

## Do any relationships or associations exist which might influence the financial services we provide?

The Link Group wholly owns Money Solutions Pty Ltd (ABN 36 105 811 836 AFSL no. 258145), who may also provide financial services to members which they might require, including any financial product advice.

We do not have any relationships or associations with any other company or organisation that may influence us in the provision of the financial services provided.

## How can you provide instructions to us?

You can give us instructions by contacting us. In some circumstances you will need to fill out a form before we can act on your instructions, in which case we will tell you what forms you need to fill out and how you can obtain them.

## What should you do if you have a complaint?

If you have a complaint about any of the services provided by AAS you can telephone us, write to us by ordinary mail, fax or via email with details about your complaint. We will consider your complaint and will try to resolve your complaint quickly and fairly. If you have any issue you would like to raise, please contact us using the contact details below.

If you are not satisfied with the way your complaint is handled, or with its resolution, you may be able to lodge a complaint with the Financial Ombudsman Service ("FOS").

FOS is an independent body set up to assist consumers in the resolution of complaints relating to the financial services industry, in particular the provision of financial product advice.

FOS may be able to assist you to resolve your complaint but will only become involved after you have made first use of our own complaints handling process.

## You can contact FOS at:

Financial Ombudsman Service  
GPO Box 3  
Melbourne Victoria 3001  
**Phone:** 1300 780 808  
**Email:** [finfo@fos.org.au](mailto:finfo@fos.org.au)  
**Website:** [www.fos.org.au](http://www.fos.org.au)

## How can you contact LESF?

**Telephone:** (07) 3013 8890 (in Brisbane)  
1800 359 686 (Toll-Free outside Brisbane Metro area)  
**Fax:** 1800 603 371  
**Mailing address:** GPO Box 1424 Brisbane QLD 4001  
**Street address:** Level 15, 324 Queen Street,  
Brisbane Qld 4000  
**Website:** [www.lesf.com.au](http://www.lesf.com.au)  
**Email:** [lesf@lesf.com.au](mailto:lesf@lesf.com.au)

## How can you contact AAS and Pacific Custodians?

### AAS Contact Details

Australian Administration Services Pty Limited  
ABN 62 003 429 114  
**Telephone:** (02) 8571 5000  
**Fax:** (02) 8571 5550  
**Mailing address:** Locked bag 4085  
Parramatta NSW 2124  
**Street address:** 1A Homebush Bay Drive  
Rhodes NSW 2138  
**Website:** [www.aas.com.au](http://www.aas.com.au)  
**Email:** [aasenquiries@aas.com.au](mailto:aasenquiries@aas.com.au)

### Pacific Custodians Contact Details

Pacific Custodians Pty Limited  
ABN 66 009 682 866, AFSL 295142  
Level 12, 680 George Street  
Sydney NSW 2000  
**Phone:** (02) 8280 7100

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## AAS FINANCIAL SERVICES GUIDE

For members and employer sponsors of the  
Law Employees Superannuation Fund

Australian Administration Services Pty Ltd  
ABN 62 003 429 114  
as an authorised Representative of Pacific Custodians Pty Limited  
ABN 66 009 632 866 AFSL 295142  
Level 15, ANZ Building  
324 Queen Street  
Brisbane Qld 4000

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## PURPOSE OF THIS FINANCIAL SERVICES GUIDE

*This Financial Services Guide (FSG) is an important document that we are required to give you. It provides you with information about:*

*The Trustee: L.E.S.F. Pty Ltd ABN 56 059 795 998 Registrable Superannuation Entity Licence no. L0001342 and Registrable Superannuation Entity Registration no. R1005448 Law Employees Superannuation Fund ABN 13 704 288 646*

*And*

*The Administrator: Australian Administration Services Pty Limited ABN 62 003 429 114 (AAS), as a Corporate Authorised Representative of Pacific Custodians Pty Limited ABN 66 009 682 866, AFSL no. 295142 (Pacific Custodians).*

*This FSG has been prepared, authorised and issued by AAS. The issue of this FSG by AAS has been authorised by its authorising licensee, Pacific Custodians.*

