



Financial Services Guide

1 November 2011

Important information

Each of the licensed entities listed on page 2 of this Financial Services Guide is a wholly owned subsidiary of Australia and New Zealand Banking Group Limited (ABN 11 005 357 522) (ANZ). ANZ is an authorised deposit taking institution (Bank) under the *Banking Act 1959* (Cth). Although each entity is owned by ANZ none of them is a Bank. Except as described in the relevant Product Disclosure Statement or Investor Directed Portfolio Service Guide, the obligations of each entity do not represent a deposit or other liability of ANZ or its related group companies and none of them stands behind or guarantees the obligations of these entities.

What is a Financial Services Guide?

This Financial Services Guide (FSG) is an important document that outlines the types of products and services that each of our licensed entities are authorised to provide under each of our Australian Financial Services (AFS) licences. Please refer to the table of licensed entities displayed on page 4 for information about these products and services.

This FSG is designed to assist you in deciding whether to use any of the services offered by our licensed entities. In this document, 'we', 'our' or 'us' refers to the entities listed on page 2.

The purpose of the 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 services and products we are authorised to provide to you under each of our AFS licences
- how we, and any other relevant parties, are paid
- who to contact should you have a complaint.

If you choose to use our services or you are issued with one of our products or one of our products is recommended to you, you may also receive a Product Disclosure Statement (PDS) or Investor Directed Portfolio Service Guide (Guide). Each PDS/Guide contains information about a particular product or service and will assist you in making an informed decision about that product or service. The PDS/Guide will include information about matters such as terms and conditions of the product or service, associated costs and any significant benefits and risks.

If you receive personal advice from a financial adviser, you will be provided with a Statement of Advice (SoA). Personal advice is advice that takes into account one or more of your financial objectives, financial situation and needs. A SoA will contain the advice and the details on which the advice is based, as well as the remuneration and other benefits the financial adviser will receive.

This FSG gives you information about:

OnePath Life Limited

ABN 33 009 657 176

AFSL 238341

OnePath Funds Management Limited

ABN 21 003 002 800

AFSL 238342

OnePath Custodians Pty Limited

ABN 12 008 508 496

AFSL 238346

RSE L0000673

OnePath General Insurance Pty Limited

ABN 56 072 892 365

AFSL 288160

Each of the licensed entities above is a wholly owned subsidiary of Australia and New Zealand Banking Group Limited (ABN 11 005 357 522) (ANZ)

About OnePath

Helping you shape and protect your future

OnePath is one of Australia's leading providers of wealth, insurance and advice solutions. We have been helping Australians grow and protect their wealth for over 130 years, previously as Mercantile Mutual and more recently as ING Australia.

Now as a wholly owned subsidiary of Australia and New Zealand Banking Group Ltd (ANZ), OnePath operates as ANZ's Australian specialist wealth management and protection business.

ANZ is a leading global and local bank with operations in more than 32 countries including Australia, New Zealand, Asia, the Pacific, the Middle East, Europe and America. ANZ provides products and services to more than 5.7 million retail customers worldwide and employs over 39,000 people.

OnePath has a comprehensive range of wealth and insurance products available through financial advisers or direct to customers making it easier for you to find the solution that best suits your needs.

At OnePath we value and appreciate our customers, our staff and the communities we operate in. We are committed to acting with the highest standards and to meeting our corporate responsibilities. We also encourage and support staff involvement in volunteering and charitable activities supporting the wider community.

OnePath actively participates in forums looking at regulatory and industry change. We also regularly review and conduct research to ensure we are attuned to changing customer and market needs.

What financial services and products do we offer?

