

Suncorp Bank Margin Lending

Financial Services Guide

Please note

This document contains the Financial Services Guide ('FSG') issued by Suncorp-Metway Ltd. Please consider the FSG carefully, and keep it in a safe place so you can refer to it later.

Suncorp-Metway Ltd ABN 66 010 831 722 AFSL 229882

Address: Level 18, 36 Wickham Terrace, Brisbane QLD 4000

Effective Date: 1 May 2011.

About this Financial Services Guide

This Financial Services Guide ('FSG') issued by Suncorp-Metway Ltd ABN 66 010 831 722 AFSL 229882 ('Suncorp', 'Suncorp Bank', 'we', 'our', 'us') informs you of the margin lending financial services provided by us. It is designed to help you as a retail customer to decide whether to use the services and to ensure that Suncorp Bank complies with its obligations as a financial services licensee.

This FSG tells you:

- about us;
- about the margin lending financial services we provide;
- about the fees, remuneration and other benefits that may be paid to us, staff members and others;
- about associations or relationships we have with financial product issuers and service providers;
- if you have a complaint, how to manage it;
- about our compensation arrangements;
- how we collect and use your personal information; and
- how you can contact us.

If you have any questions about us or about this FSG, please contact us. Our contact details are set out on the back page of this FSG. Any changes to these details can be found at www.suncorpmarginlending.com.au.

Although we do not provide personal advice or recommend financial products, we may be required to provide you with a Product Disclosure Statement ('PDS') or other disclosure documents if we issue or arrange the issue of a financial product to you. A PDS contains information about the features, benefits, risks and fees associated with the product. These documents will be provided to help you make an informed decision about whether the product is appropriate for you, given your objectives, financial situation and needs, and to comply with our obligations as a financial services licensee.

About Suncorp-Metway Ltd

Suncorp-Metway Ltd is a non-market participant in the Australian Stock Exchange Clearing House Electronic Subregister System ('CHES').

Suncorp-Metway Ltd is authorised by its Australian Financial Services Licence ('AFSL') No. 229882, amongst other things, to give general financial product advice on, and to arrange or deal in the following products:

- > from 1 January 2011, standard margin lending facilities; and
- > securities and managed investment schemes mortgaged to us to secure a margin loan.

Suncorp-Metway Ltd is a member of the Suncorp Group of companies. The Suncorp Group provides financial solutions for individuals and businesses. Its diverse range of products and services includes banking, insurance, wealth management, superannuation and financial planning. These services are provided through various companies in the Suncorp Group.

Except to the extent imposed by law, companies within the Suncorp Group do not guarantee and are not responsible or liable for the products, services, obligations or facilities of the other companies in the Suncorp Group.

The registered office of Suncorp-Metway Ltd is Level 18, 36 Wickham Terrace, Brisbane QLD 4000.

Investment in a financial product is subject to investment risk, including possible delays in repayment or loss of income and principal invested. Neither Suncorp-Metway Ltd nor any of its related entities stands behind or otherwise guarantees the capital value or investment performance of any financial product acquired through Suncorp Margin Lending.

Our financial services

What financial services do we provide?

Suncorp-Metway Ltd issues standard margin lending facilities and deals in securities and interests in managed investment schemes mortgaged to it to secure the margin loans it advances (Suncorp Margin Loans).

Generally, this FSG does not relate to any services or products Suncorp-Metway Ltd provides that are not financial services or financial products regulated under the Corporations Act 2001 (Cth).

Who is responsible for the financial services you receive?

Suncorp-Metway Ltd will provide, and be responsible for, the financial services provided to you and described in this FSG. Suncorp-Metway Ltd will provide these financial services through our representatives who are employees of companies within the Suncorp Group (Staff Members) and any authorised representatives appointed by us to provide financial services on our behalf.

Suncorp-Metway Ltd acts on its own behalf as a financial services licensee when providing financial services.

Will we give you personal advice that has regard to your objectives, financial situation and needs?

No. Any material provided to you by us will only contain factual information and general advice. This factual information or general advice does not take into account your particular objectives, financial situation or needs. You should consider the appropriateness of the information or general advice, having regard to your particular objectives, financial situation and needs, before acting on this information or making any investment decision.

If you are considering acquiring a financial product, you should obtain a copy of the relevant PDS or prospectus before making any decision to do so.

General advice does not include any direct or implied recommendation that the products referred to are appropriate to the objectives, financial situation or needs of a particular person.

