



Investor Centre

FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is an important document intended to inform you of; who we are, how we can be contacted, the financial services we are authorised to provide, our privacy policy, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures.

It is intended that this FSG should assist you in determining whether to use any of our services.

Who are we?

Investor Centre Pty Ltd
ABN: 69 151 755 190

Our Address

60 Williams Street
Wakerley QLD 4154

Contact Details

Phone: 1300 132 999
Fax: 1300 139 421
Email: admin@investorcentre.com.au
Website: www.investorcentre.com.au

What Services We are Authorised to Provide

Investor Centre is licensed to provide advice and deal on the following products: Stocks, Managed Investment Schemes, Securities, Derivatives and Foreign Exchange Contracts.

We do not provide services for you to buy or sell any financial products you will require a stock broker or other market participant for these services.

We do not take into account any of your personal situation or circumstances. Should you have any queries or concerns based on your personal situation you should seek specific advice from a licensed financial planner or advisor.

If You have Any Complaints

Investor Centre Pty Ltd is a member of the Financial Ombudsman Service.

If you have any complaint about the service provided to you, you should take the following steps:

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, please contact the Compliance Officer of Investor Centre Pty Ltd by putting your complaint in writing to:

Investor Centre Pty Ltd
The Compliance Officer
60 Williams St, Wakerley, QLD 4154

OR

Email admin@investorcentre.com.au

We will seek to resolve your complaint quickly and fairly.

3. If the complaint cannot be resolved to your satisfaction you have the right to complain to the Financial Ombudsman Service (FOS). They can be contacted on 1300 780 808.

Privacy Policy

Investor Centre Pty Ltd is committed to the responsible collection and handling of personal information, consistent with the Information Privacy Principles in the Information Privacy Act. Any and all details collected by Investor Centre customers are required in order to provide you with our products and/or services, and a high level of customer service.

Correspondence is recorded in order to provide service references, and to assist in our staff development. The security of your personal information is important to us. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served.

We reserve the right to modify this privacy statement at any time, so please review it frequently so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If we make material changes to this policy, we will notify you here, by Email, or by means of a notice on our website.

Marketing and Privacy

Investor Centre may from time to time use or disclose your personal information to send you marketing material about products and services offered by us.

In addition, we may use a 3rd party provider to send you marketing material on our behalf.

Marketing materials may be sent to you in various forms, including mail, SMS, facsimile, and email. If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so.

If you would like to opt-out of receiving marketing material from Investor Centre, please contact us on 1300 132 999 or via <https://www.investorcentre.com.au/subscriptions.php>

Potential Conflicts of Interest

Relationships or associations which might influence our recommended financial services providers.

Investor Centre Pty Ltd is not authorised to provide personal advice of any kind so is unable to assist you in assessing whether or not the service is appropriate for you and will not provide personal advice with regard to your subsequent dealings with our preferred brokers.

Remuneration, Commission, Fees or Other Benefits

All Employees of Investor Centre receive a salary. They may also be entitled to a performance based bonus. Sales personnel may also be paid commissions on subscriptions or other product sales.

With certain products (managed funds and margin lending) Investor Centre may receive an upfront commission and/or an ongoing (or trailing) commission from the product provider, based on your investment. The commissions can vary from product to product and are available upon request.

IMPORTANT INFORMATION

We update our financial services guide on an ongoing basis; please ensure you check our website to ensure you have received the latest version before you commit to our services or products. We may also email you with updated financial services guides should you have a subscription based service with us.

Effective Date: this document was last modified on 19 January 2022.