



Financial Services Guide

The provider of the services described in this Financial Services Guide is

Minc Financial Services Pty Limited

ABN 24 126 999 433

AFSL: 317201

September 2009

Introduction

As the holder of an Australian financial services licence, Minc Financial Services Pty Limited ABN 24 126 999 433 (**Minc, we or us**) is required to provide you with this Financial Services Guide (**FSG**).

The purpose of this FSG

This FSG provides you with information about Minc and is designed to assist you in determining whether to use any of the financial services we offer.

This FSG includes information in relation to:

- who we are and how you can transact with us;
- the services and types of products we provide;
- how we are remunerated for the services we provide, including our fees or charges;
- our external complaints handling procedures and how you can access them if required.

Other types of disclosure documents

When the holder of an Australian financial services licence gives personal financial product advice to a retail client, the licensee is required to give the client a **Statement of Advice (SoA)** which is designed to record the details of the advice and the basis of the advice. As Minc does not provide personal financial product advice, Minc will not give you a Statement of Advice. If you have another independent financial adviser, you may receive a Statement of Advice from them.

In some situations, you may also be entitled to receive a **Product Disclosure Statement (PDS)**, prepared by the issuer of a financial product, which is designed to set out, among other things, a detailed description of the financial product, the risks and benefits of the product and amounts payable in respect of the product. If you deal in exchange traded options through Minc, Minc will be regarded as the issuer of exchange traded options to you and is required to provide you with its PDS for exchange traded options. This PDS is available on Minc's website at www.thinkminc.com.au. Also, if you deal in warrants or managed investment schemes through Minc, you should obtain, read and understand the issuer's PDS, which will generally be available on the relevant issuer's website.

Information about Minc

Who is Minc?

Minc is an online stockbroking firm servicing retail and institutional clients established in early 2008.

The Chief Executive Officer of Minc Financial Services is Mark Morris. Mark is well known in the Australian stockbroking industry, having been involved in the industry for almost 30 years and actively involved in the equities, warrants and exchange traded derivatives markets. Mark was a founding director of AOT Stockbroking and, among other achievements, was involved in the establishment of Australia's first execution only broker and the introduction of third party clearing in Australia. Mark has held senior positions within financial institutions both in Australia and overseas.

Minc is a trading participant of Australian Securities Exchange (**ASX**), with permission to trade in shares, interests in managed investment schemes and other quoted ASX products, as well as exchange traded options on ASX.

Minc is not a clearing participant or settlement participant in the ASX group's clearing and settlement facilities. ASX transactions entered into on your behalf are cleared and settled by Berndale Securities Limited ACN 006 687 467 (**Berndale**) or other third party clearing agents that Minc may appoint from time to time. Berndale will provide CHESSE sponsorship services to Minc's clients. You should read and ensure you understand Berndale's Financial Services Guide which is available from our website (www.thinkminc.com.au), or from Berndale.

Any financial services provided by Minc will be provided by Minc on its own behalf.

What financial services and financial products do we offer?

Minc is authorised to deal in, and provide advice in relation to the following financial products

- securities (such as shares, company issued options and some warrants)
- ASX Exchange Traded Options
- derivatives (such as exchange traded options and some warrants) but excluding investor directed portfolio services
- interests in managed investment schemes (such as listed trusts)a non-advisory execution service to institutional and other wholesale clients in respect of exchange traded equities and derivatives
- government debentures
- basic deposit products

We do not provide margin lending facilities, but can assist you with making arrangements with Leveraged Equities who provides the following Minc approved products with the backing of which you can trade through us:

- Margin Lending on equities
- ASX Exchange Traded Options

More information on the products and services offered by Minc are available on our website at www.thinkminc.com.au.

Do we provide personal financial advice?

We may from time to time provide general advice in relation to financial products. We will not, however, provide you with any personal advice. This means that, if we do give advice, we will not take into account your objectives, financial situation and needs. Accordingly, you will not be provided with a Statement of Advice.

How can you contact us or use our services?

You can contact us or give us instructions in person, by telephone, facsimile or email. We may also make available to you access to an online trading platform, through which you may give us instructions to trade in ASX traded products. Please contact us for further details of the on-line trading platform.

Our contact details are as follows

Telephone: (02) 8965 0400

Fax: (02) 8965 0460

Email: enquiries@thinkminc.com.au

Address: Level 13, 234 George Street, Sydney NSW 2000

All your dealings through Minc are governed by our terms and conditions which are available on request and on our website at www.thinkminc.com.au.