How can you give us instructions?

Generally, you or your representative may give us instructions in writing, by telephone, internet, email, fax or other means by pre-arrangement with us. How you give us instructions will depend on the services we provide to you.

Information about fees and other benefits

What fees or other benefits are received by us?

The fees, commissions and other benefits (collectively 'Fees') that Suncorp-Metway Ltd receives for providing a service to you depend on the service provided to you. Any Fees that are payable by you to us should, generally, be paid by direct debit, BPAY, cheque or other means by prearrangement with us. The Fees received by Suncorp-Metway Ltd do not simply represent our profit margins but also go towards covering our costs and overheads.

Suncorp-Metway Ltd does not receive any Fees specifically for financial services (such as general advice in relation to certain financial products) it provides. We may receive fees, commissions and other benefits including establishment fees, interest on Suncorp Margin Loans and out-of-pocket expenses such as registration and search fees and stamp duty ('Suncorp Margin Loan Fees') as set out in the Suncorp Margin Loan documentation (including the PDS).

You may request particulars of the remuneration (including commission) or other benefits that may be received by Suncorp-Metway Ltd in relation to financial services that may be provided to you within a reasonable time after you are given this FSG and before those services are provided to you.

What remuneration and other benefits are received by Staff Members?

Our employees are remunerated by salary from the Suncorp Group and do not directly receive any commissions or fees. Employees may be eligible for bonus payments based on achievement of personal business objectives such as staff member performance and overall team performance. Bonuses can be paid quarterly, bi-annually or annually by bonus payment, additional superannuation contributions or shares in Suncorp-Metway Ltd.

Staff Members may also be rewarded with monetary and non-monetary incentives and benefits from time to time if they meet certain performance targets. The incentives range from small non-monetary rewards such as movie tickets to more valuable benefits such as attendances at conferences. Monetary payments to Staff Members are made by payment into an account nominated by the relevant Staff Member.

It is not possible to determine at any given time whether a Staff Member will receive the benefits referred to above or to quantify them.

What fees or other benefits are paid by us?

When you purchase our financial products through a financial adviser, Suncorp-Metway Ltd may pay an ongoing commission to the adviser of up to 1.00% of the account balance, paid as determined by Suncorp-Metway Ltd.

Fees received by related entities and associations with product issuers

Companies within the Suncorp Group manage, market, issue and provide financial products and services that you may acquire through, or as a result of, the services (other than financial services) we provide to you. You may also be able to acquire through, or as a result of, the services (other than financial services) we provide to you, financial products and services offered by companies unrelated to the Suncorp Group. We may pass on up to 100% of the Suncorp Margin Loan Fees to companies within the Suncorp Group and external providers for providing these services.

The relevant Suncorp Margin Loan Fees are paid to these third parties upfront when the service is provided or the product is issued or on an ongoing basis (paid when the service is provided or periodically, such as monthly, quarterly, half-yearly or yearly). The amount paid to these third parties may vary according to a number of factors such as the type of services provided and the identity of the third party providing the service.

When you invest in any product or service offered by a company within the Suncorp Group or any company unrelated to the Suncorp Group, that company may receive Fees in relation to your investment in that product or the provision of that service (which may include contribution fees, management fees, withdrawal fees and any other fees specified in the PDS or other disclosure documents for the particular product or service).

Problems and Complaints

Problem resolution is a priority for us. We have established complaint resolution procedures that aim to deal with complaints quickly and fairly. If you have a complaint about any of our financial services, you can tell us in any of the following ways:

Telephone us on: 1800 689 762 (Free call)

Send us a fax on: 1300 767 337 (for the cost of a local call)

Write to us at: Reply Paid 1453, Suncorp Bank CEO Office (RE058)
GPO Box 1453, BRISBANE QLD 4001

Email us at: CEOoffice@suncorp.com.au

We will try to resolve your problem within 24 hours. If we can't we will acknowledge your complaint within 3 days and endeavour to resolve it within 21 days.

If you are not satisfied with the outcome of your complaint or the way in which it was handled please let us know.

Alternatively, you can contact our external dispute resolution scheme. External Dispute Resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

Suncorp Bank's External Dispute Resolution provider is the Financial Ombudsman Service Limited ('FOS') and can be contacted by:

Mail: GPO Box 3, Melbourne VIC 3001

Telephone: 1300 780 808 (for the cost of a local call)

Facsimile: (03) 9613 6399

Internet: www.fos.org.au

Email: info@fos.org.au

How we manage our compensation arrangement

Where we are liable to meet a claim, payment will generally be paid from our cash flows and available resources.

