



# FINANCIAL SERVICES GUIDE

Current as at 10 May 2016

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## What is the purpose of this Financial Services Guide ('FSG')

This FSG is an important document that is provided by National Australia Bank Limited ABN 12 004 044 937 ("NAB," "we," "us" or "our"). Our contact details are set out on the last page of this FSG.

This FSG sets out information about the financial services that we will, or are likely to provide to you, under our Australian Financial Services License 230686 ("AFSL") and the kinds of financial products to which those services relate. These services are in connection with offers of securities, derivatives, interests in a managed investment scheme or deposits ("Offers"). This FSG contains important information to help you decide whether to use these financial services. It includes information about:

- how we and our associates are remunerated in relation to the services offered;
- any relationships or associations we may have with the product issuers; and
- our internal and external dispute resolution procedures and how you can access them.

Before you apply for financial products in connection with an Offer you will receive and should read the Prospectus, Product Disclosure Statement ("PDS") or other disclosure document (each an "Offer Document"). In certain circumstances we are not required to provide an Offer Document (including, for example, where you already have one). The Offer Document contains information about the financial product and will assist you in making an informed decision about the product.

If you are provided with personal financial product advice we may also issue you with a Statement of Advice ("SoA"). The SoA will contain:

- the advice;
- the basis on which it is given; and
- information relating to fees, commissions and other benefits and any relationships, associations or interests that may influence the advice you receive.

Personal financial product advice includes advice that takes into account one or more of your objectives, financial situation and needs.

We are not required to issue you with a SoA where the personal financial product advice relates to certain deposit and non-cash payment products and travellers cheques provided we disclose certain information about remuneration and other benefits or interests which may influence the advice.

If NAB provides you with financial services other than those to which this FSG relates, if relevant you will be provided with a separate FSG containing information relevant to those services.

## What are the kinds of financial services and products that we will or are likely to provide to you in connection an Offer?

We will or are likely to provide you with the following financial services in connection with an offer of securities, derivatives or units in a managed investment scheme:

- financial product advice (both general and personal); and
- dealing in financial products on behalf of others.

These services may be provided with a range of financial products including:

- securities;
- derivatives;
- managed investment schemes; and
- deposit products.

## Who does NAB act for when providing these financial services in connection with an Offer?

In providing the financial services described in this FSG NAB generally acts on its own behalf.

Where the Offer relates to ASX listed financial products (or products that are intended to be ASX listed), NAB will provide the financial services in relation to the Offer on behalf of a related body corporate in the NAB group ("NAB Group Company") which is a Participant of the ASX Group. NAB does not guarantee the obligations or performance of this subsidiary or the products or services which the NAB Group Company offers.

However, NAB is responsible for the financial services it provides to you under its AFSL.

## What relationship do we have with the product issuers?

NAB is the issuer of the securities the subject of the Offer to which this FSG relates. In addition, NAB or a NAB Group Company may be acting as an adviser, arranger, manager or participating broker in relation to the Offer, or otherwise in relation to distributing the financial product the subject of the Offer. For example, if the Offer relates to ASX listed financial products (or products that are intended to be ASX Listed), a NAB Group Company will act as a manager or participating broker in connection with the Offer.

The PDS or other disclosure document relating to the offer may set out further information about these relationships.

## How can a NAB staff member assist you?

To the extent that we authorise a NAB staff member to do so, the staff member can help you to apply for the financial products referred to in this FSG and can also give you financial product advice in relation to them.

If a NAB staff member is unable to provide you with a financial service or a financial product that you are interested in, the staff member will refer you to another staff member who can.

As an integrated financial services provider, NAB also provides financial planning services and the National Insurance Service. If you require these services you will be referred to an appropriate person in NAB who will provide you with a separate FSG relating to the financial services that they may provide.

We will not give you personal financial product advice when you visit our website or contact us on **13 22 65**.

## How can you give us instructions?

You can give us instructions by using the contact details set out on the last page of this FSG.

Some products and services may have their own rules about how to provide instructions or execute certain transactions. Please refer to the PDS or other disclosure document for the product for these details.

Generally, you need to give us instructions in writing (e.g. fax, email or letter) or another method agreed by us.

If we provide you with further advice, you may request a record of the advice, at that time or by contacting us on **13 22 65** up to 7 years after the day of providing the advice.

