



amscot
STOCKBROKING

A Division of State One Stockbroking Ltd // ABN 95 092 989 083 // AFSL 247 100
Participant of the ASX Group, Chi-X Australia & the Asia Pacific Stock Exchange

Financial Services Guide

Current as at March 2017

www.amscot.com.au

1. Introduction and Purpose of the FSG

This Financial Services Guide ("FSG") is an important document, prepared in accordance with the requirements of the Corporations Act 2001 and Australian Securities and Investments Commission Regulatory Guides.

The FSG is designed to provide you with information about the Financial Services which **amscot**, as a division of State One Stockbroking Ltd ("State One") is able to provide under its Australian Financial Services Licence Number ("AFSL") and to assist you in deciding whether to use those Financial Services. State One authorises the distribution of this FSG.

The FSG explains:

- who we are and how we can be contacted;
- the products and services we are authorised to provide to you;
- how we and any other relevant parties are paid for our services;
- how we remunerate our staff;
- any potential conflicts of interest we might have;
- details of our internal and external complaints handling procedures and how you can access them;
- our compensation arrangements;
- how we keep the information you provide to us private; and
- our brokerage rates and fees.

2. Who We Are

amscot Stockbroking ("**amscot**", "we" or "us") is a Division of State One Stockbroking Ltd ABN 95 092 989 083, through our representatives, is responsible for the Financial Services described in this guide. Any financial services offered will be provided by representatives of **amscot** and/or State One.

State One is a Participant of the ASX Group and Chi-X Australia. It holds an AFSL 247100. State One is part of the State One Capital Group and is a member of the Securities and Derivatives Industry Association.

All **amscot** trades are executed and cleared by State One.

3. Contacting Us

You can contact us in the following ways:

Telephone:	1300 308 305 or (08) 9288 3333	Mail:	amscot Stockbroking PO Box 7669 Cloisters Square WA 6850
Facsimile:	(08) 9321 6997	Email:	amscot@amscot.com.au
Website:	www.amscot.com.au		

4. Services Offered by **amscot**

Under our AFSL we are authorised to offer the following services:

- Advise on and deal in:
 - All Securities
 - Superannuation
 - Deposit and Payment Products – Basic Deposit
 - Derivatives
 - Government Debentures, Stocks or Bonds
 - Managed Investment Schemes, excluding Investor Direct Portfolio Service (IDPS)
 - Miscellaneous financial investment products limited to certain managed investment warrants.
 - Unlisted managed funds through the ASX mFund settlement service
- Underwriting interests in Managed Investment Schemes and issues of Securities.
- Operate custodial or depository services (other than Investor Directed Portfolio Services). These services are provided by State One Nominees Pty Ltd Authorised Representative Number: 258863, which is a subsidiary of State One in accordance with the Operating Rules of ASX Clear and ASX Settlement.

As **amscot** is strictly non-advisory we provide non-personalised general financial product advice, meaning that we will not take into account your objectives, financial situation and needs.

5. How to Transact With Us?

Before transacting you need to have opened an account with **amscot**.

You can then give us instructions by telephone, in person, fax, or email.

amscot will take all reasonable steps to obtain the best possible outcome whenever an order is transmitted or executed on your behalf. A copy of our Best Execution Policy is available on our website at www.amscot.com.au or by obtaining a copy by calling 1300 308 305.

You may choose to establish an on-line trading account with us. This will enable you to place your orders directly into the market (subject to the Client Agreement details as outlined in the account application form).

6. Types of Advice and Types of Services We Provide General Advice

General Advice is based solely on the investment or trading merits of the financial products in question and does not take into consideration your financial circumstances (Newsletters or research reports are examples of such advice). This type of advice will have a warning attached stating that it is not a recommendation that a particular transaction in those financial products is appropriate for your financial situation. In such cases you will need to assess whether you should act on the advice given your own personal circumstances.

In the case of General Advice no Statement of Advice will be issued to clients.

Buying and Selling Financial Products

Acting as your agent, **amscot** will access the relevant market on your behalf to buy or sell financial products. Please note that we require funds upfront for the first purchase of shares.

When you open an account with **amscot** a contract is created between you, as client, and **amscot**, as your broker. When **amscot** trades on your behalf, a further binding contract is made by **amscot**, on your behalf, with another party.

Short Selling

amscot does not permit the short selling of financial products (as defined in the Corporations Act) in any form. You will be asked, when placing a sell instruction, to confirm that the stock you are requesting to sell is a long sale (i.e. that you own the stock and it is not a short sale). Clients are obligated to inform their broker if a sale is a short sale.

