

# A guide to our financial services

Financial Services Guide

Issue 2

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## ABOUT THIS FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is provided to you by LIFT Capital Partners Pty Limited ABN 22 111 015 500 and any of its related bodies corporate (LIFT Capital, us or we) as defined in the Corporations Act together, and each of them separately, unless otherwise specified.

### Purpose of this Guide

This FSG contains information about the financial services provided by us.

This is an important document. It is designed to assist you when deciding whether to use any of the financial services we offer and to ensure LIFT Capital complies with its obligations as a financial services licensee. This FSG tells you:

- About us
- About our financial services
- About fees and benefits payable to us and other relevant person in respect of the products and services we offer
- About our associations and relationships
- About our complaints handling procedures and how you can access them
- How we collect and use your personal information
- How you can contact us

If you have any questions about LIFT Capital or about this FSG, please contact us. Our contact details are listed at the back of this FSG. Any changes to these details can be found at [www.liftcapital.com.au](http://www.liftcapital.com.au).

## ABOUT LIFT CAPITAL

LIFT Capital is an Australian owned, independent (non-bank owned) financial services provider, specialising in lending against structured equity products principally against listed shares and interests in managed funds. Our products enable our clients to borrow money to invest in a wide range of assets. LIFT Capital may take a mortgage over these assets to secure the loan (Share Loans). Our services, including our lending services, are

made available through the LIFT facility. Details about the LIFT facility are set out in our brochure, "your LIFT to financial freedom" which you can obtain from our website [www.liftcapital.com.au](http://www.liftcapital.com.au).

### What financial services are LIFT Capital authorised to provide?

LIFT Capital is an Australian Financial Services licensee (Licence number 281618) regulated by ASIC and is authorised to provide financial services to retail and wholesale clients.

LIFT Capital is authorised, under its Australian financial services licence, to provide general financial product advice in relation to and to arrange for our clients to deal in the following financial products:

- Deposit and payment products limited to basic deposit products;
- Debentures, stocks or bonds issued or proposed to be issued by a government;
- Interests in managed investment schemes excluding investor directed portfolio services;
- Securities; and
- Derivatives.

Additionally, we are authorised to issue, apply for, acquire, vary or dispose of derivatives.

Through the LIFT facility, we can also assist you with execution of option based risk management strategies (OptionEdge). These strategies may allow you to raise further funding or generate income against a given share position. LIFT Capital's role in these option based strategies may include assisting you with the execution of your option order in relation to either exchange traded options (ETO) or over-the-counter options (OTC options) and may also extend to LIFT Capital acting as principal in writing the OTC option you wish to buy or sell. Before making any decision whether to make use of option based strategies, you should obtain and read our brochure, "your LIFT to financial freedom" which discusses OptionEdge in detail and sets out the terms and conditions specific to OptionEdge and which also contains a product disclosure statement in respect of OTC options.

This product disclosure statement contains general information, as well as information about benefits, risks and costs associated with OTC options. Please note that our brochure does not include a product disclosure statement in respect of ETOs. You should seek a product disclosure statement from the issuer of those options, usually your stockbroker who is a participant of the Australian Stock Exchange, prior to undertaking such contracts.

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

LIFT Capital will provide and be responsible for the financial services provided to you as described in this FSG. We will provide these services through representatives of LIFT Capital and authorised representatives appointed by LIFT Capital to provide financial services on our behalf.

In respect of the LIFT facility, LIFT Capital engages the services of LIFT Capital Nominees No. 1 Pty Limited (**LIFT Capital Nominees**) as trustee in relation to the assets underlying the Share Loan. LIFT Capital Nominees also acts as the sponsor under the Clearing House Electronic Subregister System (CHES). While you retain beneficial ownership of your assets, LIFT Capital Nominees will sponsor your CHES holdings and effect CHES transactions for you. Managed funds and cash are always held by LIFT Capital Nominees. LIFT Capital Nominees will act as trustee of your shareholdings should LIFT Capital require it. LIFT Capital will however be responsible to you for the nominee services provided by LIFT Capital Nominees.

