



# Wrap Investor Short Guide

Dated 1 July 2014

platform<sup>2</sup>™ is a trademark of Count Financial Limited ABN 19 001 974 625.

# Purpose of the Investor Short Guide

This Investor Short Guide is the Investor Guide for Wrap and should assist you to make an investment decision by:

- ▶ giving you a clear overview of the Wrap service and how it works
- ▶ explaining how you can benefit from it, and
- ▶ giving you an understanding of what's available to you and where you can go to find more assistance and information.

## Documents you should read:



### Investor Short Guide

- ▶ This document
- Please read this for a clear overview of Wrap.



### Additional Information and Terms Booklet

- ▶ On our website: [investmentwrap.com.au/investmentwrap](http://investmentwrap.com.au/investmentwrap)
- or
- ▶ A hard copy can be obtained from your adviser.

Please read this for more detailed information on how to use Wrap and important terms and conditions.

## Updates to this Investor Guide

Information in this Investor Guide is subject to change. The latest version of this Investor Guide is available at [investmentwrap.com.au](http://investmentwrap.com.au). Information that is not materially adverse may be communicated via a notice to your adviser or by updating the online service [investmentwrap.com.au](http://investmentwrap.com.au). You can obtain the updated information at any time by visiting [investmentwrap.com.au](http://investmentwrap.com.au) or contacting your adviser, who can provide you with a copy of any updated information free of charge.

## Additional Information and Terms Booklet

In addition to reading this Investor Guide you should read the Additional Information and Terms Booklet available on our website [investmentwrap.com.au/investmentwrap](http://investmentwrap.com.au/investmentwrap) and also available free of charge from your adviser. This provides additional information in relation to how to use Wrap and other important information. This document also contains the terms of the CHESS Sponsorship Agreement and terms and conditions that form part of your contract with the Administrator.

## About the Administrator

BT Portfolio Services Ltd ABN 73 095 055 208 operates and administers platform<sup>2</sup> Wrap ('Wrap'). Throughout this Investor Guide, BT Portfolio Services Ltd is referred to as 'the Administrator'. The Administrator issues this Investor Guide in Australia and is responsible for the transaction, administration and technology functions of Wrap. The Administrator also acts as custodian for Wrap and holds the managed funds, cash and listed securities held as custodial holdings for you. The Administrator provides you with Clearing House Electronic Sub-Register System ('CHESS') sponsorship if you wish to trade listed securities in your own name.

The Administrator is a subsidiary of Westpac Banking Corporation ('Westpac') ABN 33 007 457 141. Apart from any interest investors may have in underlying bank accounts held at Westpac through their Cash Account, in other Westpac deposit products, or in Westpac securities acquired using Wrap, an investment in, or acquired using Wrap is not an investment in, deposit with or any other liability of Westpac or any other company in the Westpac Group. These investments are subject to investment risk, including possible delays in repayment of withdrawal proceeds and loss of income and principal invested. Neither Westpac nor any other company in the Westpac Group stands behind or otherwise guarantees the capital value or investment performance of any investments in, or acquired through Wrap.

## About the Distributor

Count Financial Limited ('the Distributor') ABN 19 001 974 625 AFSL 227232 a wholly-owned, non-guaranteed subsidiary of Commonwealth Bank of Australia ABN 48 123 123 124 distributes Wrap and supports your financial adviser and its role being limited to distributor only.

The Distributor is the Australian financial services licensee of the Count Wealth Accountants® network of financial advisers. 'Count' and 'Count Wealth Accountants' are trading names of the Distributor. The Distributor is not an agent of, or a representative of the Administrator, and has no authority to act on behalf of, or bind, the Administrator.

## Eligibility

Wrap is only available to investors who receive this Investor Guide in Australia and either (i) are Australian residents or (ii) appoint an Australian resident attorney to act on their behalf in relation to their Wrap account. You must have a relationship with the Distributor or an authorised adviser in order to start using Wrap. If the relationship ends, the terms and conditions applicable to your account may change, including being charged higher fees. Refer to 'What will happen if you no longer have an authorised adviser?' in the 'Fees and costs' section of this Investor Guide for more information.

## Australian Financial Services Licences

The Australian Financial Services Licence ('AFSL') numbers of the AFSL holders identified in this Investor Short Guide are as set out in the table below:

AFSL Holder	AFSL number
BT Portfolio Services Ltd	233715
Westpac Banking Corporation	233714
Count Financial Limited	227232

## Investment in Wrap

Wrap is an investment service operated under the Investor Directed Portfolio Service Class Order [C/O 13/763] issued by the Australian Securities and Investments Commission ('ASIC'). ASIC is not responsible for Wrap.

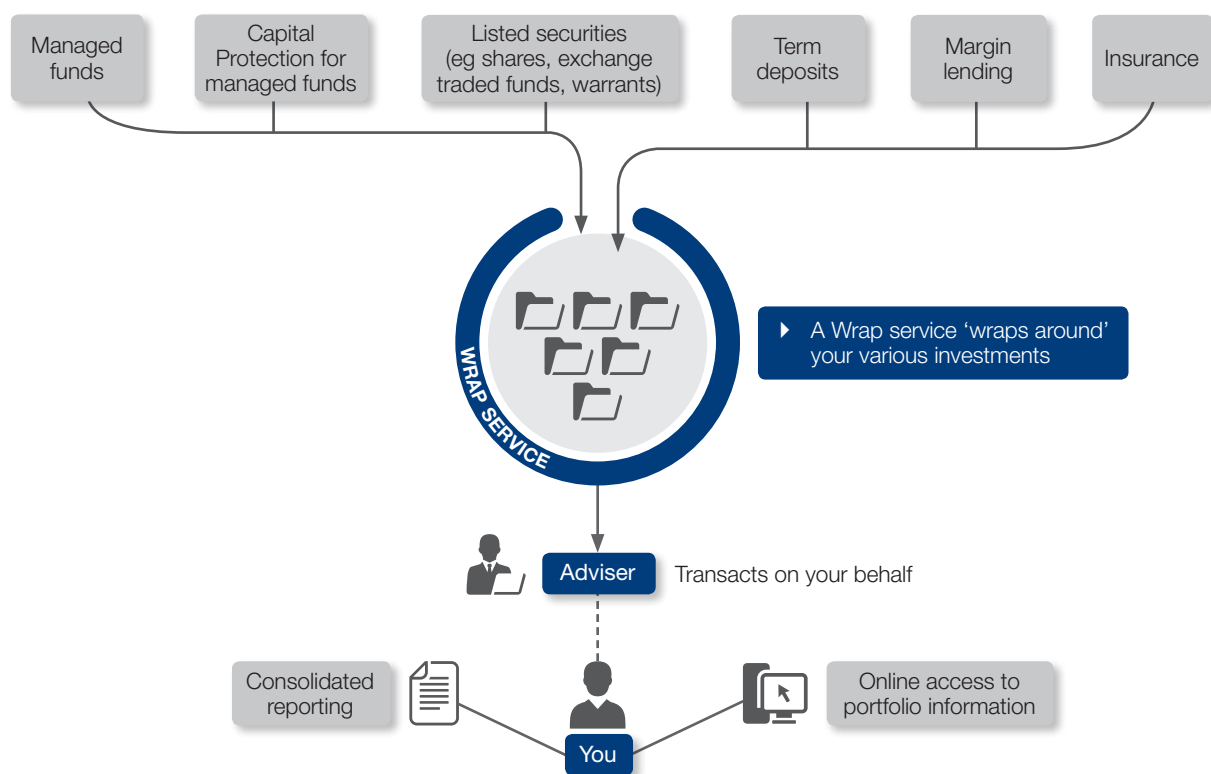
The provision of the Investor Guide, the Additional Information and Terms Booklet, and the Available Managed Funds List should not be taken as the giving of investment advice by the Administrator in relation to investments that may be acquired through Wrap. The Investor Guide has been prepared without taking account of your objectives, financial situation or needs. You should consider the appropriateness of Wrap in regard to your objectives, financial situation and needs.

## Table of contents

<b>Wrap overview</b>	<b>4</b>
<b>Benefits and features</b>	<b>6</b>
<b>Risks</b>	<b>14</b>
<b>Fees and costs</b>	<b>16</b>
<b>Your rights</b>	<b>26</b>
<b>Communications</b>	<b>28</b>
<b>Contact information</b>	<b>29</b>
<b>Next steps</b>	<b>30</b>
<b>Additional Information and Terms</b>	<b>Inside back cover</b>

# What is Wrap?

- ▶ **Wrap is a way of managing a diverse range of investments through a single point of access. Instead of having to keep track of all your investments separately, you can have them all located in one place – this can save you time, money and lots of extra paperwork.**



## Who plays a part in Wrap?

---



### You

- ▶ You make the choices about which investments to include in your Wrap portfolio in conjunction with your adviser.
- ▶ You can monitor the performance of your Wrap portfolio online and issue instructions through your adviser to make any change to your Wrap portfolio.



### The Administrator

- ▶ The Administrator operates and administers Wrap for you and your adviser, maintaining the underlying systems and working with your adviser to deliver associated services.
- ▶ The Administrator acts as custodian of your Wrap account and holds your cash, managed funds, term deposits and, in some cases, listed securities on your behalf.