You will receive a confirmation note (contract note), by post or email, once your shares have been bought or sold.

How are transactions settled?

If you buy shares we may require payment on or before T+2 (i.e. transaction date plus two business days). Funds can be paid via direct deposit, BPay® or cheque, or we can direct debit a savings or cheque account. We do not accept cash or credit card payments.

If you sell shares we will send you the proceeds via electronic funds transfer to a bank account nominated by you or via cheque.

Trading via the internet or phone requires you to be CHESSE sponsored by State One. For online trading accounts you are also required to have sufficient cleared funds in a Cash Management account prior to the purchase of securities. Sales proceeds for an online trading account will be transferred into the Cash Management account.

In accordance with ASX Settlement Rules, State One charges administration and fail fees on securities trades which are not settled on or before T+2. For clients buying shares we reserve the right to charge interest on the unsettled amount after T+2. Extended delays in payment for buys may result in us selling out the stock, and action being taken to recover from you the costs involved, including any loss on such transactions.

7. The Risks of Dealing in Financial Products

What are the risks?

In general, the risks of investing in equities can be categorised as follows: (Please note that the list below does not purport to be complete, as it would not be feasible to list all the possible risks in each category.)

Overall Market Risks

The risk of loss by reason of movements in the share market generally. These can be caused by any number of factors relating to market confidence – including political, economic, taxation or legislative factors.

Examples include changes in interest rates, political regimes, taxation or superannuation laws, international crises and natural disasters.

Domestic versus International Factors

The vulnerability of the company to international events or market factors. These include movements in exchange rates, changes in trade or tariff policies, and changes in other stock or bond markets.

Sector Specific Factors

These include changes in demand for individual products, commodity prices, the economic cycles of industry, changes in consumer demands, lifestyle changes, and changes in technology.

Stock Specific Factors

These include the directors, the strength of management, the significance of any key personnel, profit history, tangible asset base, debt level and fixed cost structure, litigation, profits/losses on particular contracts, exploration drill results, competition from within the sector, and whether the company already has a profitable business or whether it is exploring for recoverable resources or developing a new product.

In purchasing financial products, it is important to remember that there can be a vast difference between the risks of investing in companies which have a steady cash inflow from their operations (e.g. a large diversified industrial group) and those which don't.

Some so-called "growth" companies may have large cash outflows, and the continued viability of such companies will be dependent upon future raisings of fresh capital from the market.

The Limitations of Research

The research undertaken by stockbrokers is simply the opinion of specialist analysts. It is a most inexact science and can never be guaranteed. It is usually only valid for a limited time and is often subject to change, dependent upon market movements. When trading, a "Buy" recommendation could quickly turn into a "Sell" recommendation where the market price of a stock has appreciated by a small amount, or where overall market conditions or sentiment have changed.

Merely because a company is well known to be a leader in its field or that a stock is recommended by an analyst as a "Buy" does not mean that it will always be a sound long term investment for you.

8. How Do We Charge You For Services Provided?

amscot will charge you a fee for stockbroking services it provides to you. This fee will normally be transaction-based.

8.1 Transaction Based Fees

amscot charges brokerage and fees on each 'buy' and 'sell' transaction executed on your behalf. The brokerage charged will be based on the value of the financial products you buy or sell. You will be advised of the brokerage rates at the time that you open your account with us. These rates can change from time to time and you will be advised of these changes when they occur.

The current list of fees and charges is also available on our website www.amscot.com.au

A confirmation (contract) note will be sent to you upon completing each transaction. This will show the brokerage and any other fees charged, together with applicable government taxes and applicable Government duties.

Late settlement fees are imposed against those trades that are not settled on or before T+2 for equities. Please see the other fees section at the end of this FSG for more information.

8.2 Commissions, Remuneration and other benefits received by State One

We may receive remuneration from product issuers e.g. Cash Management providers, Managed Funds and Margin Lenders in the form of trailing commissions. As a guide, State One may receive the following payments

Type of Product	Commission/Payments we may receive
Managed Funds (remuneration is based on the amount invested)	<ul style="list-style-type: none">– Upfront commission can range from 0 to 5%– Ongoing commission can range from 0.25% to 5% pa– Volume bonuses can range from 0 to 0.5%
Margin Lenders	<ul style="list-style-type: none">– Ongoing commission can be in the range of 0.25% to 0.75% pa of the margin lending facility
Cash Management Trusts	<ul style="list-style-type: none">– Ongoing commission can be in the range of 0.25% to 0.4% pa of the funds under management

We receive interest on client funds deposited in our Trust Account at prevailing market rates.

