



MUTUAL TRUST

# Financial Services Guide

Mutual Trust Pty Ltd  
ABN 71 004 285 330  
AFSL 234590

Mutual Capital Ltd  
ABN 68 100 733 695  
AFSL 238314

## Introduction

The purpose of this Financial Services Guide (**FSG or guide**) is to set out Mutual Trust Pty Ltd.'s (**us, we, our or Mutual Trust**) responsibilities and your rights when we offer financial products and services to you as a retail client. This guide is issued by Mutual Trust Pty Ltd ABN 71 004 285 330 under its Australian Financial Services Licence (**AFSL**) number 234590 and is designed to assist prospective clients to decide whether or not to use any of the range of financial services we offer.

Some of these services may be provided by Mutual Trust or by our wholly owned subsidiary, Mutual Capital Ltd ABN 68 100 733 695, AFSL number 238314 (**Mutual Capital**). Where applicable, **Mutual Trust** means Mutual Trust Pty Ltd and Mutual Capital Ltd.

This guide includes information about the remuneration received by Mutual Trust and our complaints handling process and relates to financial services provided to retail clients as defined in the *Corporations Act 2001*.

## Contact details:

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Level 32, 360 Collins Street,  
Melbourne VIC 3000

Telephone: +61 3 9605 9500  
Facsimile: +61 3 9605 9599  
Website: [www.mutualtrust.com.au](http://www.mutualtrust.com.au)  
Email: [info@mutualtrust.com.au](mailto:info@mutualtrust.com.au)

## What kinds of financial services are we authorised to provide?

Mutual Trust has an AFSL authorising it to carry on a financial services business and provide a range of financial services.

Mutual Trust offers the following financial services:

- Financial product advice across a range of financial products including managed funds, securities and superannuation;
- Investment strategy, portfolio and management;
- Cash management fund;
- Custody and portfolio administration; and
- Traditional trustee company services.

Mutual Trust is authorised to provide advice and services to retail and wholesale clients in relation to the following products:

- a. Deposit products
- b. Interests in managed investment schemes including investor directed portfolio services (e.g. master trusts and wrap accounts)
- c. Retirement Savings Accounts (**RSA**) products (within the meaning of the Retirement Savings Account Act 1997)
- d. Securities
- e. Superannuation
- f. Certain life products
- g. Derivatives
- h. Foreign exchange contracts
- i. Standard margin lending products
- j. Managed Discretionary Accounts (Wholesale clients only)

Mutual Trust is also authorised to operate custodial or depositary services, other than investor directed portfolio services, and traditional trustee company services to retail and wholesale clients.

## Statement of Advice – retail clients

If we provide you with personal financial product advice we will consider one or more of your objectives, financial situation and needs and provide you with a written Statement of Advice.

The Statement of Advice will include an explanation of our advice and recommendations, details of fees and charges and other important information.

## Record of Advice

Where you have received a Statement of Advice and there has been no material change to your circumstances or your investment strategy, you may receive further advice via a Record of Advice.

The Record of Advice may be provided verbally or in writing and will explain the additional advice and recommendations.

## Product Disclosure Statement

Where we recommend the purchase of a financial product (other than an ASX listed security) you will be given a Product Disclosure Statement for each product containing information about that product including fees and charges, risks of investing in that product and terms and conditions relating to the investment.

## Fee Disclosure Statement – retail clients

If you enter an ongoing fee arrangement to receive financial services from Mutual Trust for more than 12 months we will provide you with an annual Fee Disclosure Statement. This statement will explain the services we

provided to you and the fees paid for those services.

## Who provides the services?

Mutual Trust Pty Ltd is responsible for any financial services provided to you by its authorised (employee) advisers.

In all instances, Mutual Trust will be acting for you, as its client, when providing its financial services.

## Operation of managed funds

Mutual Capital is the responsible entity of the Mutual Trust Cash Fund ARSN 108 504 098. Please refer to a copy of the Mutual Trust Cash Fund PDS for further information about the fund.