### Your adviser

We recommend that you speak to your adviser before making any investment decisions.

- ▶ Your adviser will help you develop a personalised investment strategy and may advise you about making changes to your portfolio over time.
- ▶ Based on your instructions, your adviser will direct the Administrator to buy, sell or transfer investments into or out of your portfolio. You may provide your adviser with authority to direct the Administrator without seeking your specific instructions.
- ▶ Your adviser will monitor the performance of your investments and may provide you with regular status reports.
- ▶ Please also refer to 'What will happen if you no longer have an authorised adviser?' in the 'Fees and costs' section of this Investor Guide for more information.



### Fund managers

- ▶ Fund managers are responsible for the investment management and administration of specific managed funds you choose to invest in.

# What are the top 5 benefits of using a Wrap service?

► **Ultimately, your adviser does all the hard work of developing your investment strategy and instructing the Administrator to undertake actions for you. Wrap helps make this job easier and more efficient by providing a central platform from which your adviser is able to monitor your entire investment portfolio. Here we highlight the top 5 benefits to you.**

1

## **Wide range of investments and features**

Wrap offers you a single point of access to a wide range of investments – over 580 managed funds, term deposits and ASX listed securities, including shares, exchange traded funds, warrants, hybrid securities, CHESS depositary interests and exchange traded options. In addition, you can access a suite of comprehensive insurance benefits and options, Capital Protection and other wealth products through Wrap.

2

## **Consolidated reporting and 24/7 access to your Wrap account information**

Wrap combines all of your investment information and presents you with quarterly reports, annual tax statements, PAYG reports, portfolio valuations and cash statements. You can view your portfolio online at any time and, by providing your email address when completing the Investor Registration Form, you can receive your regular statements online as soon as they become available.

3

## **Cost savings**

Wrap gives you access to a wide range of wholesale managed funds with management fees that are generally significantly lower than if you invest directly in retail funds. Wrap allows your adviser to actively monitor your investments and conduct transactions through one technology platform. The savings in administration time may result in less cost for you and allows your adviser to spend more valuable time developing your investment strategy. And with the consolidated annual tax report Wrap generates, you may see a reduction in your accounting fees.

4

## **Personal tailoring with a flexible platform**

Wrap makes it easy to construct and monitor a diversified investment portfolio. Features such as the regular deposit plan and rebalancing options allow you to implement a customised investment strategy which you can change over time. You can also access your money if you need it. Wrap is ideal for a wide range of investors and may provide substantial advantages for self-managed super funds. In addition, Wrap allows you to monitor and take control of the tax outcomes of your investment strategy.

5

## **Ease in transferring your existing investments into Wrap**

If you have existing investments, you can take full advantage of the benefits of a single platform and consolidated reporting by moving them all into your Wrap portfolio. Depending on your circumstances, you may not realise capital gains or incur stamp duty when transferring. You can discuss this with your adviser.

# What are the main Wrap features?

Investments	
<b>Managed funds</b>	Access to over 580 managed funds.
<b>Listed securities</b>	Access to ASX listed securities including: <ul style="list-style-type: none"> <li>▶ direct shares</li> <li>▶ ETFs and ETCs</li> <li>▶ listed property/investment trusts</li> <li>▶ listed debt securities, and</li> <li>▶ listed warrants and options.</li> </ul>
<b>Term deposits</b>	Access to term deposits offering competitive interest rates and a wide range of terms.
<b>Cash Account</b>	Used to settle your transactions and pays interest.
<b>Margin lending</b>	Increase your investment opportunities by borrowing against the value of your Wrap assets to build your wealth and potentially maximise your long-term investment returns. It is important to recognise that margin lending can also potentially increase your losses.
Protection options	
<b>Capital Protection</b>	Aims to protect your investments in managed funds from adverse market movements.
<b>Insurance</b>	A range of insurance benefits and options are available.
Tailored portfolio options	
<b>Switching</b>	Switch between your managed funds at any time.
<b>Preferred Portfolio facility</b>	Option to establish a Preferred Portfolio facility which allows you to maintain a pre-determined managed fund investment strategy through regular rebalancing.
<b>Portfolio Service facility</b>	The Portfolio Service facility allows for rebalancing of your investments in cash, managed funds and listed securities in accordance with your pre-determined investment strategy.
<b>Tax tools</b>	Option to change the sale allocation method at any time to meet your specific tax needs.
Easy transaction options	
<b>Nominated external bank account</b>	Flexibility to link external bank accounts to your Cash Account for easy transfer of funds into and out of Wrap.
<b>One-off direct debit</b>	Enables you to deposit funds from your nominated external bank account into your Cash Account or have other institutions or third parties draw payments from your Cash Account.
<b>BPAY</b>	Enables you to make initial and additional deposits into your Cash Account using BPAY.
<b>Cheque book</b>	Enables you to access funds from your Cash Account.
<b>Deposit book</b>	Enables you to deposit funds into your Cash Account.

## What are the main Wrap features? (Continued)

Regular transaction plans	
<b>Regular deposit plan</b>	Enables you to regularly deposit funds from your nominated external bank account into your Cash Account.
<b>Regular investment plan</b>	Enables you to regularly invest funds from your Cash Account into your choice of managed funds.
<b>Regular withdrawal plan</b>	Enables you to regularly withdraw funds from your Cash Account to your nominated external bank account.

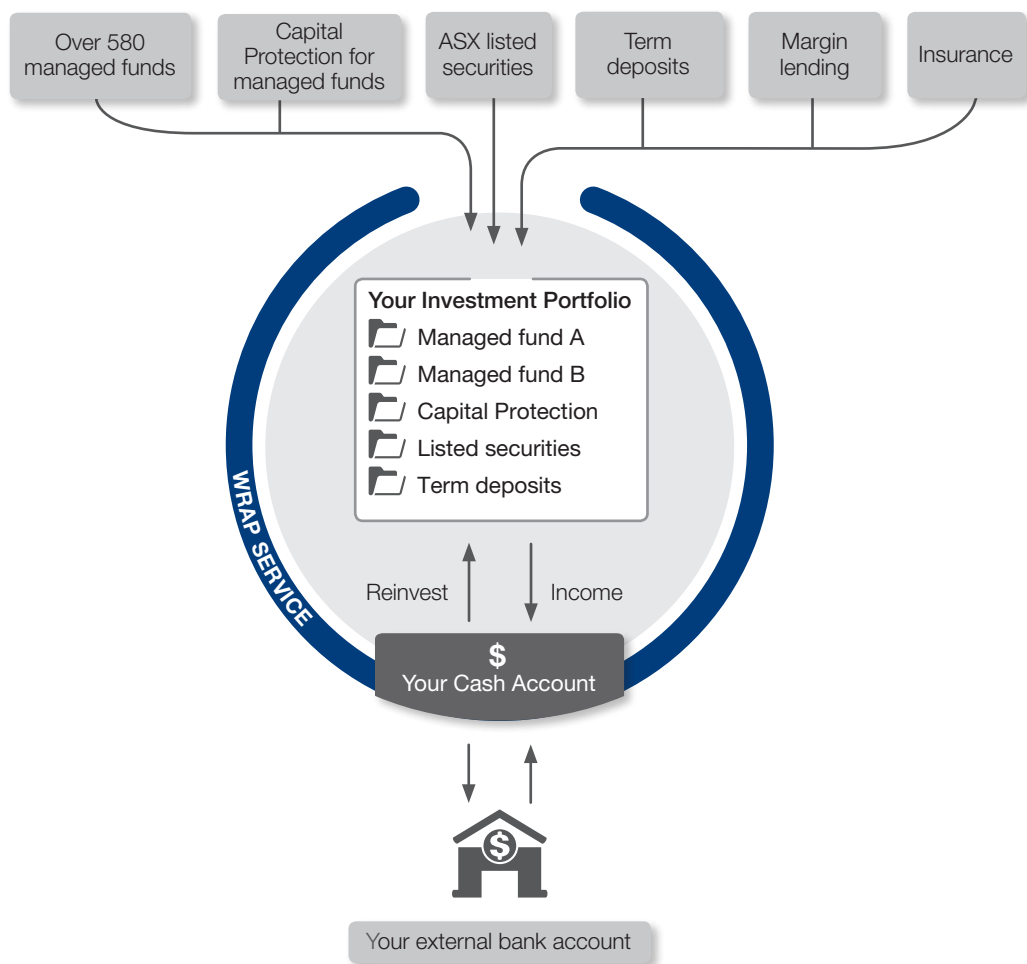
Investment minimums	
<b>Minimum initial investment</b>	\$2,500
<b>Minimum additional investment or switch</b>	No minimums.
<b>Minimum balance per managed fund</b>	No minimums.
<b>Minimum Cash Account balance</b>	\$2,500 Under your Wrap contract with the Administrator, you authorise the Administrator to sell investments in certain circumstances to maintain the minimum Cash Account balance.
<b>Minimum withdrawal</b>	No minimum for withdrawals from your Cash Account.

