

# Milford Australia

## Financial Services Guide

30 November 2020

### 1. What is the purpose of this Financial Services Guide?

This Financial Services Guide (**FSG**) is an important document aimed to assist you in deciding whether or not to use any of the financial services offered by Milford Australia Pty Ltd (ACN 169 262 971, AFSL 461253) (“Milford Australia”, “our”, “we” or “us”).

References to 'you' and 'your' refer to potential recipients of our financial services.

This FSG contains important information about us, in relation to:

- the financial services we can offer you;
- how Milford Australia and its associates are remunerated;
- how we deal with your privacy; and
- our internal and external dispute resolution procedures.

If you want to obtain the Milford Australian Absolute Growth Fund, the Milford Dynamic Fund (AU) or the Milford Diversified Income Fund (AU), we will provide you with a Product Disclosure Statement (“PDS”). In order to invest, you will need to complete the application form attached to the PDS. The PDS contains important information about the financial product(s) offered.

### 2. About Milford Australia

Milford Australia is a wholly owned subsidiary of its New Zealand parent, Milford Asset Management Limited (“Milford”). Milford was formed in New Zealand in 2003 and is an established investment management company based in Auckland. Milford offers an extensive range of financial products from KiwiSaver, investment funds and private equity to wealth management and advice. Milford Australia is a boutique investment firm that was established in Australia in 2014.

### 3. Milford Australia's Financial Services

Milford Australia is authorised to provide the following financial services:

- general financial product advice for both wholesale and retail investors;
- deal in a financial product, in relation to deposit and payment products, derivatives, foreign exchange contracts, government debentures, stocks or bonds, interest in managed investment schemes and securities for wholesale clients only; and
- provide custodial or depository services other than investor directed portfolio services for wholesale clients only.

We are not authorised to provide personal advice. We can only provide you with factual information and in certain circumstances may provide general financial product advice. If you want personal financial product advice, we recommend that you consult with a personal advisor that takes into account your objectives, financial situation and needs.

### 4. How Milford Australia will be paid for the financial services we provide

We earn a fee from the various managed investment schemes for which we are the Investment Manager. Fees may include:

- management fees; and
- performance fees.

The fees that you pay, and any benefits that we receive for the financial products that we offer you, are detailed in the PDS for each relevant scheme. We do not charge you any additional fees for any advice that you receive from us. Your financial planner may charge you fees for providing financial product advice. This will be detailed in the FSG and/or any other fee disclosure document that you receive from your financial planner.

### 5. What commissions, fees or other benefits do we receive?

Our employees may be remunerated by salary payments, bonuses, and other benefits from us. Bonus payments are discretionary and based on the performance of the employees. We

may use contractors in carrying out our services, and they may receive payments based on referral of clients, consulting activities, and any other general works undertaken for Milford Australia.

**6. Professional indemnity insurance**

In accordance with s912B of the Corporations Act, Milford maintains adequate professional indemnity insurance that satisfies the compensation arrangements. This covers the financial services provided by Milford entities and its employees, including employees after they cease working with us.

**7. Relationships or associations**

Milford Australia is a subsidiary of Milford and its officers, employees, independent contractors and owners may receive compensation in connection with marketing efforts and offers.

**8. Your privacy**

Your privacy and personal information are important to us. We have adequate measures in place under the Privacy Act 1988 and will manage your personal information accordingly. We only collect personal information about you so that we may provide you with the financial product(s) and associated services(s) you request, as well as information on other products offered by us. In most cases, we will use your personal information in order to provide information and market updates on the products and services you have subscribed for. A copy of our privacy policy is available at <https://milfordasset.com.au/>

**9. Dealing with complaints and our contact details**

Milford Australia has procedures in place for dealing with complaints. If you have a complaint regarding our financial services, you can address the complaint to our Compliance Officer, using the contact details provided below. We will aim to acknowledge receipt of your complaint in writing as soon as possible and in any event within 14 days from receipt and address your complaint within 45 days.

For all client disputes or complaints, please contact our Compliance Officer at:

Telephone: 1800 161 310

Email: [info@milfordasset.com.au](mailto:info@milfordasset.com.au)

Post: MLC Centre, Level 33, Suite 5, 19-29 Martin Place, Sydney, NSW 2000

If we have not addressed your complaint, and/or if you are not satisfied, you can refer your complaint to the Australian Financial Complaints Authority Limited (AFCA), which Milford Australia (AFCA membership no. 72030) is a member.

AFCA provides an external complaints resolution scheme. Complaints that cannot be resolved internally by Milford Australia to your satisfaction can be taken by you to the AFCA. You can contact the AFCA directly by utilizing one of the following contact methods:

Australian Financial Complaints Authority GPO Box 3

Melbourne VIC 3001 Online: [www.afca.org.au](http://www.afca.org.au) Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678

Facsimile: (03) 9613 6399

This service is provided to you free of charge.