## How can you instruct us?

You may instruct Mutual Trust in writing, by mail or electronically. Certain instructions will only be accepted when signed to ensure your interests are protected.

If you instruct us to deal in a financial product on your behalf, we may do so on an **execution only** basis.

On your instructions, Mutual Trust will arrange securities transactions on your behalf.

Where you instruct Mutual Trust by electronic or digital means, please be aware that such communications can be intercepted and subject to fraud. Whilst the Mutual Trust environment is regularly tested for external security breaches, your personal email account and/or device may not always be secure. We recommend you take steps to protect your email account and device such

as installing anti-virus software and firewall protection.

To avoid the possibility of loss or disruption of services keep your email password secure and never provide your personal or security details to others.

## How will you pay for the services?

Subject to any special arrangement with you, Mutual Trust may charge fees for services and products it provides to you.

A schedule of fees and charges is available upon request.

## Cost and expense recovery

The cost of advice and services provided to you will depend on the nature and complexity of your circumstances and the services provided.

## Financial Advisory, Investment Management and Custody, Settlement and Administration Services

We offer a comprehensive wealth management service. In preparing our initial written advice to you, an upfront service fee may be charged. The service fee charged will depend upon the personalised advice that you require. This will be agreed at our initial meeting with you.

We may also charge a transition fee in appropriate cases which will be determined by reference to the nature of your investments and the time and work required to transition. This fee will be communicated and agreed with you.

Should you proceed with our wealth management service, we will enter into an

agreement with you for the services that you require and it will detail the ongoing service fee for those services.

Fees are based on a percentage of Funds Under Management (**FUM**); to a maximum of 1.5% per annum (exclusive of GST).

We reserve the right to charge a minimum fee per annum which will be communicated and individually agreed with you.

Mutual Trust may at its discretion waive the minimum and transition fee requirements.

In addition to the above fees, we may charge you for access to (external third party) investment administration software. Up to \$250 + GST per portfolio (domestic) and up to \$325 per portfolio (domestic and international). These fees may vary over time.

By individual agreement, FUM may be nominally reduced by excluding individual assets, e.g. rental properties and holdings in the Mutual Trust Cash Fund.

## Managed investment schemes

For all managed investment schemes you may invest in including the Mutual Trust Cash Fund, the fees will be detailed in the relevant disclosure document provided to you at the time the investment is made.

## Direct investments

Generally, Mutual Trust does not charge a fee (other than the FUM fee) in addition to the brokerage fees charged by stockbrokers for transactions undertaken with them on a client's behalf. However, Mutual Trust reserves the right to do so subject to prior agreement with you.

Mutual Trust may also charge a fee with respect to unlisted investments. We will inform you of the relevant fees before an investment is made.

## Brokerage Rates

We execute trades on behalf of our clients through a panel of brokers who charge brokerage of 0.20% on Australian equities, 0.05% on Exchange Traded Funds, 0.15% on fixed interest securities and 0.35% on international equities, subject to minimums, plus GST where applicable. We pass this brokerage through to clients with nil margin.

## Alternative Brokerage Arrangements

Mutual Trust may from time to time enter into arrangements whereby a portion of brokerage paid can be directed to the provision of investment services to its clients using a soft dollar broking agreement. Mutual Trust has trade management policies which ensure these arrangements directly aid in the investment decision making process and do not involve the payment of cash to Mutual Trust or its associates. It is considered the accessing of research material; analysis tools and information will add further to the selection of investments to meet client's investment goals and objectives.

Mutual Trust seeks to adhere to the CFA Institute Soft Dollar Standards and the *Financial Service Council* (FSC) Guidance Note No. 10 – Brokerage Arrangements, both of which gives guidance on how to use client brokerage ethically, based on the principles that Soft dollars belong to the client and that Investment managers may only purchase research and other services with soft dollars if the primary use is in the investment decision making process, not firm management.

## Does Mutual Trust receive remuneration, commission, fees or other benefits in relation to providing the financial services to you?