### What is an FSG?

*This FSG is designed to assist you, as a retail client, in deciding whether to use any of the financial services we are authorised to provide. This FSG is for members and employer sponsors of the Law Employees Superannuation Fund (LESF) and anyone who is thinking of becoming a member or employer sponsor of the Fund.*

*The purpose of this FSG is to provide you with information, prior to a financial service being provided, about:*

- *who we are and how we can be contacted;*
- *what financial services we are authorised to provide to you;*
- *how we, and any other relevant parties, are remunerated in relation to the financial services we offer; and*
- *who to contact if you have a complaint and how we deal with your complaints.*

*If you need more information or clarification of any matter raised in this document, please contact us. You can obtain a copy of the Product Disclosure Statement (PDS), issued by LESF (Fund), which sets out the main features and benefits of the Fund by contacting us.*

*Further details as to your rights and obligations under the Fund together with other important information concerning matters such as fees and cooling-off periods are contained in the PDS. You should refer to the PDS for such information.*

*If you need more information or clarification of any matter raised in this document, please contact us.*

### Who are we?

Pacific Custodians is a wholly-owned subsidiary of Link Market Services Limited (Link), and a member of the Link Group of Companies (Link Group). Link maintains the registers of companies and trusts and provides share registry services to Australian and offshore investors. Please refer to Link Market Service's web site [www.linkmarketservices.com.au](http://www.linkmarketservices.com.au) for more information.

Pacific Custodians is authorised under its AFSL to provide certain services in relation to superannuation (dealing in superannuation products and general financial product advice – superannuation services).

AAS has been authorised by Pacific Custodians to provide these superannuation services on its behalf.

AAS is part of the Link Group and provides member and employer administration and advisory services in superannuation and other employment related areas.

The Fund is managed and controlled by L.E.S.F. Pty Limited ABN 56 059 795 998 (Trustee). The Trustee has contracted with AAS, as a Corporate Authorised Representative of Pacific Custodians, to provide member and employer administration and advisory services in relation to the Fund.

### What financial services do we provide?

AAS are authorised to provide general financial product advice in respect of superannuation products. We are also authorised to deal in superannuation products.

AAS provide advice specific to superannuation products and in particular on behalf of the Fund. All advice will be of a general nature only and at no time will we take into account your particular financial needs, circumstances or objectives in any of the advice we provide.

In providing the superannuation services AAS acts for Pacific Custodians (as its Corporate Authorised Representative).

### Compensation Arrangements

The Trustee has a Professional Indemnity insurance arrangement in place to compensate fund members or their beneficiaries for loss or damage because of breaches of any relevant legislative obligations by LESF or its representatives.

This arrangement satisfies the requirements of section 912B and covers claims arising from the conduct of representatives/employees who no longer work for LESF, but who did at the time of the relevant conduct.

Pacific Custodians has a Professional Indemnity insurance arrangement in place to compensate fund members or their beneficiaries for loss or damage because of breaches of any relevant legislative obligations by AAS or its representatives.

### Who is responsible for the financial services given?

AAS is responsible for any advice provided to you.

Pacific Custodians also will be responsible for any superannuation services provided by AAS in its capacity as a Corporate Authorised Representative of Pacific Custodians.

Whenever such advice is provided, a representative acting on our behalf will provide it.

### How will you pay for this service?

The cost of providing superannuation services is included in the fees charged for membership of the Fund. We do not charge any additional fees or obtain any commissions for any advice provided. Details of fees charged by the Fund can be found in the LESF Product Disclosure Statement, which can be obtained by contacting us.

LESF pays AAS a fee to provide superannuation services, which is calculated according to the number of factors, including:

- the number of members in the fund, and
- the attainment of certain service and performance standards.

The fee covers the giving of general financial advice and no additional salary or payment is made for the provision of this advice or for you acquiring any interest in the Fund. AAS pays its employees a salary that may include a performance-related bonus.

You may request particulars of the remuneration any time before the superannuation services are provided to you.