Goods and Services Tax (GST) is levied on fees charged to Australian Residents.

9. How are **amscot** Employees Remunerated?

Our **amscot** dealers are remunerated on a salary basis.

In addition to salary and / or commission, they may be entitled to an annual bonus and/or profit share based on the dealer's and State One's performance. Some of the measures employed in assessing each dealer's performance include contribution to the firm, attaining or exceeding targets and budgets and compliance and training requirements, contribution to team development, management and risk.

Such payments are discretionary and are generally made in the form of monetary benefits and are paid annually.

You have a right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or authorised representative.

10. Soft Dollar Benefits

State One may from time to time receive a benefit from preferred product providers by way of sponsorship of educational seminars, conferences or training days. Details of benefits above \$300 received by us will be maintained on a Register.

11. Potential Conflicts of Interest We May Have

Conflicts of Interest may occur from time to time, within the ongoing operational structure of State One Capital Group. You have the right to be advised of any material interest that State One Capital Group or any of their associates may have in financial products.

Material interests are those that could be reasonably expected to be capable of influencing the recommendation of a financial product to you.

Accordingly you should be aware that:

- State One Stockbroking Ltd is related to State One Equities Pty Ltd ("SOE"), AFSL 233129. From time to time SOE may provide financial services to State One Stockbroking and/or its clients;
- State One Stockbroking Ltd will trade in financial products on its own account;
- The State One Capital Group, its directors and employees may have material interests in companies from time to time. These may be companies we have raised capital for, floated, provided corporate advice to or produced research on.

State One is related to **amscot** Stockbroking, State One Equities Pty Ltd AFSL 233129 and State One Nominees Pty Ltd

12. What You Should Do If You Have A Complaint?

If you have a complaint about any of our services, **amscot** has established complaints resolution procedures that aim to deal with and resolve your complaint as quickly as possible. Our management is committed to a high level of client service, and as such regards all complaints as serious and entitled to be dealt with fairly, promptly, consistently and in a professional manner.

To try and resolve your complaint in the fastest possible manner, please do the following:

Call **amscot** on 1300 308 305 or 08 9288 3333 and discuss your complaint with a dealer or the Compliance Director. In most cases the dealer should be able to resolve the issue for you.

If it cannot be resolved the Compliance Director will investigate the complaint and call back within two business days with either a proposed remedy or feedback that further investigation is required.

If further investigation is required, it will be carried out and then you will be notified of a proposed remedy. This will be confirmed to you in writing.

If you wish to make a written complaint you should write to:

The Complaints Manager

amscot Stockbroking
PO Box 7669
Cloisters Square WA 6850

If the complaint cannot be resolved to your satisfaction within 45 days and you wish to proceed further, you may refer the matter to the Financial Ombudsman Service Ltd via the following means:

Telephone:	1300 780 808	Mail:	Financial Ombudsman Service Ltd GPO Box 3 MELBOURNE VIC 3001
Facsimile:	(03) 9613 6399	Email:	info@fos.org.au
Website:	www.fos.org.au		

13. Compensation Arrangements

As required by the Corporation Act and ASIC Market Integrity Rules, State One has a comprehensive Professional Indemnity insurance policy which is adequate taking into account the volume and nature of State One's business, the number and types of clients, the number of representatives and Authorised Representatives it has and State One's highest liability due to its membership of the Financial Ombudsman Service.

14. Privacy

14.1 What Personal Information does State One maintain in my file and can I examine my file?

We maintain a record of your personal profile on our files, which will include information such as your name, address, contact details and other information required in order for us to provide financial services to you.

The privacy of your personal information is important to us. We collect and store your personal information in accordance with our Privacy Policy which can be found on our website at www.amscot.com.au. Personal information is gathered only in order for us to provide the financial services to you.

Telephone calls with **amscot** may be recorded to allow for a record to be kept of orders taken and to ensure that our service standards are met or exceeded.

If you wish to examine your file, we ask that you make a request in writing and allow up to 10 working days for the information to be forwarded.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive we will advise you of the likely cost in advance and can help to refine your request if required.

14.2 Organisations to whom information may be disclosed

We may disclose your information on a confidential basis to unrelated organisations for the purposes set out below:

Mailhouse: Statement production and mail related services.

