

# Westpac Instalment Warrants Financial Services Guide.

**Here to help you make an informed decision.**

Westpac Banking Corporation  
ABN 33 007 457 141 AFSL and  
Australian credit licence 233714.

Dated: 1 July 2019.





# About this Financial Services Guide.

This Financial Services Guide (**FSG**) answers important questions about some of the financial services provided by Westpac Banking Corporation (**Westpac, we, us**). It is designed to help you make an informed decision about whether to acquire any of the financial services offered in this FSG.

This FSG covers the financial services we offer through our role as issuer of instalment warrants (**Westpac Instalment Warrants**). It does not cover all the financial services we offer, such as financial planning services.

The Glossary at the end of this FSG explains a number of terms used in this FSG in more detail. Other terms used in this FSG are explained in the Glossary of the Product Disclosure Statement for the relevant Westpac Instalment Warrant (**PDS**), which accompanies this FSG. The relevant PDS is available and can be downloaded at [westpac.com.au/structuredinvestments](http://westpac.com.au/structuredinvestments). You should consider the PDS in deciding whether to acquire, or continue to hold, an investment in Westpac Instalment Warrants.

Any material provided to you by us as the issuer of the Westpac Instalment Warrants will contain factual information or general advice. This factual information or general advice does not take into account your particular objectives, financial situation or needs, and a statement of advice will not be provided. Accordingly, you will need to consider the appropriateness of the information having regard to your particular circumstances.

## What information is in our FSG?

This FSG contains information about:

- Our business.
- How you can contact us.
- The financial services we will provide, or are likely to provide, to you through our role as issuer of the Westpac Instalment Warrants, and the kinds of financial products those services relate to.
- How you can tell us what you would like us to do.
- The fees, commissions and other benefits that may be paid to Westpac, our employees and other relevant people.
- Our complaints resolution procedures and how you can access them.
- What other information you should consider when deciding whether to choose us.

This FSG should be read together with the PDS for the relevant Westpac Instalment Warrant. A PDS is designed to help you make an informed decision about the specific financial product you are considering. You may receive a PDS if we recommend that you acquire a particular financial product or if we offer or arrange to issue or sell a financial product to you. PDSs are described in more detail in Section 5 of this FSG. So you can make the right decision, you should read the relevant PDS together with this FSG before you decide what to do.

For more information about our products and services and this FSG, call us on 132 032 or visit our website at [westpac.com.au](http://westpac.com.au)

## 1. About Westpac.

Westpac is a publicly listed company. Westpac is also the parent company of the Westpac Group of companies.

Westpac holds an Australian financial services licence issued by the Australian Securities and Investments Commission (**ASIC**) under the *Corporations Act 2001* (Cth) (Australian financial services licence no. 233714).

Our licence covers the financial services described in this FSG, amongst others. Westpac is also regulated by the Australian Prudential Regulation Authority (**APRA**) as an authorised deposit-taking institution.

The Australian Banking Association's banking code of practice as updated, and adopted by us, from time to time (**Banking Code**) sets out the standards of practice and service in the Australian banking industry for individuals and small business customers, and their guarantors who are individuals.

The relevant provisions of the Banking Code apply to the banking services referred to in this document. This means that we will comply with the Banking Code, where it applies to the banking services provided to you.

You can view a copy of the Banking Code on our website or ask us for a hard copy in branch or over the phone.

Because Westpac is regulated by APRA, it is exempt from the compensation requirements in the *Corporations Act 2001* (Cth). Westpac holds a Professional Indemnity Insurance Policy. This Policy extends to claims relating to the professional services provided by Westpac and its representatives, including claims that may arise after their employment with Westpac has ceased for conduct while they were employed.

## 2. How to contact us.

### In person.

Visit any Westpac branch. There is a complete and up-to-date list of branches with their locations and addresses on our website at [westpac.com.au](http://westpac.com.au).

### By mail.

Write to us at:

Westpac Structured Investments  
GPO Box 3297  
Sydney NSW 2001

### By phone.

Call us on 1800 990 107 (8am–6pm Monday to Friday, Sydney time).

### By internet.

Visit our website at [westpac.com.au](http://westpac.com.au) or send an email to [structured.investments@westpac.com.au](mailto:structured.investments@westpac.com.au)

### 3. The financial services we are offering under this FSG.

In our role as issuer of the Westpac Instalment Warrants, we may provide the following financial services:

- deal in the Westpac Instalment Warrants (securities or interests in interests in a managed investment scheme);
- deal in the Underlying Securities in respect of the Westpac Instalment Warrants (securities, interests in a managed investment scheme or interests in interests in a managed investment scheme); and
- provide general financial product advice (securities, interests in a managed investment scheme or interests in interests in a managed investment scheme).