Services provided	
<b>Consolidated reporting and eStatements</b>	You will receive quarterly and annual consolidated reporting summarising your Wrap account activity. You will also receive a consolidated tax report soon after the end of the financial year. If you provide your email address when completing the Investor Registration Form, there's no need to wait for statements to arrive in the mail. Instead you will receive email notification as soon as they are available online.
<b>Telephone service</b>	For your latest account balance and transactions, call the Voice Response Service ('VRS') any time on the number listed on the back cover of this Investor Guide. Call costs apply (currently \$0.55 per minute, higher for mobile phone and non-Telstra carriers). This will be billed to your phone account.
<b>Internet access</b>	Information on your Wrap account is available 24 hours a day, 7 days a week by visiting <a href="http://investorwrap.com.au">investorwrap.com.au</a> .
<b>Custodial holdings option</b>	You can take up this option for your listed securities and the Administrator will manage all the share registry paperwork for you.
<b>Off market transfers</b>	You can transfer your existing investments into your Wrap portfolio. Depending on your circumstances, you may not realise capital gains or incur stamp duty when transferring. You can discuss this with your adviser.



# What can you do with Wrap?



## 1 Invest in a wide range of premium investments

### Managed funds

Through Wrap you have access to over 580 managed funds, encompassing most of Australia's leading fund managers. Your choice includes:

- ▶ diversified funds (eg growth, balanced)
- ▶ sector funds (eg Australian and international shares)
- ▶ specialist funds (eg alternative).

The accessible managed funds are specified in the Available Managed Funds List, which is available on request from your adviser free of charge. In selecting the managed funds to be included on the Available

Managed Funds List, the Administrator will generally assess whether there is sufficient demand and take into account things such as research house ratings, liquidity, underlying funds under management and the ability of the fund to meet administration and service level requirements.

The accessible managed funds are monitored on a regular basis by the Administrator (generally, at least quarterly) to ensure they continue to comply with the Administrator's investment selection policy. Investment selection is not constrained by the range of products issued by or associated with Westpac or its subsidiaries. Changes to the Available Managed Funds List are approved by the Administrator on an ad hoc basis and communicated to your adviser.

### Capital Protection

Through Wrap, you can obtain Capital Protection in relation to eligible investments by investing in the BT Capital Protection Fund. The Capital Protection feature aims to protect the value of your investments in eligible managed funds, while still allowing you to benefit from growth when your chosen funds perform well. The protection is applied to your investment for a term of your choice between approximately 5 and 10 years. It is designed to enable you to obtain, at the end of the chosen term, the value of your investment that is at least equal to its value as at the time you commenced the protection (assuming you reinvest all distributions and do not make any withdrawals).

A list of managed funds that are eligible for Capital Protection is available on request from your adviser or via [investorwrap.com.au](http://investorwrap.com.au). Ask your adviser how this Capital Protection feature works and read the BT Capital Protection Fund Product Disclosure Statement ('PDS') to determine whether it is suitable for you.

### Listed securities

Wrap allows you to select any ASX listed CHESS sponsored security including:

- ▶ direct shares
- ▶ listed property/investment trusts
- ▶ listed debt securities
- ▶ listed warrants and options
- ▶ exchange traded funds ('ETFs')
- ▶ exchange traded commodities ('ETCs')
- ▶ CHESS depository interests ('CDIs').

No approval is required for ASX listed securities to be made available for investment via Wrap. If a security ceases to be listed on the ASX, it will automatically be made unavailable via Wrap.

The Administrator can hold your listed securities for you in the same way that it holds managed funds. Listed securities held in this way are referred to as 'custodial holdings'. Alternatively, you may hold your listed securities in your own name as 'sponsored holdings'. To do this, you must appoint the Administrator to sponsor you on CHESS. See the 'Sponsorship Agreement' in the Additional Information and Terms Booklet for more information.

### Unlisted investments (other than managed funds)

Unlisted investments may be offered at the discretion of the Administrator. Such investments may have fixed investment terms and may not be diversified. Unlisted investments may be illiquid which means there may be times when you are not able to sell your investment.

Your adviser will inform you if you can access such investments and can provide you with the relevant disclosure documents.

### Term deposits

A variety of term deposits, offering competitive rates and a wide selection of terms, are available through Wrap. Only term deposits issued by a deposit taking institution (with a banking licence) that is rated equivalent to 'Investment Grade'<sup>1</sup> may be approved for addition to Wrap. The Administrator decides whether to add, remove or restrict term deposits and may take into consideration whether the term deposit is manageable through its existing processes. While the Administrator's investment policy does not constrain term deposits to those issued by or associated with Westpac or its subsidiaries, currently only term deposits issued by Westpac are offered. Some of the features of Wrap are not available for term deposits. You should carefully read the relevant disclosure documents available online at [investorwrap.com.au](http://investorwrap.com.au) before deciding to invest in term deposits.

### Margin lending

Gearing, via a margin loan, can be a growth strategy that allows you to unlock the value of your Wrap account. By using the value of your Wrap investment to borrow money from a margin lender, you will have more money to invest in managed funds and listed securities, which can potentially increase your returns and diversification.

While margin lending increases the potential return on investments, it is important to recognise that margin lending can also increase your potential losses. Ask your adviser about how margin lending works and read the relevant PDS to determine whether it is suitable for you.

<sup>1</sup> An Investment Grade rating is equivalent to an S&P rating of BBB or above, a Moody's rating of Baa3 or above and a Fitch rating of BBB or above.

## Insurance

A comprehensive range of insurance benefits to protect you and your family from the financial consequences of illness, injury, medical trauma and death are available through Wrap. Speak to your adviser about your insurance needs and read the relevant PDS.

## Managing conflicts of interest

The Administrator participates as a financial institution in both domestic and international markets and as such, perceived and actual conflicts of interest may arise when considering investment selection. To manage any perceived or actual conflicts of interest which may arise in relation to managed funds and term deposits issued by Westpac or its subsidiaries which are offered through Wrap, those investments are subject to the same investment selection criteria as other managed funds, term deposits and other investments issued by unrelated parties. Furthermore, the Administrator has policies in place that govern how it manages conflicts and these policies apply to the investment selection process.

## 2\_Receive consolidated reporting and access your Wrap account information 24/7

### Reporting

You and your adviser will receive quarterly and annual consolidated reporting summarising your Wrap account activity, as well as a consolidated tax report soon after the end of the financial year.

Your quarterly and annual statement information can be provided to your accountant in electronic form making it easier and more efficient for your accountant to access and use the information.

### Online platform

Information on your Wrap account is also available 24 hours a day, 7 days a week by visiting [investorwrap.com.au](http://investorwrap.com.au). You can view your account balance, investment holdings and transactions.

## eStatements

All statements, as well as additional guides and inserts, are available in the one convenient location online at [investorwrap.com.au](http://investorwrap.com.au).

If you provide your email address when completing the Investor Registration Form, there's no need to wait for statements to arrive in the mail. Instead you will receive notification via email as soon as they are available online.

## 3\_Manage your Wrap account easily and efficiently

### Use the Cash Account for all Wrap transactions

When you join Wrap, a Cash Account is automatically established for you and acts as the main transaction account inside Wrap. The Cash Account is used to settle your managed fund, term deposit, listed security and unlisted investment transactions. Interest will accrue daily on your money held in the Cash Account, and will be credited to your balance quarterly in arrears so your money is working for you even between investments. Interest on the Cash Account is calculated at a variable rate determined by the Administrator.

### Transfer funds between your Cash Account and a nominated external bank account

Your Cash Account can be linked to an external bank account or credit union account for easy transfer of funds into and out of Wrap. You may authorise your adviser to transfer funds between your Cash Account and your linked bank account at any time. Deposits can also be made via BPAY<sup>®1</sup> and you can get access to a cheque and deposit book facility.

1\_ Registered to BPAY Pty Limited ABN 69 079 137 518. Applications by BPAY will generally not be processed until the next business day following the BPAY transaction request, provided that the request is made before your bank's cut-off time. Your bank can provide detailed terms and conditions in relation to BPAY to you.

### Set up regular transaction plans

#### ▶ Regular investment plan

You can make regular investments into managed funds from your Cash Account, and spread your purchase over a number of periods, which may help reduce the impact of market volatility on your Wrap account.

Please note that at the time of purchase of a managed fund under a regular investment plan, you may not have received the current disclosure document for that fund. However, you can request a copy from the fund manager or your adviser.

#### ▶ Regular deposit plan and regular withdrawal plan

You can deposit funds regularly from your nominated external bank account into your Cash Account and transfer funds regularly from your Cash Account to your nominated external bank account.

### Access to your funds

You can access your funds through a one-off withdrawal, as you require, with funds generally available within 24–48 hours.

### Give us instructions relating to your portfolio

You can give us instructions relating to your portfolio through your adviser. For example, this includes all instructions to buy, sell or switch between investments. You can also appoint a representative to give us directions on your behalf without first seeking your instructions.

## 4 Personally tailor your portfolio with a flexible platform

### Change the mix of your investment portfolio

Through your adviser you can switch between investments or add new investments to your portfolio.

### Reinvest your distributions

You have the option to either reinvest your distributions from all or a selection of your managed funds (where permitted by the managed fund) or deposit them into your Cash Account.

Please note that at the time your income is reinvested, you may not have received the current disclosure document for that fund. However, you can request a copy from the fund manager or your adviser.