Administration Services: Data entry, documentation, backup, archiving, account maintenance, settlement and payment.

Fund Managers, Margin Lenders and similar organisations: Administration of your accounts.

Professional Advisors: Assistance with Administration of your investments.

14.3 Any Law that requires the particular information to be collected

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licence. We will also retain copies of this information. We assure you that this information will be held securely.

14.4 Main consequences of not providing the information

If we are unable to collect all information requested in the account opening process or requested during the subsequent operation of the account, we may be unable to provide or continue to provide operation of the account.

15. State One Crossing System

15.1 Public Crossing System and Non Public Crossing System Disclosure

Pursuant to the ASIC Market Competition Rules (Competition in Exchange Markets) State One has an obligation to disclose public and non public information pertaining to the use of State One Crossing System with regard to orders place with State One. This is available on the various State One/amscot websites including: <https://www.amscot.com.au/register/forms.aspx>

A hard copy of the Non-Public Crossing System Information Disclosure and the Public Crossing System Information Disclosure is available from State One on request.

16. Brokerage Rates and Schedule of Fees (all prices are Inclusive of GST)

amscot INTERNET BROKERAGE VALUE RATE

Trade Value	Brokerage
Below \$12,860	\$9.90
\$12,860 and above	0.077%

amscot INTERNET BROKERAGE TRADER RATE[^]

Trade Value	Brokerage
Below \$75,000	\$33.00
\$75,000 and above	0.044%

[^] Contract notes are issued at the end of a trading day for a buy or sell in an individual stock (the order may not be complete). If the balance of the order is filled the next day then a new contract note will be issued and an additional contract note charge is applied.

amscot TELEPHONE BROKERAGE

Trade Value	amscot Phone Rate*	amscot Non-Sponsored Phone Rate†
Up to \$5,000	\$38.50	\$55.00
\$5,000.01 - \$30,000	\$49.50	\$66.00
\$30,000 and above	0.165% of trade value	0.220% of trade value

* This phone rate requires you to transact through a State One Stockbroking sponsored HIN.

† Applicable to Deceased Estate sales, and trades settling to/from Issuer- sponsored holdings.

amscot VALUE ONE OFF SALE BROKERAGE

Trade Value	Brokerage
Up to \$21,000	\$42.00
\$21,000.01 and above	0.22%

amscot EXPRESS ONE OFF SALE BROKERAGE

Trade Value	Brokerage
Below \$15,000	\$82.50
\$15,000 and above	0.55%

Other Fees and Charges (including GST):

Online access for trading

- htmlIress (Live and Static)
- webIress (Live and Dynamic)

\$11.00 per month debited from your trading account
(Should you generate more than **\$80** brokerage during a calendar month, you will be rebated for this service)

\$77.00 per month debited from your trading account
(Should you generate more than **\$220** brokerage during a calendar month, you will be rebated for this service)

Fail fees (failure to deliver stock in the required time to settle)

Greater of \$165.00 per day or 0.16% (maximum cap fee is \$5,000 per security)

SRN request fee (Issuer Sponsored Shares)

\$27.50 per holding

Dishonour fee

\$55.00 per dishonour

Cheque cancellation fee

\$27.50 per cheque

Postal fee per contract note (within Australia)

\$2.20 per contract note

Cheque issue fee

\$5.50 per cheque

Emailed contract note

\$NIL

Off market transfer fee

\$55.00 per stock

International funds transfer fee

\$30.00 per transfer (excluding GST)

BPay® Deposits from savings or cheque a/c

\$NIL

Late payment Fee

At Amscot's discretion

ASX Royalties

\$NIL

Invalid or Rejected SRN Fee

\$27.50

Rebooking Fee

\$27.50 per rebooking

Rejected Direct Credit Fee

\$27.50

Electronic Verification Fee

\$11.00

Terms and Conditions

1. "month" means the period from the first day in a calendar month to the last day in that calendar month, inclusive.
2. "trade" is a fully filled order of the first trade of a partially filled order.
3. "order" is defined as an instruction to purchase or sell a particular class of securities or an instruction to amend or cancel a prior instruction to purchase or sell a particular class of securities to the extent that the instruction has not been executed in part or in full.
4. "on-line trading" is the facility offered by **amscot** Stockbroking to place orders directly in to the market via the **amscot** website. This service is subject to the client agreement details as stated in the trading rules of the **amscot**Online Account Application Form.