

Financial Services Guide (FSG)

This Financial Services Guide is intended to inform you of certain basic matters relating to our relationship prior to us providing you with a financial service. The matters covered by this FSG include who we are, how we can be contacted, what services we are authorised to provide, how we are remunerated, any conflicts of interest and details of dispute resolution procedures.

Before you receive our advice

Who is responsible for providing the financial service to me?

Ethical Investment Services Pty Ltd ABN 38 004 531 800 Australian Financial Services Licence 222690
Ethical Investment Services was established in 1988 to provide investors with ethically screened financial advice. Since then we have experienced substantial growth. We select from our large researched database of investments from different fund managers and listed companies. Ethical profiles are produced for the companies and managed funds that we recommend to you.

Advisers

All our advisers are Authorised Representatives of Ethical Investment Services Pty Ltd and comply with industry requirements regarding qualifications, experience and skills required to provide financial advice.

Michelle Brisbane CFP B.Bus/Fin. B.Sc/Chem AFPA	Authorised Rep No 223341
Anne-Marie Spagnolo CFP B.Bus/Fin.Planning AFPA	Authorised Rep No 223342
Mary Campbell B.Comm Acc/Fin.Planning AFPA	Authorised Rep No 378328
Lee Brennan B.Bus, Dip Fin.Services	Authorised Rep No 353834

Who does the adviser act for when providing financial services to me?

Your adviser will be acting on behalf of Ethical Investment Services Pty Ltd which is the entity responsible to you for any advice provided by our Authorised Representatives. Ethical Investment Services Pty Ltd holds an Australian Financial Services Licence under the Corporations Law which is regulated by ASIC. We are a Principal member of the Financial Planning Association of Australia, the industry's professional body.

Services

What services and products are you authorised to provide?

Under our Australian Financial Services Licence we are authorised to provide the following services and products. We provide these services taking into account any ethical concerns you might have regarding your investment options.

Personal Financial Advice	Retirement Planning Strategies
Wealth Accumulation Advice	Estate Planning Advice
Ethical Investment Advice	Insurance and Risk Management
General Investment Advice	Centrelink (social security) Advice
Superannuation and Rollover Advice	Investment Review Service
Advice for Self Managed Super Funds	Portfolio Management Service

As we hold our own AFS Licence, there are no restrictions imposed on the range of products we can recommend to you - Unit Trusts, Managed Funds, Direct Shares, Superannuation, Annuities, Allocated Pensions, Fixed Interest Investments, Insurance, Margin Lending, Master Trusts, Wrap Accounts. An investment strategy or product is recommended to you only after considering its suitability in regard to your individual investment objectives, financial situation and specific needs.

If you have any complaints

Who can I contact if I have a complaint about the provision of the financial service?

We are a member of the Financial Ombudsman Service (FOS). If you have any complaint about our service you should take the following steps:

1. Contact us in writing and tell us about your complaint. Complaints should be directed to The Manager, Ethical Investment Services. We will attempt to resolve it within one week of receiving your written complaint.
2. If you have not received a response from us within 45 days or if you are not satisfied with the outcome, you have the right to lodge a dispute with the FOS on 1300 780 808.
3. The Australian Securities and Investment Commission (ASIC) also has a freecall infoline on 1300 300 630 which you may use to obtain information about your rights.

Fees and Charges

You have the right to know about contribution charges, service fees, commissions, volume bonuses and other payments and benefits we may receive. We will provide you with this information when we make specific recommendations to you.

How will I pay for your services?

Initial meeting	No charge
Consultations, Statements of Advice, Investment Reviews	\$165 per hour

1. Managed Fund Services

Establishment Fee/ Entry commission – where applicable	Between zero and 4.00% of funds invested depending on complexity, strategy, product and investment amount
Adviser Service Fee (regular reviews)-where applicable	Between 0.33 and 1.10% per annum based on portfolio balance depending on level of complexity and service requirements
OR	
Commission-where applicable	Between zero and 0.55% per annum (depending on product) based on portfolio balance

2. Ethical Direct Share Portfolio Management Service

Ongoing management fee	1.375% per annum based on portfolio balance (discounted tier structure applies to high account balances)
Entry/establishment fee	Between zero and 1.00% depending on amount invested and complexity of transfers
Brokerage Fees	1.10% per transaction
Other administrative services if required	\$165 per hour

Do any relationships exist which might influence you in providing me with a financial service?

No. Note that all our advisers are salaried employees and do not directly receive any brokerage, commission or additional benefits from fund managers whose products they recommend to you.

When you receive our advice

Will you provide advice that is suitable to my needs and financial circumstances?

Yes, but to do so we need to find out your individual investment objectives, financial situation and requirements before we recommend any investment to you.

You have the right not to divulge this information to us if you do not wish to do so. In which case, we are required to warn you about the possible consequences of us not having access to your full personal details.

What should I know about any risks of the financial products or strategies you recommend to me?

We will explain to you any significant risks of financial products and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

What information do you retain in my file?

We maintain a record of your personal profile which includes details of your personal circumstances, investment objectives, financial situation and needs. We also maintain records of any recommendations made to you and any investments placed on your behalf.

We maintain a strict privacy policy that ensures the security of your information. If you wish to examine your file, we can make arrangements for you to do so.

This Financial Services Guide is dated 2 August 2011