### Keep your investments aligned to your strategy

The Preferred Portfolio facility and the Portfolio Service facility allow you and your adviser to establish and maintain a pre-determined investment strategy through the rebalancing of your portfolio back to your desired settings. These facilities enable all or part of your Wrap account to remain tailored to your investment needs. See the 'Benefits and features' section of the Additional Information and Terms Booklet for more information.

### Monitor and control your tax outcomes

You and your adviser can view the tax consequences of investment decisions and adapt the appropriate tax method for your Wrap account depending on your overall circumstances. Speak to your adviser to find out how you can optimise your tax position.

### Take advantage of Wrap with your self-managed super funds ('SMSFs')

SMSFs benefit from the control and simplified administration that consolidated reporting provides. In particular, you may benefit from reduced accounting costs because of the reduced time and effort required to collect relevant information about your investments for tax and other purposes.

## 5 Easily transfer existing investments into your Wrap account

If you have existing investments, you can take advantage of the benefits of a single platform and consolidated reporting by transferring your investments into Wrap (your adviser can tell you if your assets can be transferred).

You may not realise any capital gains or incur stamp duty when you transfer (although some nominal duty may apply). You should seek professional advice on the taxation and stamp duty implications of transferring investments into Wrap.

# How is investing through Wrap different from investing directly?

## Access to wholesale managed funds

Wrap gives you access to a wide range of wholesale managed funds, which generally have lower fees than the retail managed funds you would normally have access to as a direct retail investor.

## Consolidated reporting

You will receive comprehensive consolidated reporting on your Wrap account rather than receiving reporting on a per investment basis.

## Beneficial ownership of your investments

The Administrator will be the legal owner of your investments rather than you and will keep a record of your investments on your behalf. You will retain beneficial ownership of your units in managed funds, term deposits and listed securities held as custodial holdings. If you invested directly you would be the legal and beneficial owner of these holdings and acquire all rights attached to ownership.

## Cooling-off rights

The Administrator is a wholesale investor so cooling-off rights will not apply. As the beneficial owner of the financial products, you will not be entitled to any cooling-off rights. These rights are usually only available to direct retail investors under S1019B of the *Corporations Act 2001 (Cth)*.

## Communications from product issuers and share registries

Because the Administrator holds managed fund units, term deposits and listed securities (held as custodial holdings) on your behalf, you will not normally receive communications from the product issuers, such as annual or other reports, notices of meetings, or notification of changes in investment policies and fees, that you otherwise would have received if you invested directly. However, you can obtain this information by providing the Administrator with instructions specifying the information you require.

## Voting rights

The Administrator (as the legal owner of your investments, other than sponsored holdings) will not vote on company or scheme resolutions, exercise any right or participate in any investor schemes, proposals or corporate actions (such as bonus issues, rights issues, takeovers or restructures) that affect your investments, unless the Administrator

asks for and receives instructions from you or your adviser. If the Administrator does ask for and receive instructions from you about exercising these rights, it will generally act in accordance with your instructions. These rights can only be exercised directly by the legal owner of the investments. The Administrator's voting policy contains more information about the Administrator's voting practices. You can obtain a copy free of charge by contacting Wrap Customer Relations on 1300 657 010.

When investing directly (including investing in listed securities through Wrap under the sponsored holding option) because you are the legal and beneficial owner of your investments, you will be able to exercise any voting rights yourself and to directly participate in any investor schemes, proposals or corporate actions affecting your investments. You can also attend shareholder meetings and participate in any loyalty programs.

## Withdrawal rights

Unlike investing directly where withdrawal rights under the Corporations Act will usually be available to you (as a retail client) and may be exercised by you when a PDS or disclosure document is found to be defective or a disclosure condition in it is not met before the issue or sale of the investment applied for, these rights may not be available to you if you invest through Wrap. This means that the issuer of the investment may not be required to return the investment or provide you with other options such as notification of an option to withdraw in accordance with the Corporations Act.

Where practicable, the Administrator will notify your adviser of any option to withdraw and provide them with any accompanying disclosure (including supplementary or replacement disclosure) as soon as possible. It will also generally act on any instructions received as to how to exercise the withdrawal option.

Any withdrawal rights that may be available may also be affected where you invest through Wrap rather than directly and a redemption is offered on a scaled-back basis, for example, where the investment is 'illiquid'. This may result in you receiving a lesser amount where your investment through Wrap is pooled with that of other Wrap investors and, for example, the distribution of the scaled-back amount differentiates between different investment amounts.

# What are the risks?

- ▶ **Wrap offers a wide range of investments to meet different risk and return expectations. You must first take into account the risks of various investments and any operational risk associated with Wrap to assess whether the potential returns justify those risks. Your adviser will be able to help you assess your risk tolerance and ensure your investment objectives and goals are considered.**

There are a range of factors beyond the control of investors that may affect investment returns, such as:

## **Market risk**

Markets are affected by a host of factors including economic and regulatory conditions, market sentiment, political events and environmental and technology issues. These could have a negative impact on returns of all investments in that market. This may also affect investments differently at various times.

## **Currency risk**

If an investment is held in international assets, a rise in the Australian dollar relative to the other currencies may negatively impact investment value or returns.

## **Interest rate risk**

Changes in interest rates can have a negative impact either directly or indirectly on investment value or returns of all types of assets.

## **Security specific risk**

An investment in a listed entity or a managed fund having exposure to a listed entity may be affected by unexpected changes in that listed entity's operations (due to quality of management, use of technology, etc) or its business environment. Similarly an investment in a managed fund may be affected by unexpected changes in the fund's operations or by changes in investment management (or other) personnel. If you decide to apply Capital Protection to your investment in managed funds, you will be exposed to additional risk, such as credit risk, transaction execution risk and operational risk. Please see the BT Capital Protection Fund PDS for more details.

If you invest in term deposits, there is a risk that you will be unable to access your investment prior to the maturity date. It is usually possible to break a term deposit; however, you should consider the relevant term deposit offer document for details of any restrictions, delays or break fees that apply.

## **Gearing risk**

If you borrow to invest through Wrap, this will magnify the effect of gains and losses on your investment portfolio. You should discuss this risk with your adviser.

## **Taxation risk**

You should also be aware that any investment decision you make will have tax consequences and may also have social security and stamp duty consequences. The impact depends on your individual circumstances, and you are responsible for all such consequences when dealing with your assets.

Generally, each financial year you are liable to pay tax on any capital gains arising upon disposal of your investments, interest, distributions, dividends or other income from your investments (even if reinvested). You may be entitled to some rebates or tax credits. You should seek appropriate advice before you transact in any assets using Wrap.

## **Operational risk**

Wrap depends on the integrity of its administration and computer systems. However, there is a risk that these systems may not be available in certain circumstances. The Administrator takes risk management and security seriously, and it has procedures in place that are designed to reduce the risk of systems not working effectively and to respond promptly and effectively should problems arise. However, you should be aware that not all of these risks can be foreseen.

## **More information**

### **Disclosure documents for managed funds and listed securities**

Please see the PDS for each managed fund which will explain the risks relevant for that investment. Your adviser will be able to provide you with this information. You can get more information on the risks of trading in listed securities from your adviser or from the ASX website [asx.com.au](http://asx.com.au).

### **Derivative products**

If you invest in derivative products such as warrants, futures and options through Wrap, you should be aware of the specific risks involved with these products before making an investment decision. You should discuss these risks with your adviser.

### **Online trading**

You should be aware that, by trading through the online broker available in Wrap, you may not receive certain information (such as the ASX explanatory booklet on warrants) which you would have received if you had traded directly through a broker.

### **GST**

For information on GST and how it may affect your Wrap account, please refer to the 'Additional information on tax' section of the Additional Information and Terms Booklet.

# Fees and costs

## DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long term returns. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30 year period (for example, reduce it from \$100,000 to \$80,000).

You should consider whether features such as superior investment performance or the provision of better investor services justify higher fees and costs. You may be able to negotiate to pay lower management costs. Ask us or your financial adviser.

## TO FIND OUT MORE

If you would like to find out more, or see the impact of the fees based on your own circumstances, the **Australian Securities and Investments Commission (ASIC)** website ([www.moneysmart.gov.au](http://www.moneysmart.gov.au)) has a managed investment fee calculator to help you check out different fee options.

The total fees and costs you pay will include the cost of accessing Wrap, the costs of any investments you choose, as well as any transaction and account costs incurred.

It is important to understand the fees of any investments you choose. These fees will be charged in addition to the fees for accessing Wrap and any transaction and account costs. Fees and costs for each available investment are generally set out in the PDS or other disclosure documents for that investment, which are available from your adviser. This document shows fees and other costs that you may be charged. These fees and costs may be deducted from your money, from the returns on your investment or from the assets of your account. Information on taxes is set out in the 'Additional information on tax' section of the Additional Information and Terms Booklet. Insurance fees and other costs relating to insurance are set out in the 'Additional information on fees' section of the Additional Information and Terms Booklet and the BT Protection Plans PDS.

You should read all the information about fees and costs because it is important to understand their impact on your investments.