If you would like more information about LIFT Capital Nominees' role as it relates to the LIFT facility, please contact us.

**LIFT CAPITAL ONLY PROVIDES GENERAL ADVICE**

LIFT Capital will not give you personal advice. Our role is to act on your instructions in relation to your LIFT facility. At your request we will provide you with factual information regarding the balance of your facility, information about terms and

conditions of our products and similar objective information.

LIFT Capital does not provide you with financial, investment, taxation or legal advice regarding the use of the LIFT facility. We strongly recommend you seek independent advice with respect to its suitability to your current or future financial circumstances, as well as your obligation under the LIFT Agreement. We also strongly recommend you read and understand the risks outlined in the Risk Disclosure Statement in our brochure. You can obtain a copy of our brochure from our website [www.liftcapital.com.au](http://www.liftcapital.com.au) or contact our Client Services Team on 1300 734 867.

**How can you give us instructions?**

You, and/or your authorised agent, may give us instructions by telephone, email, fax or other means as agreed to by us. We may require authentication of your identity before we accept instructions from you or your authorised agent. We will advise you of those circumstances in which authentication is necessary.

Our contact details are located at the back of this guide.

**INFORMATION ABOUT FEES AND BENEFITS**

**What fees or other benefits are received by us?**

Any amount payable by you to us should, generally, be paid by direct debit, BPay, cheque or other means as agreed to by us. Please refer to our LIFT brochure for the options available to you.

LIFT Capital does not directly receive any fees, commission or other benefits ("Fees") specifically attributable to the financial services it provides. LIFT Capital does however receive remuneration from the provision of the LIFT facility to you as follows:

- (a) interest payable on the LIFT facility,
- (b) fees payable in respect of transactions associated with your LIFT facility, such as settlement of your share and managed fund confirmations, and bank fees such as dishonour fees

and real time funds transfers made on your behalf. These fees range between \$0 and \$50 depending on the transaction type. A detailed fees schedule will be provided to you at the time of opening a LIFT facility. Fees charged may be amended from time to time. Additionally, updates will be available on our website.

(c) fees payable on derivatives and other structured products. These fees are determined by the issuers and may vary depending on the transaction; and

(d) commissions on financial products provided by third parties. Generally, commissions we receive will be determined by the Financial Product Issuer(s) and may vary depending on the product. These may be upfront commissions and / or ongoing commissions. Ongoing commissions typically range between 0% and 0.25% p.a. of the value of your holding in a product for as long as you hold the product. Upfront commissions are determined by the product issuer(s) and will vary depending on the product.

#### **What fees or other benefits are paid by us?**

LIFT Capital may pay financial advisers and other third parties that distribute our product a fee or commission which is negotiated with that third party on a case by case basis. These commissions typically range between 0% and 0.55% p.a. of your outstanding loan. These third parties may have separate compensation arrangements with you in relation to the services they provide and any benefits and commissions they receive from us must be disclosed in the financial services guide or statement of advice that they provide to you.

#### **What remuneration and other benefits are received by LIFT representatives?**

Our representatives are remunerated by salary and do not directly receive any commissions or fees. They may be eligible for an annual bonus which is discretionary and based on achievement of pre-determined business objectives. These may include:

- Business outcomes, including the financial performance of the company

- Commitment to high levels of customer service
- Overall contribution to a cooperative team based work environment
- Successful execution of special projects

#### **RELATIONSHIPS AND ASSOCIATIONS**

LIFT Capital benefits from institutional support in respect of various critical business functions such as funding, back office and custodial services. These outsourcing arrangements are based on arms length commercial terms and none of the providers are related to LIFT Capital in any ownership or control sense.