### **How is any commission, fee or other benefit calculated for providing the financial services?**

NAB or certain NAB Group Companies will receive a fee or commission in relation to the Offer. These commissions vary from Offer to Offer.

For an Offer that relates to ASX listed financial products, these typically vary between 1% and 2% of the amount you invest, and certain NAB Group Companies receive this after the financial product is issued. For Offers relating to other types of financial products, NAB or NAB Group Companies' commission typically varies between 1% to 5% of the amount you invest.

Further, we may also receive a trailing commission of up to 0.25% per annum of the amount you invest. Trailing commissions are typically paid monthly or quarterly for a period of up to 10 years after the financial product is issued. Again, this varies from Offer to Offer.

For example, if you invest \$100,000 in relation to an Offer, and the up front commission regarding that Offer is 1.25%, and the trailing commission is 0.24% per annum for 2 years, the relevant NAB Group Company will receive an up front fee or commission of \$1,250, and \$480 in trailing commission (\$20 per month for 2 years) attributable to the services we provide you in relation to the Offer.

In addition, if NAB or NAB Group Companies provide other services in connection with the Offer, additional remuneration or benefits may be payable in relation to these, and these will be set out more fully in the relevant PDS or other disclosure document.

Any such fee or commission may be shared by NAB and the NAB Group Companies. For example, if one of the NAB Group Companies receives a commission for acting as Co-Manager in relation to an Offer, it is likely to pay a share of that amount to NAB.

### **Do NAB staff members receive remuneration or other benefits for providing the financial services?**

NAB staff members are salaried employees of NAB and do not receive any portion of any fees or commissions paid to NAB or any other NAB Group Companies in connection with the financial services or financial products referred to in this FSG.

Staff members may be entitled to receive additional monetary or non-monetary benefits and/or rewards resulting from participation in programs conducted by the NAB. Monetary benefits or rewards may include an annual bonus, the level of which may depend on the overall performance of the NAB Group of companies. Non-monetary benefits or rewards for staff members and their partners may include gift vouchers, film tickets, restaurant meals, attendance at an annual conference or other functions.

Whether staff members receive any such benefits and rewards depends on a number of performance related factors including the level of remuneration generated for the NAB from sales of products as a consequence of the staff member's advice.

It is not possible to determine at any given time whether a staff member will receive such benefits or rewards or to quantify them. They are generally not directly attributable to any particular product that the staff members have given advice on.

### **Do we pay referral fees?**

We do not pay commissions or provide other benefits to any person for referring customers to us in connection with the financial services to which this FSG relates.

### **Lodging a complaint?**

We're always trying to improve our customers' experience, but we know things don't always go the way they should. Your feedback about the services you receive from us and our products can help us understand and address issues we otherwise might not know about. Our brochure titled 'All feedback is good feedback: let's talk' includes more information and is available from any NAB branch.

### **Help us to help you**

There are two ways to talk to us.

1. In person: Speak directly to us at your branch and we'll do our best to resolve your concern or issue.
2. Phone our call centre on **13 22 65** (Hearing impaired customers with telephone typewriters can contact us on **1300 363 647**).

By giving us as much information as possible, you'll be helping us to resolve things faster. If you have any supporting documentation, please have it handy when you raise your concern.

### **Going a step further**

We're here to help, so if you feel that your contact at our branch or call centre hasn't resolved the issue, then the next step is to speak to our Customer Resolutions Team. Here's how:

1. Call our dedicated Customer Resolutions Team any time between 8am and 7pm, Monday to Friday (AEST), on **1800 152 015**

2. Send a form online:

Complete our online feedback form at **nab.com.au**, send us a secure message through your NAB Internet Banking, or email us at **feedback@nab.com.au**

3. Write to us at:

**National Australia Bank  
General Manager, NAB Resolve  
Reply Paid 2870  
Melbourne Vic 8060**

### **Need more options?**

If you still feel your issue hasn't been resolved to your satisfaction, then you can raise your concern with NAB's independent external dispute resolution provider, the Financial Ombudsman Service. Of course, as you're a valued customer, we'd much rather try to resolve the issue together first. In fact, the Ombudsman will encourage you to resolve the issue with NAB before they start to investigate. The Financial Ombudsman Service can be contacted at:

**Telephone 1300 780 808  
Fax 03 9613 6399  
Website [www.fos.org.au](http://www.fos.org.au)  
Postal Address GPO Box 3  
Melbourne Vic 3001**