Type of fee or cost	Amount	How and when paid
<b>Fees when your money moves in or out of your account</b>		
<b>Establishment fee</b> The fee to open your investment	Nil	Not applicable
<b>Contribution fee</b> The fee on each amount contributed to your investment	Nil	Not applicable
<b>Withdrawal fee</b> The fee on each amount you take out of your investment	Nil	Not applicable
<b>Exit fee</b> The fee to close your investment	Nil	Not applicable



Type of fee or cost	Amount	How and when paid												
<b>Management Costs</b>														
The fees and costs for managing your investment														
Management costs have the following components:														
<b>Account keeping fee<sup>1</sup> (fixed amount)</b>	\$60.50 pa calculated on a daily basis.	The Account keeping fee (fixed amount) is deducted from your Cash Account on a monthly basis (or on closure of your Wrap account) in arrears.												
<b>Account keeping fee (tiered amount)<sup>1</sup></b>	<p>The Account keeping fee (tiered amount) is tiered, which means that a separate fee percentage applies to each tier of your account balance and the percentage reduces for higher balances.</p> <table border="1"> <thead> <tr> <th>Account balance</th> <th>Fee rate</th> </tr> </thead> <tbody> <tr> <td>\$0 - \$100,000</td> <td>0.240% pa</td> </tr> <tr> <td>\$100,001 - \$300,000</td> <td>0.110% pa</td> </tr> <tr> <td>\$300,001 - \$600,000</td> <td>0.035% pa</td> </tr> <tr> <td>\$600,001 - \$2,000,000</td> <td>0.020% pa</td> </tr> <tr> <td>Balance over \$2,000,000</td> <td>Nil</td> </tr> </tbody> </table> <p>The Account keeping fee (tiered amount) is subject to a minimum of \$182.50 pa per account, regardless of your investment holdings.</p> <p>The Account keeping fee (tiered amount) is calculated on the average of your opening and closing account balance<sup>2</sup> for the month (or part of a month where you exit Wrap) and excludes the amount held in your Cash Account.</p>	Account balance	Fee rate	\$0 - \$100,000	0.240% pa	\$100,001 - \$300,000	0.110% pa	\$300,001 - \$600,000	0.035% pa	\$600,001 - \$2,000,000	0.020% pa	Balance over \$2,000,000	Nil	The Account keeping fee (tiered amount) is deducted from your Cash Account on a monthly basis (or on closure of your Wrap account) in arrears.
Account balance	Fee rate													
\$0 - \$100,000	0.240% pa													
\$100,001 - \$300,000	0.110% pa													
\$300,001 - \$600,000	0.035% pa													
\$600,001 - \$2,000,000	0.020% pa													
Balance over \$2,000,000	Nil													

1\_ The Account keeping fees displayed are applicable to new accounts set up from 1 July 2014. Different Account keeping fees may apply to accounts opened prior to 1 July 2014. If you opened your account before 1 July 2014, you can request the details of the Account keeping fees applicable to your account by contacting Wrap Customer Relations or your adviser.

2\_ Nil balances in the month of exit are excluded for the purposes of this calculation.

## Fees and costs (Continued)

Type of fee or cost	Amount	How and when paid
<b>Management Costs</b>		
The fees and costs for managing your investment		
Management costs have the following components:		
<b>Cash Account fee</b> <i>The Cash Account fee is payable to the Administrator for the administration of your Cash Account.</i>	<p>The Cash Account fee is the difference between:</p> <p>a) the interest rate earned by the Administrator on the underlying bank accounts it maintains at Westpac in which the cash that constitutes your Cash Account is deposited, and</p> <p>b) the interest rate the Administrator declares for your Cash Account and which is payable to you.</p> <p>The rate of interest declared by the Administrator will not be lower than the average of the four major Australian Banks for comparable transaction accounts (if available) with balances of \$10,000<sup>2</sup>.</p> <p>The Cash Account fee accrues daily.</p>	<p>The Cash Account fee is charged before interest is credited to your Cash Account at the end of each quarter in arrears.</p> <p>The Cash Account fee is paid out of the cash the Administrator deposits in the underlying bank accounts it maintains at Westpac and is not separately deducted from your account balance.</p>
<b>Expense recovery</b>	<p>Estimated to be approximately \$80 pa. The exact amount deducted from your account will be confirmed in your Annual Statement.</p> <p>The Administrator has discretion in deciding whether to pass on to investors all or a portion of the actual expenses properly incurred in each financial year by the Administrator.</p> <p>The Administrator intends to exercise its right to recover expenses in respect of costs that relate to your Wrap account which include government levies and complying with legislative requirements.</p>	<p>Calculated based on the expenses incurred and deducted from your Cash Account at the time the expense is applied.</p> <p>Expense recovery is payable to the Administrator only and will not be passed on to the Distributor, your adviser or your adviser's dealer group.</p>
<b>Custodial holdings option fee</b>	\$300 pa	Payable to the Administrator if you select the custodial holdings option for investing in listed securities on the relevant form. This fee is deducted monthly in arrears from your Cash Account as part of the Account keeping fee.
<b>Service fees<sup>2</sup></b>		
<b>Switching fee</b>	Nil	Not applicable

1\_ You can contact your adviser or Wrap Customer Relations to confirm the current interest rate declared by the Administrator.

2\_ There are other service fees that may apply, refer to 'Additional explanation of fees and costs' in this section for more information.

## Example of annual fees and costs for a balanced investment option

This table gives an example of how the fees and costs for a balanced investment option for Wrap can affect your investment over a 1 year period. You should use this table to compare this product with other products.

EXAMPLE — a balanced investment option	BALANCE OF \$50,000 WITH A CONTRIBUTION OF \$5,000 DURING THE YEAR	
<b>Contribution fees</b>	Nil	For every additional \$5,000 you put in, you will be charged \$0.
<b>PLUS Management Costs</b>	0.746% <sup>1</sup>	<b>And</b> , you will be charged \$373 in management costs.
<b>EQUALS Cost of a balanced investment</b>		If you had an investment of \$50,000 at the beginning of the year and you put in an additional \$5,000 during that year you would be charged fees of: \$373 <sup>2</sup> <b>What it costs you will depend on the investments you choose and the fees you negotiate with your adviser.</b>

1\_ Management costs will also include the Custodial holdings option fee if you select the custodial holdings option for any listed securities held through your Wrap account. Management costs include the Account keeping fee, Cash Account fee and Expense recovery. Management costs do not include the investment fees and costs (which may include performance fees) that may be deducted by the product issuer of that investment option. The current fees and costs for your investments can be obtained from your adviser. The investment fee is dependent on the investment option you decide to invest in. For example, the fee applying to the Advance Balanced Multi-Blend Fund is 0.80% pa. For a \$50,000 investment in this fund, the investment manager of the fund would have charged you \$400 pa in investment fees. The actual Cash Account fee is dependent on your Cash Account balance. In this example, if you held \$2,500 throughout the year and the Cash Account fee rate is assumed to be an average of 2% pa, then the Cash Account fee will amount to \$50 pa. This example is illustrative only.

2\_ Additional fees may apply, refer to 'Additional explanation of fees and costs' in this section for more information.

## Fees and costs (Continued)

### Additional explanation of fees and costs

Type of fee or cost	Amount	How and when paid
Transaction fee	Nil	Not applicable
Portfolio facility fee	\$242.50 pa	Payable to the Administrator if your account is linked to the Preferred Portfolio facility. The annual fee will be deducted monthly in arrears as part of your Account keeping fee. If you exit this facility you will continue to be charged the balance of the full annual fee for the current year until the end of the 12 month period.
Brokerage fee	If you acquire or sell listed securities using the default broker, brokerage will be charged at the rate of 0.10% of the value of the transaction with a minimum charge of \$39 per trade. However, for trades placed via the Portfolio Service facility, a minimum charge of \$19.95 per trade applies.	Brokerage is deducted from your balance in your Cash Account at the time the transaction is settled. If you use an external broker they will negotiate a fee directly with you. This fee will be reflected in the acquisition or disposal cost and will be deducted from your Cash Account at the time of settlement.

For more information on insurance premiums and tax, refer to the 'Additional information on fees' and the 'Additional information on tax' sections of the Additional Information and Terms Booklet.

### Investment costs

Investment costs are the amount you pay for specific investments, as shown in the Available Managed Funds list and the relevant PDS or other disclosure documents for each accessible investment. The amount of investment costs varies, depending on the investments you select.

If you invest in managed funds, you will pay the fees and costs charged by the product issuer, these may vary from time to time. Some product issuers also charge contribution and withdrawal fees. The fees and costs charged are deducted either periodically from the assets of the underlying managed fund or from your account balance (timing depends on the product issuer).

## Capital Protection

If you choose to apply Capital Protection to your managed fund investments, this will be an additional cost to you. Your adviser will provide you with the BT Capital Protection Fund PDS, which provides more detail about the specific fees and costs that apply. These fees and costs are calculated on the average of the opening and closing balance<sup>1</sup> of a Protection Portfolio for each month (or part of a month where you exit Wrap). It is deducted from your Cash Account monthly (or on closure of your Wrap account) in arrears.

## Performance fees

Performance fees may also apply to some investments as set out in the relevant PDS and other disclosure documents available from your adviser. If applicable, performance fees will increase the management costs of the relevant investment.

If charged, typical performance fees are estimated to be between 15% and 30% of the fund's outperformance of a defined benchmark, but actual performance fees may fall outside this range. Performance fees may change from time to time in accordance with the rules specified by the relevant product issuers.