#### **HOW WE HANDLE COMPLAINTS**

LIFT Capital is committed to a high level of client satisfaction. Disputes are handled promptly, fairly and professionally.

You may make a complaint either in writing or by contacting LIFT Capital's call centre on 1300 734 867 to discuss the matter. Complaints in writing should be addressed to:

LIFT Capital Partners Pty Limited  
Attention: Managing Director (Complaints)  
PO Box A160  
Sydney South NSW 1235

Upon receipt of your written complaint you will be sent an acknowledgement of receipt. We will formally respond to the complaint within 45 business days of receipt of the complaint letter.

Should you contact the call centre to lodge a complaint, we will record the details of the complaint and seek to resolve the matter promptly, in many instances at the time the complaint is lodged. You will also be advised of the name of the person that registers your complaint.

Should we require further information or the matter needs investigation we will contact you no later than the following business day to inform you of either a remedy or to advise you of the progress of any further investigations.

Matters that are not able to be readily remedied will be referred to the Managing Director. The Managing Director will objectively review the matters raised and depending on issues raised will either instruct the call centre employee on a resolution or will call you directly.

LIFT Capital will in all cases seek to remedy the complaint at the earliest possible time.

### External Complaint Service

If you have made a complaint and have not received a response within 45 days or if you are not satisfied with the proposed resolution, you are entitled to take your complaint to the Banking and Financial Services Ombudsman (“BFSO”) of which LIFT Capital is a member. Contact details are as follows:

Banking and Financial Services  
Ombudsman Limited  
GPO Box 3  
Melbourne VIC 3001  
Tel: 1300 78 08 08  
Fax: (03) 9613 7345

### HOW WE COLLECT AND USE YOUR PERSONAL INFORMATION

LIFT Capital and its related companies acknowledge an individual’s right to privacy and understand the protection and confidentiality of your personal information is important to you.

Our aim is to comply at all times with the National Privacy Principles that apply to us. We will regularly review our compliance with our privacy obligations.

LIFT Capital requires personal information from you so that it may:

- process your application form
- verify your identity over the phone
- assess and monitor your creditworthiness
- process transactions and service customer accounts
- provide information as requested by your adviser, administrator or other person as authorised by you

- respond to you queries about applications, accounts or services
- understand customer requirements and offer products and services to meet those requirements
- send educational and marketing material from time to time. You may contact us at any time to ask us not to send this information.
- fulfill legal and regulatory requirements

LIFT Capital may disclose your personal information to third parties, albeit on a confidential basis, in certain circumstances, including:

- updating of credit information to credit agencies
- to enable the mailing of statements and other marketing material;
- to enable data processing of account transactions;
- for regulatory and compliance purposes;
- to provide information to a governmental or regulatory body (such as the Australian Taxation Office or a law enforcement agency);
- pursuant to a court order.

If you have questions about privacy issues, please contact our Client Service Team:

Privacy Officer  
LIFT Capital Partners Pty Limited  
PO Box A160  
Sydney South NSW 1235

Telephone: 02 9210 1800  
1300 734 867

Facsimile: 02 9210 1888

Email: [privacy.officer@liftcapital.com.au](mailto:privacy.officer@liftcapital.com.au)

You are entitled to access personal information we retain about you by telephoning us on 1300 734 867. Sometimes there will be a reason why it is not possible to provide you with access to this information, in which case we will tell you why.

## CONTACTING LIFT CAPITAL

You may contact LIFT Capital in any of the following ways:

**Telephone:** Call us on 1300 734 867 from 8am to 6pm Monday to Friday (EST)

**Mail or Fax:** Write to us at LIFT Capital, PO BOX A160, Sydney South NSW 1235  
Or send us a fax +61 2 9210 1888

**Email:** Send an email to [info@liftcapital.com.au](mailto:info@liftcapital.com.au)

**Internet** Visit the LIFT website [www.liftcapital.com.au](http://www.liftcapital.com.au)