privacy of your personal information is important to us. In general, we collect your personal information to administer our customer relationships and to ensure that we are able to provide you with the products and services most appropriate to your needs.

Our privacy policy is available by visiting our website at www.patersonsam.com.au or you may call us and we will provide a copy free of charge. The privacy policy explains how we handle your personal information in accordance with the requirements of the Privacy Act.

Fees, commissions and other benefits

If you invest in a financial product we offer, Patersons Asset Management will receive remuneration based on the amount you invest in the product. This remuneration may include contribution fees, withdrawal and termination fees, and management fees. In some situations, account fees or transaction fees may apply. All remuneration we may receive is set out in the relevant Product Disclosure Statement or offer document for that particular product.

Some employees of Patersons Asset Management Limited, the Patersons Securities Limited group and its Directors are remunerated by salaries and others by a combination of commissions and/or fees, which may include remuneration from Patersons Asset Management, plus directors fees. In addition, all Directors of Patersons Securities Limited may become entitled to bonuses and/or dividends depending on the profitability of Patersons Asset Management. Mr Michael Manford and Mr Brendan Egan are directors of both Patersons Asset Management and Patersons Securities Limited.

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Patersons Asset Management Limited

Level 23, Exchange Plaza, 2 The Esplanade, Perth, WA 6000

T: 1800 555 132 F: (+61 8) 9221 3062

E: info@patersonsam.com.au

www.patersonsam.com.au