## Buy/sell spread

For managed funds, the buy/sell spread is charged by the product issuer on a buy or sell of units in those funds. It is applied before the unit price is provided to us.

The amount you pay for specific investments and how it is paid is shown in the PDS or other disclosure documents for each underlying managed fund. The amount of the buy/sell spread varies, depending on the investments you select. Typical buy/sell spreads are estimated to be between 0% and 1% but may fall outside this range. The buy/sell spread is an additional cost to you.

## What will happen if you no longer have an authorised adviser?

Wrap is designed to be used by you together with your adviser. For that reason, you will need to have a relationship with the Distributor or an authorised adviser to optimise account features and fee structures. If the relationship ends and you choose not to appoint a substitute adviser within 30 days, you must notify us by completing the Advice Relationship Opt-out Form. This will assist in managing your adviser remuneration arrangements and determining who can access your account. In some cases your adviser or the Distributor may notify us that they no longer provide advice or other related services to you. It is important that you understand the consequences of ceasing to have a relationship with the Distributor or an authorised adviser, as set out below.

At least 30 days after we either process the Advice Relationship Opt-out Form or alternatively, notify you that the relevant relationship has ended, the following changes will be made to your accounts:

- ▶ You will need to manage your account directly.
- ▶ You will have the ability to place transactions online via [investorwrap.com.au](http://investorwrap.com.au).
- ▶ The name and branding of your account may change (including on any communications which you will receive from us directly). However, other account details will remain the same.
- ▶ Your fees will change (and may increase) to the fees and costs set out in the disclosure documents for a relevant self-directed Wrap product, which we will provide.
- ▶ The Portfolio Service facility will no longer be available to you.

To request a policy document, free of charge, that outlines what will happen to investors who no longer have an authorised adviser or a relationship with the Distributor, please call Wrap Customer Relations on 1300 657 010. We may amend this policy from time to time.

<sup>1</sup> Nil balances in the month of exit are excluded for the purposes of this calculation.

## Fees and costs (Continued)

### Fees payable for advice and services provided to you

The adviser fees and Licensee advice fees described in the following table are only payable if you agree the amount of the fee with your adviser and direct us to pay them.

You must specify the amount of these fees agreed with your adviser on the relevant form. By specifying the amount of these fees in the form, and signing the form, you direct us to pay these fees to your adviser and/or your adviser's dealer group.

The amounts you specify will be GST inclusive. Fees payable for advice and services provided to you are an additional cost to you.

Type of fee or cost	Amount	How and when paid
<b>The fees you pay for advice</b>		
<b>Adviser contribution fee<sup>1</sup></b> <i>A fee that you may direct us to pay for financial product advice and related services provided to you by your adviser in respect of the initial investment you make into Wrap as well as subsequent investments and deposits made under a regular deposit plan.</i>	You can negotiate the amount of this fee (as a dollar or percentage amount) with your adviser. There is no maximum, however, the Administrator has the right to reject the amount you agree with your adviser.	Where Adviser contribution fees are specified on the relevant form as either a dollar or percentage amount, you direct us to calculate and deduct these fees from the balance in your Cash Account at the time of each investment or as otherwise directed by you in the relevant form. If a percentage Adviser contribution fee is specified in relation to your initial investment, this percentage will be deducted from all deposits (excluding asset transfers and deposits under a regular deposit plan) received within three months of the establishment of your account, unless you instruct the Administrator otherwise.
<b>Ongoing adviser fee</b> <i>A fee that you may direct us to pay in relation to ongoing advice (and related services) your adviser provides in relation to your Wrap account.</i>	You can negotiate the amount of these fees (as a dollar or percentage amount) with your adviser. There is no maximum, however, the Administrator has the right to reject the amount you agree with your adviser.  If Ongoing adviser fees and/or Licensee advice fees are specified on the relevant form as a percentage, you direct us to calculate these fees on the average of your opening and closing account balance <sup>2</sup> for each month (or part of the month where you exit Wrap).	You direct us to deduct the Ongoing adviser fee and/or Licensee advice fee from your Cash Account on a monthly basis (or on closure of your Wrap account) in arrears and to continue to pay these fees until you direct us to cease paying them.  We will continue to pay the Licensee advice fee on the basis of your direction in the relevant form even if you change your adviser. In certain circumstances, such as your adviser moving to a different dealer group, we may automatically cancel or reduce the Licensee advice fee.
<b>Licensee advice fee</b> <i>A fee that you direct us to pay to your adviser's dealer group in relation to ongoing advice and related services provided to you by your adviser's dealer group (where they are an AFSL holder) in relation to your Wrap account.</i>	If Ongoing adviser fees and/or Licensee advice fees are specified on the relevant form as a dollar amount, you direct us to calculate these fees on a full month basis (or part of a month where you exit Wrap).	The Licensee advice fee is only available if your adviser's dealer group has registered with the Administrator to charge it.
<b>One-off advice fee</b> <i>A fee that you may direct us to pay in relation to the financial product advice and related services provided to you by your adviser.</i>	You can negotiate the dollar amount of this fee with your adviser. There is no maximum, however, the Administrator has the right to reject the amount you agree with your adviser.	If you and your adviser have agreed to this fee and you direct us to deduct it from your Cash Account under the One-off Advice Fee Form, the One-off advice fee will be deducted from your Cash Account at the time the request is processed by the Administrator. This fee may be charged multiple times per year as agreed with your adviser.

1\_ The Adviser contribution fee may also be referred to as an 'Adviser initial establishment fee', 'Additional deposit fee', or 'Regular savings fee' for reporting purposes.

2\_ Nil balances in the month of exit are excluded for the purposes of this calculation.

Type of fee or cost	Amount	How and when paid
<b>The fees you pay for advice</b>		
<b>Managed fund transaction fee</b> <i>A fee that you may direct us to pay in relation to the financial product advice and related services provided to you by your adviser for investing in managed funds on your behalf.</i>	You can negotiate the amount of this fee (as a dollar or percentage amount) with your adviser. There is no maximum, however, the Administrator has the right to reject the amount you agree with your adviser.	You direct us to deduct this fee from your Cash Account at the time the request is processed by the Administrator.

### Incidental fees

If you acquire or sell listed securities and your trade cannot settle, any dishonour fee charged by your broker, and any other costs associated with the failed trade that are passed onto the Administrator will be deducted from your Cash Account. These fees are deducted at the same time the trade fails to settle, or at the time they are passed onto the Administrator.

### Changes in fees and costs

The Administrator may change the amount of fees or introduce new fees. The Administrator will give you 30 days notice prior to any increases in fees or the introduction of new fees via a notice to your adviser or by updating the online internet service [investorwrap.com.au](http://investorwrap.com.au).

### Other fees and costs

All other fees and costs (such as Government fees, bank fees, stamp duty, fees for failed transactions and penalty interest) incurred as a result of a transaction, deposit or withdrawal, will be passed on to you.

### Goods and Services Tax ('GST')

Except where otherwise stated, all fees in this Investor Guide are expressed as inclusive of any GST and are net of any reduced input tax credits ('RITCs'), which may be claimed.

### Third party payments

The Administrator and other members of the Westpac Group receive payments from third parties in connection with Wrap. Further information relating to these payments is set out in the 'Additional information on fees' section of the Additional Information and Terms Booklet.

### Additional information

Your adviser or their dealer group may negotiate with us on your behalf for a reduction to the Account keeping fee. Any reduction to the Account keeping fee following negotiation by your adviser or their dealer group will cease to apply and will revert to the standard level on 30 days' notice, or without notice should you cease to be advised by your adviser or their dealer group.

# How do fees work?

▶ Below is a hypothetical example of what fees you might incur over a two-year period. Please note that these fees are only representative. The fees will vary depending on the type and value of your investments held in Wrap, how often you transact, your broker and the fees agreed between you and your adviser. Your adviser can show you an estimate of the cost to administer your Wrap account.


## Making the initial investment

1\_ Transfer \$300,000 into your Cash Account



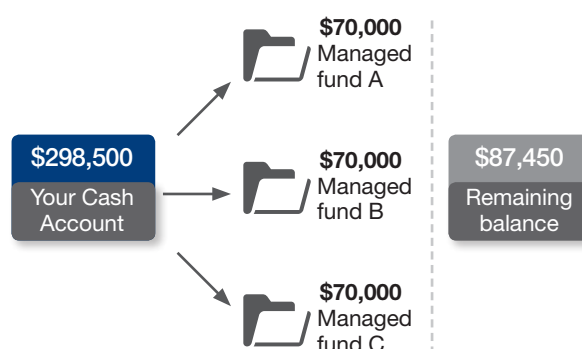
Once your adviser sets up your Wrap account, you transfer \$300,000 from your external bank account into your Cash Account. This is normally called an 'initial investment'. After deduction of the Adviser contribution fee, \$298,500 remains.

## Moving your money into Wrap

Activity	Calculation	Fee amount
 Adviser contribution fee – 0.5%	$\$300,000 \times 0.5\%$	<b>\$1,500</b> (Applicable in Year 1 only)



## Making investment choices

2\_ Invest in 3 managed fund holdings of \$70,000 each



Your adviser establishes your Wrap investment portfolio by helping you invest in 3 managed fund holdings of \$70,000 each. After deduction of the Managed fund transaction fee, the remaining balance in the Cash Account is \$87,450.

