



Financial Services Guide (FSG)

This Financial Services Guide (FSG) was prepared by:
Greenard Willing Pty Ltd

What is a FSG?

This FSG is designed to provide you with important information prior to subscribing for, or purchasing our information, investment research and/or other financial services. Further information is available by contacting Greenard Willing directly on (03) 8686 5797. You have the right to ask us about our charges, the type of advice we will provide you, and what you can do if you have a complaint about our services.

This FSG should be retained for future reference, although a copy is available from us on request, or can be downloaded from our website at www.greenardwilling.com.au. If you do not understand anything in it, or require more information, please feel free to contact us on (03) 8686 5797.

The FSG is one of three documents you may be provided to you by an organisation which holds an Australian Financial Services Licence (AFSL). The other documents are:

- A Statement of Advice (SOA) which is provided whenever you are given personal advice and that takes into account your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice;
- A Product Disclosure Statement (PDS) is provided in the event you make a decision to acquire a particular financial product other than securities. This document must contain information about the particular product, which will enable you to make an informed decision in relation to the purchase of that product.

If we make a recommendation to you to acquire a particular financial product or offer to arrange the issue of a financial product to you, we will also provide you with a PDS. The PDS contains information about the particular financial product to assist you in making an informed decision about that product.

We advise you to consult a licensed financial adviser before making an investment decision.

Background and contact details

Our company name is Greenard Willing Pty Ltd (“Greenard Willing”, “we”) and we hold an AFSL (403562).

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Financial services we are authorised to provide

Greenard Willing is authorised to carry on a financial services business to:

1. provide financial product advice for the following classes of financial products:
 - a. deposit and payment products;
 - b. derivatives;
 - c. debentures, stocks or bonds;
 - d. interests in managed investment schemes including investor directed portfolio services;
 - e. securities; and
 - f. standard margin lending facility; and
2. deal in a financial product by:
 - a. applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
 - i. deposit and payment products;
 - ii. derivatives;
 - iii. debentures, stocks or bonds;
 - iv. interests in managed investment schemes including investor directed portfolio services;
 - v. securities; and
 - vi. standard margin lending facility.
3. to retail and wholesale clients.

All our publications provide general advice only. This is an important consideration and means that the advice has not been prepared by taking into account the particular investment objectives, financial situation and particular needs of any individual investor/s. You should assess whether this advice is appropriate in light of your own individual investment objectives, financial situation and particular needs. If necessary, you should consult with a licensed financial adviser before making an investment decision.

Fees payable for services and/or products

Greenard Willing offers a range of services for which a fee may be payable:

1. Research will be available free, or through an annual subscription service; and
2. Dealing and execution services for securities and other financial products.

What remuneration does Greenard Willing receive?

Employees and/or consultants of Greenard Willing may receive a salary/fixed fee for service and/or commission. Where Greenard Willing is paid a fee to provide research, this will be a negotiable fixed fee and will be clearly stated in the Important Notice section of the research report.

Greenard Willing may receive fees or commissions in relation to corporate advice and capital raisings. These fees are negotiated on a per client basis relative to the service provided.

Greenard Willing charges commissions in relation to dealing or trade execution services which are negotiable on per client basis.



Managing potential conflicts of interest

Greenard Willing receives fees in relation to financial services we provide: research, dealing and corporate advisory services whereby we assist companies and organisations to raise money through IPO's, placements and other capital initiatives.

Greenard Willing maintains Conflict of Interest, Chinese Wall and staff trading policies required to meet the conditions of its AFSL.

Will Greenard Willing provide you with advice, suitable to your needs and financial circumstances?

You should note that Greenard Willing will only provide general advice. . We provide general advice which can include information about our products and services, the markets in which we operate and our opinions about our outlook for those products and services, markets and research.

Any express or implied recommendation or advice contained in any document we may distribute is strictly limited to general advice based solely on consideration of the investment or trading merits of the securities alone without taking into account any particular needs (financial circumstances) of any particular person. Therefore you will not be provided with a Statement of Advice.

Terms and Conditions Applying to our Services.

All services provided in relation to your account will be subject to the Corporations Act, AML/CTF Act and other regulations and rules impacting the operation of our financial services business and the terms and conditions set out in the Greenard Willing Pty Ltd new account application form. You should read these terms and conditions carefully before signing the account. If there is anything you do not understand you should contact Greenard Willing Pty Ltd and seek further explanation.

What should I know about the risks of the financial product advice you provide?

You should be aware that there are inherent risks associated with investing that include:

- Market Risk – the risk that your investment loses value due to movements in the share market or other markets where you have invested
 - International risk – the fact that domestic markets are vulnerable to international events or fluctuations
 - Sector Risk – risks associated with an industry's specific products or services
 - Specific Asset risk – risks associated with the specific investments
- Research, or newsletter limitations – the research available through us is the opinion of specialist research analysts is time specific and cannot be guaranteed. Before acting on any advice contained in a research document or newsletter, you should consider whether the advice is appropriate in light of your own objectives and financial circumstances.

Market Transactions may be cancelled by the Market Operator

You should note that a market operator such as ASX Limited has the power when market integrity is at stake as a consequence of a trading error, to cancel or amend a market transaction or reinstate an order which has been executed. Cancellation of an executed market order may mean the loss of the benefit of the market price and other entitlements flowing from the transaction. Amendment of a transaction may have similar impact. You would not be entitled to any compensation from us or the market operator in these circumstances.



Does Greenard Willing have professional indemnity insurance?

Yes. Greenard Willing has professional indemnity insurance in accordance with its obligations under section 912B of the Corporations Act.

What information do you maintain in my file and can I examine my file?

The privacy of your personal information is important to the Company. Federal Privacy legislation regulates the use of your personal information. Greenard Willing will hold your personal information in a secure manner and will not disclose it to third parties without your permission. Only information that is necessary in connection with providing you our services will be requested. In order to fulfil obligations under the Privacy Act, the necessary security measures have been put in place to minimize the risk of unauthorized access to or loss of personal information. We collect personal information so that we may provide you with the products and services you request as well as information on other products and services offered by us.

We may disclose personal information to other parties (confidentiality arrangements apply) for certain purposes that we outsource, including administration and audit of our financial accounts. Your personal information may be disclosed to these third parties in such circumstances.

We aim to ensure that the personal information we retain about you is accurate, complete and up-to-date. If you provide us with incomplete or inaccurate information, we may not be able to provide you with the products or services you are seeking. If you have concerns about the completeness or accuracy of the information we have about you or would like to request access or make an amendment to your information, simply contact Greenard Willing on (03) 8686 5797.

How do I make a complaint about your financial services?

If you have any concerns or complaints with the financial products or services we provide, please contact us and we will do our best to resolve it quickly and fairly.

As a first step, please contact us by calling Greenard Willing on (03) 8686 5797. Alternatively, you can contact us by email to the Compliance Officer (compliance@greenardwilling.com). We will let you know when we have received your complaint and the Compliance Officer will try to resolve your complaint within a reasonable time.

If you are still not satisfied you can refer the matter to the Financial Ombudsman Service (FOS). Greenard Willing is a member of this service. FOS is a dispute resolution scheme authorised to deal with complaints in relation to investment advice.

FOS contact details are:

Financial Ombudsman Service
GPO BOX 3, Melbourne VIC 3001
Telephone 1300 780 808
www.fos.org.au

Alternatively, ASIC may be contacted on 1300 300 630. You can use this number to make a complaint and to obtain further information about your rights.

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