Australian Financial Services licence holder	Authorised services we can provide under our licence	Products which relate to our authorised services
OnePath Life Limited ABN 33 009 657 176 AFSL 238341	<ul style="list-style-type: none"> • General financial product advice • Deal in a financial product 	<ul style="list-style-type: none"> • Life insurance • Investment bonds
OnePath Funds Management Limited ABN 21 003 002 800 AFSL 238342	<ul style="list-style-type: none"> • General financial product advice • Deal in a financial product • Operate a registered scheme 	<ul style="list-style-type: none"> • Managed investments • Basic deposit products • Margin lending facilities
OnePath Custodians Pty Limited ABN 12 008 508 496 AFSL 238346 RSE L0000673	<ul style="list-style-type: none"> • General financial product advice • Deal in a financial product • Operate an investor directed portfolio service 	<ul style="list-style-type: none"> • Superannuation and pension • Investor Directed Portfolio Services • Clearing house facility
OnePath General Insurance Pty Limited ABN 56 072 892 365 AFSL 288160	<ul style="list-style-type: none"> • General financial product advice • Deal in a financial product 	<ul style="list-style-type: none"> • General insurance

When providing these financial services and products, each licensed entity acts on its own behalf.

We are not licensed to provide you with personal financial advice. Our staff can only provide you with factual information and in some circumstances may provide general financial product advice. Our staff do not take your personal circumstances into consideration when providing general financial product advice. If you require personal financial product advice that takes into account your objectives, financial situation and needs, you will need to contact a financial adviser.

How can we be contacted?

Our contact details are listed below:

OnePath Life

Phone: 133 667 Fax: 02 9262 5319

Mail: OnePath Life Limited,

GPO Box 4148,

Sydney NSW 2001

Email: customer@onepath.com.au

Website: onepath.com.au

OnePath Custodians

Phone: 133 665 Fax: 02 9234 6668

Mail: OnePath Custodians Pty Limited,

GPO Box 5306,

Sydney NSW 2001

Email: customer@onepath.com.au

Website: onepath.com.au

OnePath Funds Management

Phone: 133 665 Fax: 02 9234 6668

Mail: OnePath Funds Management Limited,

GPO Box 5306,

Sydney NSW 2001

Email: customer@onepath.com.au

Website: onepath.com.au

OnePath General Insurance

Phone: 132 062 Fax: 02 9234 6000

Mail: OnePath General Insurance Pty Limited,

GPO Box 4028,

Sydney NSW 2001

Email: insurance@onepath.com.au

Website: onepath.com.au

If your enquiry is of a general nature, please phone us on 02 9234 8111 or refer to your disclosure documents (PDS/Guide, Annual Report or Annual Statement), for the relevant Customer Services number.

How do you do business with us?

The PDS/Guide for each product/service outlines its administration procedures and processes. Please refer to the relevant PDS/Guide for detailed information on how a product/service is administered.

How can you give us instructions?

You can give us instructions by telephone, mail, email, fax or via our website. There may be special instruction arrangements for some products or services which are explained in the relevant PDS/Guide.

How are we paid for the services we provide?

If you buy a product we offer, one of the licensed entities listed in this FSG will receive fees and charges in relation to your purchase of that product. These fees may include entry fees and management fees (which include transaction and ongoing costs). In some situations, withdrawal fees, exit fees, account fees and transaction fees may apply. The fees you pay and any benefits we receive for each product we offer are set out in detail in the PDS/Guide for the particular product/service.

OnePath Life and/or OnePath General Insurance will receive insurance premiums paid for any insurance cover or annuity you obtain from us.

We do not charge you additional fees for any information you receive from us. However, your financial adviser may charge you fees for providing personal financial product advice. This will be set out in a separate FSG and/or SoA that you should receive from your financial adviser.

What remuneration and other benefits are received?

Our employees and directors receive a salary from us. They do not receive commissions, however, they may be eligible for performance-related bonuses and other staff related benefits which can include discounted financial service products and study assistance etc.

You may receive advice about our products and services from financial advisers who do not work for us directly

(although they may work for another licensee within the OnePath group of companies). These advisers may receive remuneration from us if you invest in one or more of our products or if you use our services, pursuant to their recommendation.