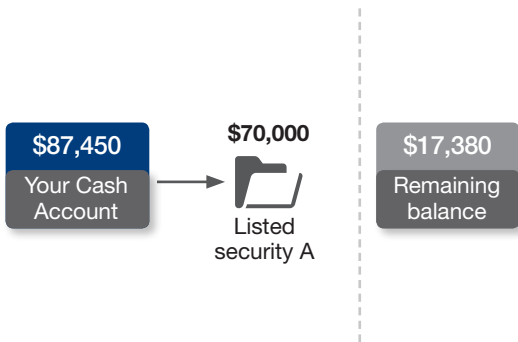
## Investing in managed funds

Activity	Calculation	Fee amount
 Managed fund transaction fee – 0.5%	$(3 \times \$70,000) \times 0.5\%$	<b>\$1,050</b> (Applicable in Year 1 only)
 Investment manager fee <sup>1</sup> (assumed fee measure) – 0.9%	$(3 \times \$70,000) \times 0.9\%$	<b>\$1,890 pa</b>

1\_ The Investment manager fee is included in the unit price and is not deducted from the Cash Account.




### 3\_Purchase 1 listed security holding of \$70,000



Your adviser also helps you purchase one listed security holding of \$70,000 through the online broker, and you both decide to hold the shares under the sponsored holdings option. After deduction of Brokerage this leaves \$17,380 in your Cash Account.

#### Investing in listed securities

Activity	Calculation	Fee amount
 Brokerage for online broker – 0.1%	$\$70,000 \times 0.1\%$	<b>\$70</b> (Applicable in Year 1 only)

### Managing your Wrap account<sup>1</sup>






#### 4\_Make no further transactions in Year 1 and 2

#### Total Fees

<b>Year 1</b> <b>\$6,688.50</b> = 2.23% of your account
<b>Year 2</b> <b>\$4,068.50</b> = 1.36% of your account

You make no further transactions on your account and the average value of your Wrap portfolio for the first and second year remains at \$300,000 which includes a Cash Account balance of \$20,000.

#### Managing your account and portfolio

Activity	Calculation	Fee amount
 Ongoing adviser fee and Licensee advice fee	$\$300,000 \times 0.4\%$	<b>\$1,200 pa</b>
 Account keeping fee (fixed)		<b>\$60.50 pa</b>
 Account keeping fee (tiered)	$(\$100,000 \times 0.24\%) + (\$180,000 \times 0.11\%)$	<b>\$438 pa</b>
 Cash Account fee (assumed average is 2% pa)	$\$20,000 \times 2\%$	<b>\$400 pa</b>
 Expense recovery		<b>\$80 pa</b>

<sup>1</sup> For the purpose of this example, it is assumed that you do not have a Preferred Portfolio facility or Capital Protection for your managed funds and that you have not selected the custodial holdings option for investing in listed securities. The example does not include any applicable buy/sell spread charges, Government or bank fees.

# What are your rights?

## Basic rights for investors

### You have the right to:

- 1\_Have Wrap explained to you in a language you can understand.
- 2\_Have the Administrator perform the obligations it owes to you honestly and with reasonable care and diligence.
- 3\_Receive on request, free of charge, the Available Managed Funds List which specifies the managed funds and term deposits that you can access through Wrap.
- 4\_Receive from your adviser this Investor Guide and the disclosure documents (including all supplements to them) for each investment free of charge before you choose to invest in that investment.
- 5\_Choose which investments to include in your portfolio, and how long to hold them (together with your adviser).
- 6\_Have all your managed funds, cash, term deposits and listed securities held under the custodial holdings option, held on trust for you.
- 7\_Expect that the Administrator will respond quickly and professionally to the instructions you give through your adviser to establish a Wrap account or to undertake transactions through your Wrap account.
- 8\_Have access to helpful information and/or people who can help you answer any questions you may have about Wrap.
- 9\_Have access to quarterly reporting (within one month of the quarter end), annual reporting (within three months of the financial year end) and up-to-date information on the status of your investments.
- 10\_Elect to receive a copy of any communication that is required by law to be given to a direct holder about the managed funds or listed securities held under the custodial holdings option that form part of your investment portfolio.
- 11\_Receive all the income generated from your investments, less agreed fees, costs, taxes and charges.
- 12\_Have your privacy protected and have confidence about the way your personal information is being used.
- 13\_Complain to an independent complaints resolution service if you feel you have a concern or issue that cannot be resolved by your adviser or the Administrator.
- 14\_Be compensated where the Administrator breaches its obligation to perform agreed functions (and for this purpose the acts or omissions of any agent the Administrator has engaged are treated as if they were acts or omissions of the Administrator itself).

## Addressing your concerns

### How you can give feedback or lodge a complaint

If you have a concern or complaint about Wrap that you cannot resolve with your adviser, please call Wrap Customer Relations on 1300 657 010 from 8.00am to 6.30pm, Monday to Friday (Sydney time). If we are unable to resolve your concerns over the phone, we will escalate the matter to our Complaints Officer. Alternatively, you can outline your complaint in writing to:

The Complaints Officer  
Wrap Services  
GPO Box 2337  
Adelaide SA 5001

The Complaints Officer will acknowledge receipt of your complaint, and will endeavour to resolve the situation within 45 days of receiving your letter.

If you have a concern or complaint about an investment acquired through Wrap, please contact us using the details above. We can help direct your complaint to, or otherwise facilitate a resolution with, the relevant product issuer.

If you have a concern or complaint about your adviser or the financial product advice you have received, please approach the Australian financial services licensee for whom your adviser was acting.

### **What you should do if you don't receive a response or you're dissatisfied with the Administrator's response**

If you are dissatisfied with the Administrator's response (or have not received a response within 45 days), you may escalate your complaint to the Financial Ombudsman Service ('FOS') by:

- ▶ Calling 1300 780 808
- ▶ Faxing to 03 9613 6399
- ▶ Writing to:  
Financial Ombudsman Service  
GPO Box 3  
Melbourne VIC 3001

FOS is an independent body, set up to assist customers in the resolution of complaints relating to members of the financial services industry including life insurance and funds management companies.

### **Privacy Statement**

#### **Why we collect your personal information**

We collect personal information from you so that we can provide you with products or services, and manage your products or services. We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, prevent fraud, crime or other activity that may cause harm in relation to our products or services and to help us to run our business. If you do not provide all the information we request, we may no longer be able to provide a product or service to you.

#### **How we collect your personal information**

We may collect your information from many places including correspondence with you or your financial adviser, our telephone calls with you or you using our website or emailing us. We may also collect your information from other members of the Westpac Group or from a service provider engaged to do something for us or another member of the Westpac Group. Our service providers typically include custodians, investment administrators, information technology advisers, mail-houses, auditors, legal advisers and consultants.

### **Disclosing your personal information**

We may disclose your personal information to other members of the Westpac Group, anyone we engage to do something on our behalf such as a service provider, other organisations that assist us with our business and any person who acts on your behalf in relation to your investment (such as your adviser).

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in the BT Privacy Policy. As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products and services, you consent to these disclosures.

### **Other important information**

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in the BT Privacy Policy.

The BT Privacy Policy is available at [bt.com.au](http://bt.com.au) or by calling 1300 657 010. It covers:

- ▶ how you can access the personal information we hold about you and ask for it to be corrected;
- ▶ how you may complain about a breach of the Australian Privacy Principles, or a registered privacy code and how we will deal with your complaint; and
- ▶ more detail on how we collect, hold, use and disclose your personal information.

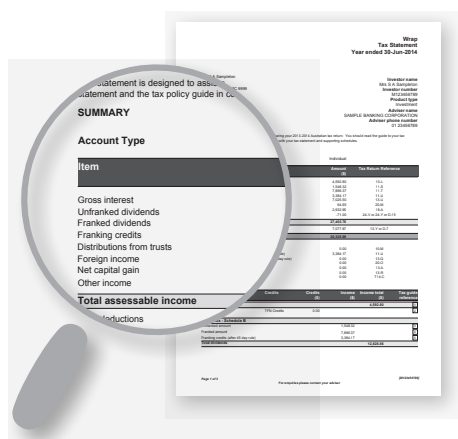
The BT Privacy Policy will be updated from time to time.

Where you have provided information about another individual, you must make them aware of that fact and the contents of this Privacy Statement.

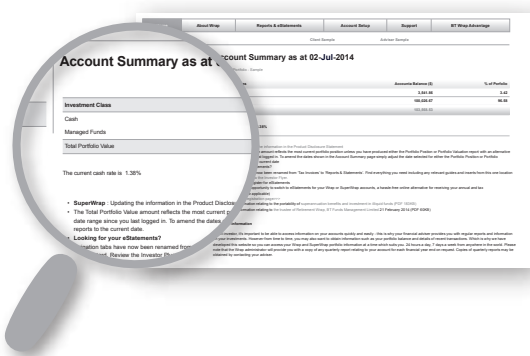
# How will we keep you informed?

- ▶ Wrap's range of convenient services helps to place the information you need at your fingertips.

