

# Financial Services Guide

Financial Systems Pty Ltd (ABN 19 105 216 340)



AFS License No: 241060  
Address: Level 3, 73 Walker Street, North Sydney NSW 2060  
Telephone: 02 8213 6000  
Website: [www.financialsystems.com.au](http://www.financialsystems.com.au)

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## Purpose

The purpose of providing this Financial Services Guide (FSG) is to provide you with information about Financial Systems Pty Ltd ("Financial Systems", "we", "us" or "our"), the services we offer and how we charge for those services, how we disclose any potential conflicts of interest and how we manage client complaints. This information is provided to you to enable you to compare our services with similar providers and to make an informed decision on whether to use our services.

As part of our ongoing relationship we may provide you with other documents, namely a Product Disclosure Statement relating to ours or third party products or services.

These documents are to assist you in making informed choices about the services we offer or about third party services that you may choose to use in conjunction with our own.

## Authorising Licensee

Financial Systems is the providing entity of products covered by this FSG. The contact details for Financial Systems are:

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**Address:** Level 3, 73 Walker Street,  
North Sydney NSW 2060  
**Telephone:** +61 2 8213 6000  
**Internet:** [www.financialsystems.com.au](http://www.financialsystems.com.au)

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## Information Relating to Services Provided

Financial Systems Pty Ltd's AFS licence permits Financial Systems to provide the following financial services:

- (a) Provide general financial products advice for the following classes of financial products:
- derivatives;
  - foreign exchange contracts;
  - interests in managed investment schemes including investor directed portfolio services; and
  - securities
  - Standard Margin Lending Facility
- (b) Deal in the following classes of financial products:
- derivatives; and
  - securities
  - to retail and wholesale clients.

Please note that whenever we provide these services we will be acting on your behalf and not on behalf of any product issuer.

## Remuneration

Financial Systems is remunerated through the full amount paid for the software, services and any subscription amount that is payable. You will have been notified of whether a subscription amount applies to your product prior to your purchase.

Financial Systems staff and contractors receive a salary that may include bonuses or commissions based on performance criteria. Financial Systems may also receive remuneration or other benefits from third parties whose products you may choose to use in conjunction with our services.

## Instructions from you

We will always seek to act on your specific instructions in a timely and efficient way. You can provide instructions to us via our website, verbally and in writing (mail, fax or email), however we reserve the right to request written instructions where we consider it necessary.

## Privacy of Client Information

In providing our services we collect personal information about you, including sensitive information. Please note we treat all information provided to us in confidence and will take all reasonable steps to ensure non-disclosure to anyone other than for the purpose of fulfilling your instructions. We treat all client information in accordance with the provisions of the Privacy Act 1988. Our detailed Privacy Policy can be viewed on our website [www.financialsystems.com.au](http://www.financialsystems.com.au)

## Problems with our Service

If you ever have a difficulty or are not satisfied with our services you are entitled to complain. We have procedures in place to ensure that complaints are fully considered and properly dealt with. If at the first point of contact your problem is not resolved to your satisfaction, please contact our Customer Service Manager:

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**Post:** Customer Service Manager  
Financial Systems Pty Ltd  
Level 3, 73 Walker Street,  
North Sydney NSW 2060  
**Email:** [compliance@hubb.com.au](mailto:compliance@hubb.com.au)  
**Facsimile:** +61 2 9972 7769

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Please be aware that we will do everything within reason to address and resolve your concerns.

If you are not satisfied with the response received from us, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair independent financial services resolution that is free to consumers. We are a member of AFCA. AFCA can be contacted at:

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**Post:** Australian Financial Complaints Authority  
GPO Box 3 Melbourne, VIC 3001  
**Telephone:** 1800 931 678  
**Email:** [info@afca.org.au](mailto:info@afca.org.au)  
**Website:** [www.afca.org.au](http://www.afca.org.au)

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## Professional Indemnity Insurance

Financial Systems has professional indemnity insurance in place which complies with the requirements of S912B of the Corporations Act. This insurance provides cover to you even when a representative ceases to be employed or act on our behalf.

## Authorisation of Financial Services Guide

Financial Systems Pty Ltd has authorised the distribution of this Financial Services Guide.