Financial advisers are also required by law to provide you with a copy of their FSG and/or SoA. These documents list the remuneration (including commissions) and other benefits (including non-monetary forms of remuneration, such as paying for conferences, sponsorships etc.) they receive for providing you with financial advice, including for recommending certain financial products to you.

Register of Alternative Forms of Remuneration

OnePath maintains an Alternative Form of Remuneration Register (Register) in accordance with the IFSA Industry Code of Practice on Alternative Forms of Remuneration in the Wealth Management Industry. The Register outlines the alternative forms of remuneration which are paid by, and received from, givers and receivers of such remuneration. You can view or obtain a copy of the Register by contacting Customer Services on the relevant contact number listed in your disclosure documents (PDS/Guide, Annual Report or Annual Statement).

Referrals

We may pay commissions or provide other benefits to third parties for referring customers to us. These payments could be made:

- as a single up-front payment
- as periodical payments on the basis of a percentage of the total amount of sales generated by their referrals
- in expectation of referrals.

Details of any payments or commissions received will be provided to you by the referrer.

How do we protect your privacy?

The privacy of your personal information is important to us. We have systems and processes in place to protect your privacy. We need to collect personal information to administer our customer relationships and provide you with appropriate products and services.

For detailed information on how we handle your personal information, please read our Privacy Policy which you can download from our website onepath.com.au or request a copy from the relevant Customer Services area. Please refer to your PDS/Guide, Annual Report or Annual Statement for contact details.

What kind of compensation arrangements do we have?

OnePath holds a professional indemnity insurance policy, which satisfies the requirements for compensation arrangements under section 912B of the Corporations Act.

Subject to the terms, conditions and exclusions of the policy, the policy provides cover for civil liability resulting from third party claims concerning the professional services performed by us (including our employees and employed representatives).

The policy continues to provide coverage for past employees and employed representatives in respect of financial services performed whilst they were engaged by us.

What should you do if you have a complaint?

We have established procedures to ensure all enquiries and complaints are properly considered and dealt with. If you have an enquiry or complaint about the operation or management of our products or services, please phone the relevant Customer Services area listed in your PDS/Guide, Annual Report or Annual Statement, or write to us at:

Complaints Resolution Department

OnePath
GPO Box 5306
Sydney NSW 2001

If you are not satisfied with our response, you may lodge a written complaint with the relevant organisation listed below:

Non-superannuation/General insurance/Life insurance/ Investment products

Financial Ombudsman Service Ltd (FOS)	Phone: 1300 780 808
GPO Box 3 Melbourne VIC 3001	Fax: 03 9613 6399
	Website: www.fos.org.au

Superannuation products

Superannuation Complaints Tribunal (SCT)	Phone: 1300 884 114
Locked Bag 3060 Melbourne VIC 3001	Fax: 03 8635 5588
	Website: www.sct.gov.au

Financial Ombudsman Service Ltd (FOS)	Phone: 1300 780 808
GPO Box 3 Melbourne VIC 3001	Fax: 03 9613 6399
	Website: www.fos.org.au

These external, independent bodies have been established to help clients who have tried to resolve their complaint with the relevant financial institution but have been unable to do so. We are bound by their decisions.

For complaints relating to superannuation products, the SCT is able to deal with complaints about the decisions and conducts of superannuation providers, but not their decisions and conducts relating to the management of the fund as a whole. Complaints that are outside the jurisdiction of the SCT may be taken to the FOS.

It is important that you contact us in the first instance so we can endeavour to resolve your complaint in accordance with our procedures, otherwise the relevant external independent body may be unable to assist you.

OnePath Life Limited (OnePath Life)
ABN 33 009 657 176 AFSL 238341

OnePath Funds Management Limited (OnePath Funds Management)
ABN 21 003 002 800 AFSL 238342

OnePath Custodians Pty Limited (OnePath Custodians)
ABN 12 008 508 496 AFSL 238346
RSE L0000673

OnePath General Insurance Pty Limited (OnePath General Insurance)
ABN 56 072 892 365 AFSL 288160

L2196/1111