We are authorised to provide other financial services under our Australian financial services licence, such as personal advice, making a market and dealing in a broader range of financial products. Our full licence authorisations can be viewed at [asic.gov.au](http://asic.gov.au)

### 4. Who provides the services?

The financial services covered by this FSG are provided by Westpac, the issuer of the Westpac Instalment Warrants. Our employees and Authorised Representatives may provide financial services on our behalf. We act on our own behalf as the issuer of the Westpac Instalment Warrants.

### 5. What other documents might we give to you?

When you receive financial products or services from us, we may also give you a Statement of Advice or a PDS, or both. For some products, you may also receive a 'prospectus' or 'terms and conditions' document.

All of these documents are designed to help you make an informed decision about the specific financial service or financial product you are considering. To make sure you make the right decision, you should read them before you decide what to do.

This FSG covers the financial services we offer through our role as the issuer of the Westpac Instalment Warrants. It should be read together with the PDS for the relevant Westpac Instalment Warrant. If you receive other financial services from us, such as personal advice, you will receive another FSG which will describe the other documents that you may receive such as a Statement of Advice or other record of advice.

#### Product Disclosure Statement (PDS)

A PDS is a document that contains information about the financial products issued or sold to you. You may receive a PDS if we recommend that you acquire a particular financial product, or if we offer or arrange to issue or sell a financial product to you. The PDS contains important information about the financial product, including:

- the features, significant benefits and risks of the financial product;

- the costs of the financial product;
- dispute resolution procedures; and
- the fees and charges that the financial product issuer may receive or charge.

### 6. Telling us what you would like us to do.

How you instruct us depends on the financial service or financial product you would like us to provide.

In most cases, you can give us instructions in the way you most prefer: in person, by writing to us; or by telephone, email or other means you've previously arranged with us.

In some cases, we may require your instructions to be in writing. We will give you information about how to do this in the documents you get about the products and services we offer.

Information about how to apply for, and to give us instructions about, the Westpac Instalment Warrants is set out in the 'How to Apply' section of the relevant PDS and in the Application Form accompanying the PDS.

### 7. Our fees.

This section describes remuneration (including commissions) and other benefits we and certain other relevant persons may receive that relate to the financial services covered by this FSG. It does not cover all remuneration relating to financial services we may provide outside this FSG, such as financial planning and stockbroking services.

#### Fees and other benefits paid to us as issuer of the Westpac Instalment Warrants by investors.

As issuer of a Loan under the Westpac Instalment Warrants, the remuneration (including commissions) and other benefits we may receive includes the Interest Amount which is payable in advance on the Loan. The Interest Amount depends on a number of factors, including the Loan Amount, the Interest Rate, the number of days in the relevant Interest Period and the cost to Westpac of providing Holders with the protection of a limited recourse Loan.

When you buy or sell Westpac Instalment Warrants on the secondary market, you may need to pay your broker brokerage or commission.

Further information about these fees and other benefits is set out in the PDS for the relevant Westpac Instalment Warrant. You may request particulars of the above fees within a reasonable time after receiving this FSG and before any financial service identified in this FSG is provided to you.

## Fees Westpac pays to referrers.

If a customer is referred to us (whether by a person or a company within or outside the Westpac Group), we may (if permitted by law) pay the referrer a fee. The fee varies according to the customer, referrer and financial products involved. The fee will be set out in documents you may receive in these circumstances.

The fee may be up to 100% of our fees (in the case of other companies within the Westpac Group), a percentage of the total amount invested or paid through the referral, or a flat fee. We pay these fees as upfront fees when the financial service is provided or the financial product is issued, or periodically as ongoing fees. You may request particulars of the fees we pay to referrers within a reasonable time after receiving this FSG and before any financial service identified in this FSG is provided to you.

If you agree to pay your adviser a fee in connection with applying for Westpac Instalment Warrants, you may appoint us as your agent to pay to your adviser on your behalf your specified Adviser Service Fee amount. We do not keep any portion of the Adviser Service Fee.

To the extent permitted by law, we may make other payments (or provide certain benefits) to approved financial advisers, brokers and other participating organisations of the ASX in connection with the issue of Westpac Instalment Warrants.

## The amounts we pay our staff.

All of our employees receive a salary, superannuation, various employee benefits and may also be eligible for variable reward and other non-cash awards based on their performance.