Remuneration arrangements, fees and charges

How is Minc remunerated for the services we provide?

Minc is remunerated directly through the fees we charge you. Details of our fees and charges are set out in the schedule to this FSG.

We may also be remunerated by product providers in respect of some financial products through commissions. If this is the case, details are set out under section titled Associations with other product and service providers.

Staff remuneration and benefits

A majority of our representatives are remunerated solely by salary. Some of our representatives are remunerated solely by commission based on their level of activity. Some of our representatives are remunerated by salary and commission, the commission portion being based on their level of activity. Representatives may also be remunerated through bonus arrangements based on achievement of pre-determined business objectives. Some representatives may also own shares in one of the shareholders of Minc, in which case they may be entitled to a share of any profits distributed by Minc through dividends.

At your request, we will provide particulars of our staff remuneration (including commissions) or other benefits. However, we will only provide this information to you if you have requested it within a reasonable time after this FSG has been given to you and before any financial services identified in this FSG are provided to you.

Associations with other product and service providers

Minc may provide you with financial products and services from either related or non-related product providers. Minc may receive a commission payment from product or service providers where you invest in one of their products or use their services. The following are examples of such arrangements where such commissions may be payable:

- **Cash management trust** - If you open a cash management account through Minc with a cash management trust, Minc may receive initial and ongoing commissions based on the balance of the account. Details of any such commissions will be

contained in the Product Disclosure Statement of the relevant CMT. Such amounts received by Minc will not exceed 25 basis points.

- **Margin lending referrals:** If you use a margin lending facility through Minc, Minc may receive ongoing commissions based on the balance of the account. Details of any such commissions will be contained in the Product Disclosure Statement of the relevant margin lender. Such amounts received by Minc will not exceed 25 basis points.

How we deal with your personal information

The privacy of your personal information is important to us. Any personal information collected will be handled in accordance with our Privacy Policy.

Telephone conversations with Minc may be recorded to ensure our service standards are met or exceeded and to allow records to be kept of the orders given.

Our Privacy Policy details how we comply with the requirements of the Privacy Act in the handling of your personal information. A copy of that policy can be obtained by visiting our website at www.thinkminc.com.au.

Dispute resolution and complaints handling

We are committed to providing a high standard of client service and to maintaining our reputation for honesty and integrity. If our level of service has failed to meet your expectations we would like you to tell us about your concerns. Our complaint handling process is designed to ensure that your concerns are treated seriously and that your complaint is addressed promptly and fairly.

If you have any complaints about the service you have received from Minc or any aspect of your dealings with us, you should contact us by telephone on (02) 8965 0400 or by email to complaints@mincfs.com.au

If your complaint is not satisfactorily resolved within 3 business days after you first notified us, please put your complaint in writing addressed to:

Complaints Officer
Minc Financial Services Pty Limited
PO Box R578
Royal Exchange NSW 1225

The Complaints Officer will discuss your complaint with the relevant personnel and prepare a response.

If you are not satisfied with our response and wish to proceed further, you may refer the matter to an independent complaint handling body. Minc is a member of the external complaints scheme governed by the Financial Ombudsman Service (**FOS**). The contact details for FOS are as follows

GPO Box 3,
Melbourne, VIC 3001
Telephone: 1300 780 808
www.fos.org.au/

Further information about the process, jurisdictional limits and resolving complaints is available from Minc or FOS.

The Australian Securities and Investments Commission (**ASIC**) also has an Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Compensation Arrangements

Minc has the compensation arrangements in place in the form of PI insurance cover that is appropriate having regard to the nature of Minc's financial service business and in accordance with ASIC Regulatory Guide 126.

Minc Financial Services Pty Limited

Schedule of Fees and Charges

1. Online Trading Fees

1.1 The following fees apply to transactions in ASX listed securities, warrants and funds.

Transaction Value	Brokerage Fee
Up to \$200,000	\$33.00 per confirmation (incl GST)
\$200,001 to \$1 million	\$33.00 plus 0.0275% of the value over \$200,000 per confirmation (incl GST)
Greater than \$1 million	\$253.00 plus .044% of the value over \$1 million per confirmation (incl GST)
Premium Service Equities	<p>Brokerage rates are subject to negotiation by the client with the Advisor and may be a rate applicable to all transactions or a rate applicable to a single transaction.</p> <p>The brokerage rate will be dependent on the type and level of service required and provided and the size and frequency of the transaction. Brokerage is payable on all local securities, options and warrant transactions and as a payment for services, such as brokerage attracts GST.</p> <p>As a guide, the minimum brokerage that a client will be charged may range between \$85 and 2% of the transaction value plus GST. It is essential that clients discuss brokerage rates with their advisor.</p>

