

# Asgard

## Financial Services Guide

Issue date: 9 September 2024

## Contents

1.	About this Financial Services Guide	3
2.	About Asgard	4
3.	Our financial services and financial products	5
4.	Information about fees and other benefits	6
5.	Feedback and complaints	7
6.	Privacy Statement	8

# 1. About this Financial Services Guide

This Financial Services Guide (FSG) is issued by Asgard Capital Management Limited ABN 92 009 279 592 (Asgard) ('we', 'us' or 'our') to inform you of the financial services we offer. It is designed to help you as a retail customer decide whether to use these services and to ensure that we comply with our obligations as a financial service licensee.

## **This FSG tells you:**

- about Asgard,
- about our financial services and financial products,
- the fees, costs, remuneration and other benefits that may be paid to Asgard or others,
- what associations or relationships we have with financial product issuers,
- if you have a complaint, how it will be dealt with,
- how we collect and use your personal information, and
- how you can contact us.

You can access this FSG at [asgard.com.au](http://asgard.com.au), or request a copy free of charge from your financial adviser or by contacting us. If you have any questions about us or about this FSG, please contact us. Our contact details are set out on the back cover of this FSG. Any changes to these details for Asgard can be found at [asgard.com.au](http://asgard.com.au).

Generally where we issue, offer or arrange to issue a financial product to you, we will, if required, provide you with a Product Disclosure Statement (PDS) or other disclosure document containing information about the features, benefits, risks and fees associated with the product. These documents will be provided to help you make an informed decision about the financial product and to comply with our obligations as a financial services licensee.

## 2. About Asgard

Asgard is authorised under its Australian Financial Services Licence (AFSL) 240695 to provide the following financial services to retail and wholesale clients:

- general financial product advice\* for, and/or deal in (as applicable) the following financial products:
  - deposit and payment products,
  - derivatives,
  - government debentures, stocks or bonds,
  - life products (investment life and life risk),
  - interests in managed investments schemes including investor directed portfolio services (IDPS),
  - securities,
  - standard margin lending facilities, and
  - superannuation.

\* Please note that while Asgard is authorised to provide general financial product advice, it does not provide such advice in practice.

- provide the following custodial or depository services:
  - operate IDPS, and
  - operate the custodial or depository services other than IDPS.

Asgard acts on its own behalf as a financial services licensee when providing financial services.

Asgard is a member of the Westpac Banking Corporation ABN 33 007 457 141 (Westpac) group of companies which includes a number of companies that issue financial products and provide financial services such as funds management, insurance, margin lending, superannuation investment and administrative services (Westpac Group).

The registered address of Asgard is:

Level 18  
Westpac Place  
275 Kent Street  
Sydney NSW 2000.

Unless otherwise disclosed in the PDS or other disclosure document for the relevant financial product, a financial product issued or distributed by Asgard is not a deposit with, investment in or other liability of Westpac, nor any other company within the Westpac Group and neither Westpac nor any other company within the Westpac Group stands behind or otherwise guarantees the capital value or investment performance of any financial product issued or distributed by Asgard.

Financial products issued or distributed by Asgard (other than life risk products and certain guaranteed financial products) are subject to investment risk, including possible delays in repayment and loss of income and principal invested.

### Compensation arrangements

We are exempt from the professional indemnity insurance requirements for compensation arrangements as we have a guarantee provided by Westpac. This guarantee has been approved by the Australian Securities & Investments Commission (ASIC). These arrangements meet relevant legislative requirements.

### 3. Our financial services and financial products

#### What financial services and financial products do we provide?

Asgard provides custodian and administration services to products including (but not limited to):

- various investment services that ‘wrap’ around your portfolio of investments, which may include term deposits, managed funds and listed securities (wrap products or IDPS),
- IDPS-like schemes which comply with the ASIC Corporations (Investor Directed Portfolio Services Provided Through a Registered Managed Investment Scheme) Instrument 2023/668 issued by ASIC, and
- complying public offer superannuation funds including those that ‘wrap’ around your portfolio of investments, which may include term deposits, managed funds and listed securities (super wraps).

Generally, through wrap, IDPS, IDPS-like and super wrap products, you are able to access investments which include term deposits, managed funds and listed securities. Asgard may arrange the issue of insurance products available through certain products.