Variable reward comprises short term incentives (STIs) including cash and deferred awards, which are designed to recognise employees for specific outcomes achieved during the financial year. Other non-cash awards, such as gift vouchers, eligibility for competitions, attendance at conferences, employee development and team building events and Westpac Performance Shares may also be awarded.

Variable reward and non-cash awards are used to recognise the contribution made by employees against agreed objectives that may be both financial and non-financial in nature and are relevant for their role. The types of objectives include, but are not limited to, financial (eg. sales or referrals of financial products and other products), behaviours in line with our Values and Service Promise, customer service, risk and compliance, people and corporate responsibility requirements.

All variable reward and non-cash awards are provided on a discretionary basis and may vary from time to time.

It is not possible to determine at any given time whether an employee will receive the variable reward and non-cash awards referred to above.

## 8. Respecting your privacy.

We collect personal information from you to process your application, provide you with your product or service, and manage your product or service. We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, prevent fraud, crime or other activity that may cause harm in relation to our products or services, and help us run our business. We may also use your information to tell you about products or services we think may interest you.

If you do not provide all the information we request, we may need to reject your application or we may no longer be able to provide a product or service to you.

We may disclose your personal information to other members of the Westpac Group, anyone we engage to do something on our behalf, and other organisations that assist us with our business.

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in our privacy policy.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in our privacy policy.

Our privacy policy is available at [westpac.com.au](http://westpac.com.au) or by calling 132 032.

It covers:

- How you can access the personal information we hold about you and ask for it to be corrected,
- How you may complain about a breach of the Australian Privacy Principles or a registered privacy code and how we will deal with your complaint; and
- How we collect, hold, use and disclose your personal information in more detail.

We will update our privacy policy from time to time.

We will use or disclose your personal information to contact you and send you information about products and services offered by the Westpac Group or its preferred suppliers. Please call us on 132 032 or visit any of our branches if you do not wish to receive marketing communications from us.

## 9. What to do if you have a problem or dispute.

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 working 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 Solutions team.

Our Case 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.

Please talk to us first. You can contact us by:

**Phone:** 1800 990 107 (8am–6pm, Monday to Friday, Sydney time)

**Email:** [structured.investments@westpac.com.au](mailto:structured.investments@westpac.com.au)

**Mail:** GPO Box 3297 Sydney NSW 2001

You can also contact our dedicated Customer Solutions team.

### Over the phone:

Please call us from anywhere in Australia on 13 20 32 (8am–8pm 7 days).

### Over the internet:

Go to the 'Contact Us' page on [westpac.com.au](http://westpac.com.au)

### If you prefer to mail or email your complaint:

**Email:** [westpacustomerexperience@westpac.com.au](mailto:westpacustomerexperience@westpac.com.au)

**Mail:** Westpac Customer Solutions,  
Reply Paid 5265,  
Sydney NSW 2001

### If you are still unhappy.

If you are not satisfied with our response or handling of your complaint, you can contact the Westpac Group Customer Advocate. If you remain dissatisfied, you can still refer your complaint to the external dispute resolution scheme, the Australian Financial Complaints Authority (**AFCA**). Time limits apply to complain to AFCA. Please refer to the AFCA website set out below for details.

### Customer Advocate.

The role of the Customer Advocate is to provide an independent review of the outcome of your complaint. The Customer Advocate operates separately from our day to day business areas and its recommendations are binding on the bank. If you choose to contact the Customer Advocate first, you can still refer your complaint to AFCA if you remain dissatisfied. The Customer Advocate will advise you of the kinds of complaints they can help with.

The Westpac Group Customer Advocate can be contacted by email or mail:

[customeradvocate@westpac.com.au](mailto:customeradvocate@westpac.com.au)

Customer Advocate,  
GPO Box 1,  
Sydney NSW 2001

Please include the following information in your correspondence to the Customer Advocate:

- Your customer number and complaint reference number,
- Your preferred contact details,
- A brief description of your complaint.

### Australian Financial Complaints Authority.

The Australian Financial Complaints Authority is not part of Westpac. 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)

**Mail:** Australian Financial Complaints Authority  
GPO Box 3 Melbourne VIC 3001

### Other alternatives.

Other options may be available to you. You may wish to get legal advice from your community legal centre or Legal Aid.

You can also contact ASIC, the regulator, for information on 1300 300 630 or through ASIC's website at [asic.gov.au](http://asic.gov.au)

## Glossary of terms

Capitalised terms that are not defined in this glossary have the meaning given to them in the PDS for the relevant Westpac Instalment Warrants.

**Authorised representative** means a company, trustee, partnership or person (who is not an employee or director of Westpac) who is authorised to provide financial services and products on behalf of Westpac.