1.2 The following fees apply to transactions in ASX listed derivatives:

Item	Fee
Exchange Traded Options	Brokerage Fee \$2.42 per contract/lot (inc GST) Minimum brokerage \$26.40 (incl of GST)
Premium Service Options	When using an advisor or operator to place your trades, your brokerage may be charged at a higher rate, but no more than 2% of the ETO premium including GST with a minimum of no more than \$110 including GST.
Option Exercise / Assignment	ACH charges an exercise fee of \$0.55 per contract, inclusive of GST.

1.3 Brokerage and Confirmations

Confirmations are issued at the end of a trading day for any executed buy or sell in an individual stock (even though the order may not be complete). If the balance of the order is filled the next day, then a new confirmation would be issued and an additional confirmation charge is applied.

Note that brokerage is payable each time we issue a confirmation up until your order is completed.

2. Software & Data Fees

Minc's Software and Data facilities for clients provide two systems that you can choose from:

WebIRESS A browser-based version of IRESS which gives you live, dynamic and real-time quotes, which refresh automatically and is available through a standard Internet connection.

htmlIRESS An entry level equity information and trading system leveraging off the proven IRESS architecture. htmlIRESS contains all of the core information required to monitor and make informed decisions. Delayed pricing reduces costs. htmlIRESS cannot be used to trade Exchange Traded Options.

Item	Fee/charge
Software Fee WebIRESS	This is a royalty and software fee charged for clients who use the dynamic electronic trading platform supplied by Iress Market Technology at a fixed fee of \$46.20 (incl GST) per calendar month.
Data Fee WebIRESS	This is a fee charged by the ASX for viewing live price data. The fee is charged at the rate of 2.53 cents (incl GST) per minute during the hours of 9:30am to 5:00pm weekdays. This fee is capped at \$41.25 (incl GST) for wholesale clients (other than professional investors as defined in the Act) or retail clients and \$49.50 (incl GST) for professional investors per calendar month to view both live ASX and options market prices.
Software Fee htmlIRESS	This is a royalty and software fee charged for clients who do not require real time pricing, are not frequent traders and who do not wish to trade Exchange Traded Options. This fee is \$5.50 (incl GST) per calendar month.
Data Fee htmlIRESS	This is a fee charged by the ASX on a per enquiry basis and is charged at a rate of 2.53 cents per 2000 characters during the hours of 9:30am to 5:00pm weekdays. This fee is capped at \$41.25 (incl GST) per calendar month.

No software or data fees are payable if a client elects not to log on to the trading platform during a calendar month.

To reward customer loyalty, certain fee concessions apply:

WebIRESS

- No software fee is charged if 8 or more Confirmations are generated for the month.
- No software or data fee is charged if 16 or more Confirmations are generated for the month.

Html IRESS

- No software fee is charged if 1 or more Confirmations are generated for the month

The Software and Data Fee, if applicable to your account, will be debited to your cash management account, deducted from your margin lending account or, at our discretion, invoiced to you in arrears during the following month.

3. Other Fees

To the extent possible, Minc will keep all fees and charges to an absolute minimum. However, sometimes we need to cover one-off costs to make sure that our everyday charges remain low. These fees apply in addition to brokerage.

Non-Trading Related Charges	
Fail Fee-Buy (This fee is payable if your CMT account or margin lending account does not have sufficient funds in respect of a buy trade)	\$110.00 per day + corresponding penalty fees
Fail Fee-Sell (This fee is payable if you fail to provide the relevant financial products in respect of a sell order)	\$110.00 per day + corresponding penalty fees+ ASX fees
Options Fail Fee (This fee is payable if your CMT account or margin lending account does not have sufficient funds in respect of an options trade or margin call)	\$110.00 per day + corresponding penalty fees

Penalty Fees (Penalty fees are charged by us to you on any outstanding amounts owed us to in respect of brokerage fees and in respect of any funds required for settlement of a purchase transaction)	15% p.a. on all outstanding monies
Securityholder Reference Number (" SRN ") Enquiry	\$22.00
Rebooking Fee (This fee is payable when you execute a trade in an incorrect account and the trade has to be cancelled and rebooked to the correct account)	\$33.00
Off Market Transfer	\$55.00

All non-trading related charges above are GST inclusive.

All ASX charges incurred on your behalf will be charged to your account.