Generally, this FSG does not relate to any services or products provided by Asgard that are not financial services or financial products.

#### Who is responsible for the financial services you receive?

Asgard acts on its own behalf when providing financial services to you. We may also provide these services through our representatives, who may be:

- employees of companies within the Westpac Group (Staff Members)
- employees of third party service providers or
- authorised representatives appointed by us to provide financial services on our behalf.

Asgard products may be distributed by third parties under their own brand.

#### Will we give you personal advice with regard to your objectives, financial situation and needs?

No. Asgard only provides factual information regarding financial products we are authorised to provide. This factual information does not take into account your particular objectives, financial situation and needs. These factors and the PDS or other disclosure document for the relevant financial product should be considered by you before making any investment decision on the basis of the factual information that we provide to you.

Factual information may include descriptions about the basic features of our products or information about fees that may be payable for our products, and is not intended to imply any recommendation or opinion about any of the financial products we provide and is therefore not intended to be considered as financial product advice.

Under the law regulating the provision of financial services, financial product advice (which includes personal advice and general advice) is a recommendation, opinion or report that is, or which could reasonably be regarded as being, intended to influence a decision in relation to a financial product. However, general advice does not include any direct or implied recommendation that the products referred to are appropriate to the objectives, financial situation and needs of a particular person.

#### How can you give us instructions?

Generally, you may give Asgard instructions by email, telephone, in writing, by completing the relevant form or by other means by prearrangement with us. How you give us instructions will depend on the financial services we provide to you and the arrangements agreed between you and Asgard (as the case may be) when you acquire a financial product issued by us. Details of such arrangements are generally set out in the PDS, other disclosure documents, or other documents (such as an annual report) for the relevant financial product.

#### Online services

You may be able to view your account online. Refer to the relevant PDS or other disclosure document for information about online access.

No fees or charges apply to accessing your account online.

## 4. Information about fees and other benefits

### What fees and other benefits are received by us?

The fees, remuneration and other benefits (together referred to as 'Fees' in this FSG) that Asgard receive for providing a financial service to you depend on the service provided to you and the financial product acquired by you, and are detailed below. More detailed information on Fees payable are set out in the relevant PDS or other disclosure or information document.

#### 1. Administration fees

A flat dollar, or a percentage amount (based on the value of the investments, which may be tiered and subject to a minimum amount), fee that is paid to Asgard for administering the relevant products.

#### 2. Transaction costs

Asgard may receive fees for carrying out certain transactions in relation to relevant products (eg transaction fees).

#### 3. Insurance payments

If you elect to take out insurance (where available), Asgard or a related entity in the Westpac Group may receive payments from the relevant insurer such as a fee for services and reimbursement for expenses incurred in relation to the insurance arrangements.

The Fees do not simply represent our profit margins, but also go towards covering our costs and overheads. The Fees may also be shared with third parties (including product distributors), as set out in this FSG under the heading 'Fees received by related entities and our association with product issuers'.

Asgard may pass on to you all out-of-pocket expenses incurred on your behalf, such as bank fees and government duty. In addition, Asgard may pass on to you all or a portion of the actual expenses properly incurred in each financial year in respect of costs that relate to your relevant product, government levies and complying with legislative requirements and/or prudential standards. The expense recovery is set out in the relevant PDS or other disclosure document. The exact amount deducted from your account will be confirmed in your annual statement.

### How are employees remunerated?

Staff Members receive salaries (generally paid fortnightly or monthly), bonuses and other benefits. Bonuses are based on the performance of the Staff Member, which may include the level of product sales and by reference to other performance measures. Bonuses are paid quarterly, half-yearly or yearly and may, in certain cases, instead be paid by way of superannuation contributions or shares in Westpac.

To the extent permitted by law, Staff Members may also be rewarded with monetary and non-monetary performance benefits from time to time if they meet certain performance targets. Monetary payments to Staff Members are made by payment into an account nominated by the relevant Staff Member.

It's not possible to determine at any given time whether a Staff Member will receive the benefits referred to above or to quantify them. The benefits are generally not directly attributable to any particular product or service the Staff Member has provided.

