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# BT Securities Limited

Financial Services Guide

Issue Date – 14 July 2023





## About this Financial Services Guide

This Financial Services Guide ('FSG') issued by BT Securities Limited ABN 84 000 720 114 AFSL 233722 ('BTS', '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 BTS 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 our compensation arrangements;
- about associations or relationships we have with financial product issuers and service providers;
- if you have a complaint, how to manage it; 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 last page of this FSG. Any changes to these details can be found at [bt.com.au/marginloan](http://bt.com.au/marginloan).

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 BT Securities Limited

BTS is authorised by its Australian Financial Services Licence ('AFSL') No. 233722, amongst other things, to give general financial product advice on, and to arrange or deal in the following products:

- standard margin lending facilities, securities, interests in managed investment schemes and a limited range of derivatives (such as warrants) mortgaged to us to secure a margin loan.

BTS is a wholly owned subsidiary of the Westpac Group. The Westpac Group includes a number of companies that issue financial products and provide financial services such as funds management, insurance, margin lending, superannuation investment and administrative services, and financial planning and advisory services.

The registered office of BTS is Level 20, 275 Kent Street, Sydney NSW 2000.

A financial product acquired from or through BTS is not a deposit with, or any liability of, Westpac Banking Corporation ('Westpac') or any other company in the Westpac Group. Investment in a financial product is subject to investment risk, including possible delays in repayment or loss of income and principal invested. Neither Westpac nor any of its related entities stands behind or otherwise guarantees the capital value or investment performance of any financial product acquired through BTS.

BTS has entered into an arrangement with Westpac under which BTS conducts its margin lending business as agent for Westpac. Westpac indemnifies BTS against certain liabilities incurred by BTS in the performance of its duties under the arrangement.

## Our financial services

### **What financial services do we provide?**

BTS 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. BTS may in certain circumstances provide general advice about these products as well as for a limited range of derivatives (such as warrants).

In providing these services, BTS is acting as agent of Westpac.

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

### **How are the financial services provided?**

BTS will provide the financial services provided to you and described in this FSG. BTS will provide these financial services through our representatives who are employees of companies within the Westpac Group (Staff Members) and any authorised representatives appointed by us to provide financial services on our behalf.

BTS acts on Westpac's behalf when providing the financial services described in this FSG.

### **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 and 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 and 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 BTS 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 BTS do not simply represent our profit margins but also go towards covering our costs and overheads.

BTS 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 margin loans and out-of-pocket expenses such as registration and search fees and stamp duty (Fees) as set out in the margin loan documentation (including a Product Disclosure Statement).

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The annual fee BTS receives from Westpac for the provision by it of agency services in relation to the margin lending business is the greater of:

- 0.05% of the principal outstanding of margin lending facilities entered into and settled in the 12 months preceding the payment date; or
- 9% of the amount of capital BTS is required to hold under its AFSL.

This fee does not affect the interest rate that we charge on margin loans that we issue.

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

### **What remuneration and other benefits are received by Staff Members?**

Our employees are remunerated by salary from Westpac (or another company in the Westpac Group of companies) 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 Westpac.

To the extent permitted by law, Staff Members may also be rewarded with monetary and non-monetary performance benefits from time to time if they meet certain performance targets. 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.

## **Fees received by related entities and associations with product issuers**

Companies within the Westpac 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 Westpac Group. We may pass on up to 100% of the Fees to companies within the Westpac Group and external providers for providing these services.

The relevant 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 Westpac Group or any company unrelated to the Westpac 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 Product Disclosure Statement or other disclosure documents for the particular product or service).



## Feedback and Complaints

### **Delivering on our service promise**

We're constantly striving to provide the best possible service, and we'll do our best to resolve any concern you have quickly and fairly.

### **Our commitment to you**

If you're ever unhappy about something we've done – or perhaps not done – please give us the opportunity to put things right.

Our aim is to resolve your complaint within 5 business days, however, where possible we will resolve your complaint on the spot. If we need some additional time to get back to you, we will let you know. Should we be unable to resolve your concern at your first point of contact, we will then refer the complaint to our dedicated Customer Managers.

Our Customer Managers are here to find a solution for you and will ensure that you're regularly updated about the progress we are making to resolve your complaint.

### **You can contact us:**

#### **Phone:**

1800 816 222

#### **Post:**

BT Margin Lending  
GPO Box 3917  
Sydney NSW 2001

#### **Online:**

Using the secure feedback form at  
[secure.bt.com.au/contact-us/contact-form.asp](https://secure.bt.com.au/contact-us/contact-form.asp)

For further information go to our website and search 'Feedback and Complaints'.

### **If you are still unhappy**

If you are not satisfied with our response or handling of your complaint, you can contact the external dispute resolution scheme, the Australian Financial Complaints Authority (AFCA).

## **Australian Financial Complaints Authority**

AFCA provides a free and independent service to resolve complaints by consumers and small businesses about financial firms (e.g. banks), where that complaint falls within AFCA's terms of reference.

The contact details for AFCA are set out below.

## **Australian Financial Complaints Authority**

Online: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678 (free call)

Post: Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001.

## 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.

We have compensation arrangements in place through a guarantee provided by Westpac. These arrangements meet relevant legislative requirements and have been approved by ASIC.

## For more information

1800 816 222

BT Customer Relations Consultants  
Monday to Friday 8.30am – 5.30pm  
(Sydney time)

[client.marginlending@btfinancialgroup.com](mailto:client.marginlending@btfinancialgroup.com)

[bt.com.au/marginloan](http://bt.com.au/marginloan)

GPO Box 3917 Sydney NSW 2001

## Accessibility support.

At any time, you can inform us how you would prefer to be contacted. If you are deaf and/or find it hard hearing or speaking with people who use a phone, you can reach us through the National Relay Service (NRS). To use the NRS, you can register by scanning the QR Code or visiting [infrastructure.gov.au/national-relay-service](http://infrastructure.gov.au/national-relay-service)



Visit [bt.com.au/personal/help/accessibility](http://bt.com.au/personal/help/accessibility) for further information on our accessible products and services for people with disability.

'QR Code' is a registered trademark of Denso Wave Incorporated.



*BT acknowledges the traditional owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respect to Australia's First Peoples, and to their Elders, past and present.*

### Disclaimer

BT Securities Limited ABN 84 000 720 114 Australian Financial Services Licence No. 233722

Please note: We take our disclosure responsibilities seriously. This document contains the Financial Services Guide ('FSG') issued by BT Securities Limited. Please consider this FSG carefully, and keep this document in a safe place so you can refer to it later.