## You have access to:



- ▶ Consolidated reports showing a holistic view of all your investments
- ▶ Comprehensive tax reporting



- ▶ A current view of your Wrap account balance, investment holdings and transactions

## How you can access this information

You can access information about your investments 24 hours a day, 7 days a week via our website. You can enquire about and view your Wrap account balance, investment holdings and transactions at [investorwrap.com.au](http://investorwrap.com.au).

## The reports you will receive

Wrap provides you and your adviser with consolidated reports for your Wrap account on a quarterly basis and for your annual tax position after the end of the financial year. Your adviser always has online access to your reports, and you can also access various reports at [investorwrap.com.au](http://investorwrap.com.au).

At the end of each quarter, the Administrator will provide you and your adviser with a report that summarises your portfolio valuation, transactions and income for the quarter. We will provide taxation information upon receipt of all necessary information from third parties.

# How can you contact us?

► There are various ways you can contact us to give or receive information.

## How to get access



Internet  
[investorwrap.com.au](http://investorwrap.com.au)



Contact your  
adviser

## How you can change your details

If you need to change any of your personal details, such as your address or adviser fees and remuneration, you need to let the Administrator know in writing, by mailing these changes directly to:

✉ Wrap Services  
GPO Box 2337  
Adelaide SA 5001

# What are the next steps?

▶ Here's what you need to do to complete your application.

---

# 1

## **Read the Additional Information and Terms Booklet**

You should read the Additional Information and Terms Booklet, which contains important information and the terms and conditions of the contract you may enter into with the Administrator if you apply for a Wrap account.

If you still have questions after reading this Investor Guide and the Additional Information and Terms Booklet, ask your adviser for more information.

---

# 2

## **Finalise your registration with your adviser**

Your adviser can help you complete the Investor Registration Form and lodge it on your behalf. By signing the Investor Registration Form and the Administrator accepting your application, you enter into a contract with the Administrator. Please note, the Administrator is not obliged to accept your application. The terms of that contract are set out in:

- ▶ the Nominee Deed for Wrap (this document is available from the Administrator free of charge)
- ▶ the Investor Registration Form itself, and
- ▶ the terms and conditions set out in the Additional Information and Terms Booklet.

Depending on the options you choose, you may also enter into a CHESS Sponsorship Agreement and sign a direct debit request service agreement as part of the application process. The terms of the CHESS Sponsorship Agreement are contained in the Additional Information and Terms Booklet.

---

# 3

## **Receive a Welcome Pack from the Wrap Administrator**

Once your application is accepted and processed, your adviser may provide you with a Welcome Pack containing information about how to access your Wrap account. You will also receive a PIN and password to securely access your Wrap account.

---

# 4

## **Monitor the progress of your investments and talk to your adviser regularly**

You can view your investment portfolio online, and you will also receive quarterly and annual consolidated reports and annual tax information.

You can also work with your adviser to shift money from one investment to another, move out of a particular investment or add a new investment to ensure you still have a well-balanced portfolio.

---

# 5

## **Review your overall strategy in light of any changing needs or life circumstances**

As your life circumstances change or events arise, you should work with your adviser to review your overall investment strategy to make sure it remains appropriate to your financial objectives, situation and needs.

---

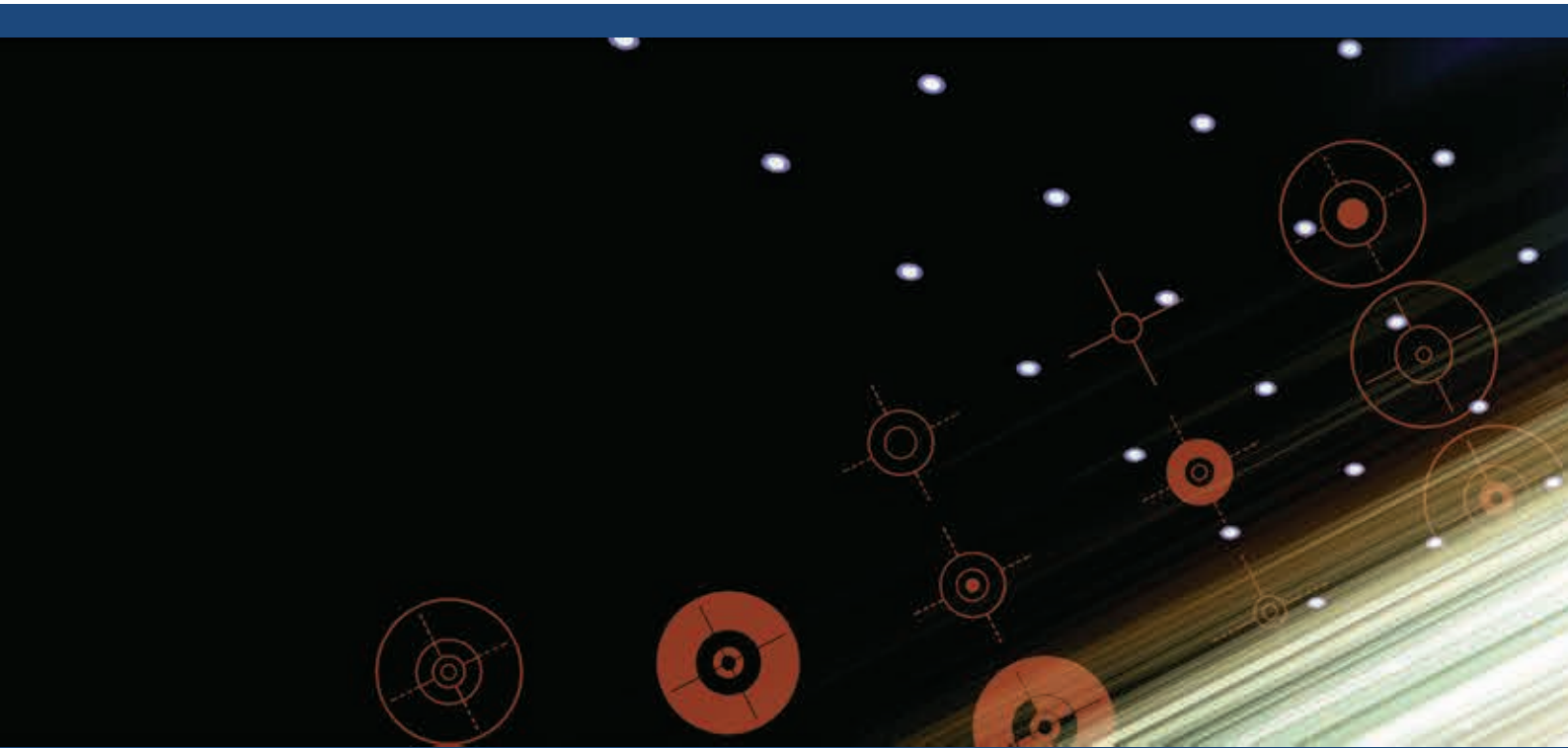
# Additional Information and Terms

Please read the Additional Information and Terms Booklet for more detailed information on the features of Wrap and how to use it.

▶ **On our website** [investmentwrap.com.au/investmentwrap](https://investmentwrap.com.au/investmentwrap)

See the Additional Information and Terms Booklet for more information about:

<b>Managed funds, including how to reinvest your distributions</b>	Refer to 'Managed funds' under 'Features of your investments' in the 'Benefits and Features' section.
<b>Capital Protection</b>	Refer to 'Capital Protection' under 'Features of your investments' in the 'Benefits and Features' section.
<b>Listed securities, including custodial and sponsored holdings options</b>	Refer to 'Listed securities' under 'Features of your investments' in the 'Benefits and Features' section.
<b>Unlisted investments (other than managed funds)</b>	Refer to 'Unlisted investments (other than managed funds)' under 'Features of your investments' in the 'Benefits and Features' section.
<b>Term Deposits</b>	Refer to 'Terms Deposits' under 'Features of your investments' in the 'Benefits and Features' section.
<b>The Cash Account</b>	Refer to 'The Cash Account' in the 'Benefits and Features' section.
<b>Transaction options, including regular transaction plans</b>	Refer to 'Transaction options' in the 'Benefits and Features' section.
<b>The Preferred Portfolio facility</b>	Refer to 'Preferred Portfolio facility' under 'Transaction options' in the 'Benefits and Features' section.
<b>The Portfolio Service facility</b>	Refer to 'Portfolio Service facility' under 'Transaction options' in the 'Benefits and Features' section.
<b>Transferring assets</b>	Refer to 'Transferring assets' under 'Transaction options' in the 'Benefits and Features' section.
<b>Nominating an Authorised Representative</b>	Refer to 'Authorised representative' in the 'Benefits and features' section.
<b>Fees and costs</b>	Refer to the 'Additional information on fees' section.
<b>Tax</b>	Refer to the 'Additional information on tax' section.
<b>Terms and conditions of Wrap</b>	Refer to the 'Terms and Conditions' section.
<b>When we may sell your investments without further instructions</b>	Refer to 'When we may sell your investments without further instructions' in the 'Terms and Conditions' section.
<b>CHESS Sponsorship Agreement</b>	Refer to the 'Sponsorship Agreement' section.



Voice Response Service 1902 920 030

COUNTHNW\_IW\_ISG\_SO