### Fees received by related entities and our association with product issuers

Asgard has relationships with other entities both within and outside the Westpac Group, such as the distributors of Asgard products and financial advisers. These entities may provide services in relation to the Asgard product you have chosen, or they may deal in or advise on financial products offered through Asgard.

We may make payments or provide other benefits to these entities. The amount of the payments will vary depending upon a number of factors, including the arrangement we have in place with the entity and the type of services or financial products they provide.

### Fees paid to advisers and licensees

Where applicable you may also agree to pay fees to your financial adviser and if you direct us, we will collect and pay them to your adviser's licensee on your behalf. These fees will be provided in writing to you by your adviser at the time or as soon as practical after the advice is given, for example in the FSG, statement of advice or other disclosure document. For more information on fees paid to your adviser via your adviser's licensees, please contact your adviser.

This section does not apply if you have applied for an Asgard product directly with us and not through a financial adviser.

### Request details of fees

You may request details of the Fees specific to a financial service and/or financial product offered by us within a reasonable time after the FSG is given and before you are provided with the financial service and/or financial product.

## 5. Feedback and complaints

### Delivering on our service promise

We're constantly striving to provide the best possible service, and we'll do our best to resolve any concern you have quickly and fairly.

### Our commitment to you

If you're ever unhappy about something we've done – or perhaps not done – please give us the opportunity to put things right.

Our aim is to resolve your complaint within 5 working days, however, where possible we will resolve your complaint on the spot. If we need some additional time to get back to you, we will let you know. Should we be unable to resolve your concern at your first point of contact, we will then refer the complaint to one of our dedicated customer managers.

Our customer managers are here to find a solution for you and will ensure that you're regularly updated about the progress we are making to resolve your complaint.

### You can contact us

- Over the phone:  
Please call us from anywhere in Australia  
on 1800 998 185  
If you are overseas, please call +612 9155 4010
- Online:  
Using the secure feedback form  
at [secure.bt.com.au/contact-us/contact-asgard.asp](https://secure.bt.com.au/contact-us/contact-asgard.asp)
- If you prefer to mail:  
Asgard Customer Transactions  
PO Box 7490  
Cloisters Square WA 6850

### If you are still unhappy

If you are not satisfied with our response or handling of your complaint, you can contact the external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA).

### Australian Financial Complaints Authority

AFCA provides a free and independent service to resolve complaints by consumers and small businesses about financial firms (e.g. banks), where that complaint falls within AFCA's terms of reference.

The contact details for AFCA are set out below:

Australian Financial Complaints Authority

- Online: [www.afca.org.au](https://www.afca.org.au)
- Email: [info@afca.org.au](mailto:info@afca.org.au)
- Phone: 1800 931 678 (free call)
- Post:  
Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

## 6. Privacy Statement

Our Privacy Statement explains how we collect, use and disclose your personal information and credit-related information. Our Privacy Statement also provides information about how you can access and correct your personal information, and make a complaint and is available at [www.bt.com.au/privacy/privacy-statement](http://www.bt.com.au/privacy/privacy-statement) or by calling us on 1800 998 185.

When you instruct us to do so (including through your adviser), you consent to your personal information and/or credit-related information being shared by way of data feed with software providers including financial planning and accounting software. In this case, the facility or service may be operated by us or by an external service provider.

We will use your personal information to send you offers for products and services we believe may be of interest and value to you (including by email, SMS or other means) unless you have previously told us that you do not want to receive marketing offers from us. The products and services offered may be provided by us or one of our third-party partners. If you do not want to receive direct marketing offers from us, you can let us know using the contact details in our Privacy Statement at [www.bt.com.au/privacy/privacy-statement](http://www.bt.com.au/privacy/privacy-statement) or follow the opt-out instructions in the message.



## Accessibility support

At any time, you can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS you can register by visiting [accesshub.gov.au/about-the-nrs](https://accesshub.gov.au/about-the-nrs).

Visit [bt.com.au/personal/help/accessibility](https://bt.com.au/personal/help/accessibility) for further information on our accessible products and services for people with disability.

## For more information

[asgard.com.au](https://asgard.com.au)

**CUSTOMER RELATIONS**  
1800 998 185

**ASGARD CAPITAL MANAGEMENT LTD**  
PO Box 7490  
Cloisters Square WA 6850

**Asgard**  
AS31274\_0924ox