For claims, we may rely on and claim under the professional indemnity insurance that we hold. These insurances are between us and the insurer and are intended to respond to civil liability resulting from significant claims for compensation made against us for financial services provided by us or our representatives. These insurances provide cover even if one of our representatives has ceased to act or work for us. Our compensation arrangements comply with requirements set out in section 912B of the Corporations Act.

How we collect and use your personal information

The Privacy Act 1988 (Cth) requires us to inform you that:

Purpose of collection

Personal information is information about an identifiable individual and includes facts or an opinion about you which identifies you or by which your identity can be reasonably determined. The collection of your personal information is essential to enable us to conduct our business of offering and providing you with our range of financial products and services.

We collect personal information for the purposes of:

- identifying and protecting you when you do business with us;
- establishing your requirements and providing the appropriate product or service;
- setting up, administering and managing our products and services;
- assessing and investigating, and if accepted, managing a claim made by you under one or more of our products; and
- training and developing our staff and representatives

We may be required by law to collect your personal information. These include, but are not limited to, anti-money laundering and taxation laws.

Consequences if personal information is not provided

If we request personal information about you and you do not provide it, we may not be able to provide you with the financial product or service that you request, or provide you with the full range of services we offer.

Disclosure

We use and disclose your personal information for the purposes we collected it.

We may also use and disclose your personal information for a secondary purpose that is related to the purpose for which we collected it. This would happen in cases where you would reasonably expect us to use or disclose your personal information for that secondary purpose.

In the case of sensitive information, any secondary purpose, use or disclosure will be directly related to the purpose of collection.

When necessary and in connection with purposes of collection, we may disclose your personal information to and/or collect your personal information from:

- other companies within the Suncorp Group;
- where required or authorised under our relationship with our joint venture companies;
- information technology providers, including hardware and software vendors and consultants such as programmers;
- research and development service providers;
- your advisers, agents or representatives;
- our advisers, agents or representatives;
- if required or authorised to do so, regulatory bodies and government agencies;
- financial advisers;
- lenders' mortgage insurers and valuers;
- credit reporting agencies;
- legal and other professional advisers;
- printers and mail house service providers;
- manufacturers for plastic card production (e.g. debit and credit cards)
- external dispute resolution schemes

Disclosure overseas

There are also instances where we may have to send your personal information overseas or collect personal information from overseas. These instances include:

- sending your personal information to companies in the Suncorp Group;
- when you have asked us to do so;
- when we are authorised or required by law to do so;
- when we have outsourced a business activity or function to an overseas service provider with whom we have a contractual arrangement;
- certain electronic transactions; or
- when it is necessary in order to facilitate a transaction on your behalf.

We will only send your personal information overseas or collect personal information about you from overseas for the purposes in this statement.

Access

You can request access to the personal information we hold about you by contacting us.

In some circumstances, we are able to deny your request for access to personal information. If we deny your request for access, we will tell you why.

If accessing your personal information will take an extended period of time, we will inform you of the likely delay. For more detailed requests for access to personal information, for example, access to information held in archives, a fee may be charged to cover the associated cost of retrieval and supplying this information.

Marketing

We would like to use and disclose your personal information to keep you up to date with the range of products and services available from Suncorp.

Generally, our companies in the Suncorp Group will use and disclose your personal information for Suncorp's marketing purposes.

If you do not want us to use and disclose your personal information for the purpose of marketing products and services to you, you should contact us and tell us.

Contact

Please contact us to:

- change your mind at any time about receiving marketing material;
- request access to the personal information we hold about you; or
- obtain more information about our privacy practices by asking for a copy of our Privacy Policy; Our Privacy Policy can also be found on our website at suncorp.com.au at the bottom of the page by clicking on "Privacy".

You can contact us in any of the following ways:

Telephone us on: 13 11 75

Send us a fax on: 07 3031 2250

Write to us at: Reply Paid 1453, Suncorp Bank
GPO Box 1453, BRISBANE QLD 4001

Contact us for more information
or to change your details:

 Call 1800 805 972

www suncorpmarginlending.com.au

 PO Box R1877 Royal Exchange NSW 1225

 Fax 1300 305 499

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