Mutual Trust staff are salaried employees and as individuals do not receive commissions based on investment product selection. Mutual Trust may receive upfront commissions, trailing commissions and soft dollar benefits from product or service providers from time to time. These are rebated back to the client.

Mutual Trust investment advisers will fully disclose the extent of any commissions before any financial services are provided to you.

Mutual Trust may from time to time enter into arrangements whereby a portion of brokerage paid can be directed to the provision of investment services to its clients.

Where Mutual Trust provides referrals with respect to debt facilities it may also be entitled to accept a referral fee which will be disclosed when advice is provided.

## Do any relationships or associations exist which might influence Mutual Trust when providing you with the financial service?

Mutual Capital is a wholly owned subsidiary of Mutual Trust. Mutual Capital under AFSL number 238314 acts as Responsible Entity of the Mutual Trust Cash Fund ARSN 108 504 098.

The fund (scheme) has been established for Mutual Trust clients. Mutual Capital receives fees for acting in its capacity as Responsible Entity of the fund. The fees are detailed in the relevant disclosure document given to you at the time an investment is made by you.

These fees will be distributed to Mutual Trust Pty Ltd for services provided to Mutual Capital.

## What information does Mutual Trust maintain in your file?

Where we provide investment advice to you, we will maintain records of your personal profile which includes your personal information, details of your investment objectives, financial situation and needs.

We also maintain records of any recommendations made to you.

## Who can you speak to if you have a complaint about the provision of financial services to you?

Mutual Trust has established complaints handling procedures that aim to properly deal with and resolve complaints. If you have a complaint about the service provided to you, you should take the following steps:

1. Contact us and tell us about your complaint.
2. If your complaint is not resolved satisfactorily within 3 business days, please put your complaint in writing and send it to:

### **The Complaints Officer**

Mutual Trust Pty Ltd  
PO Box 12, Collins Street West,  
Melbourne VIC 8007

Telephone: +61 3 9605 9500  
Facsimile: +61 3 9605 9599  
Email: [info@mutualtrust.com.au](mailto:info@mutualtrust.com.au)

We will endeavour to resolve your complaint quickly and fairly.

3. If you do not receive a satisfactory response to your written complaint within 45 days, you have the right to lodge a complaint with:

### **Australian Financial Complaints Authority (AFCA)**

GPO Box 3, Melbourne VIC 3001

Telephone: 1800 931 678 (free call)  
Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)

Mutual Trust is a member of the Australian Financial Complaints Authority or **AFCA**.

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

The Australian Securities & Investments Commission (ASIC) also has a free call infoline on 1300 300 630 or email [infoline@asic.gov.au](mailto:infoline@asic.gov.au) which you may use to make a complaint or obtain information about your rights.

## What compensation arrangements does Mutual Trust have in place?

Mutual Trust has professional indemnity insurance in relation to the nature and size of our business and our expected liabilities arising from complaints. Our compensation arrangements satisfy the requirements of section 912B of the Corporations Act.

## Privacy

The privacy of personal information is important to Mutual Trust and any personal information we receive is handled in accordance with our privacy statement and is subject to Australian Privacy legislation.

A copy of our privacy statement can be found on the Mutual Trust website, [www.mutualtrust.com.au](http://www.mutualtrust.com.au) or otherwise made available upon request.

A client may access any personal information that we hold simply by contacting us.

All staff of Mutual Trust are expected to respect and protect clients' privacy in accordance with our standards, policies and procedures.

Any queries should be referred to the Privacy Officer on 03 9605 9500 or [www.mutualtrust.com.au](http://www.mutualtrust.com.au)

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#### Contact Details

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I/We acknowledge I/we have received the Mutual Trust Financial Services Guide dated 01 June 2019

Authorised Signatory				
Name				
Signature		X		
Date				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Individual	Trustee	Director	Sole Director	
<input type="checkbox"/> Secretary				

Authorised Signatory				
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Signature		X		
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Individual	Trustee	Director	Sole Director	
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