



ACCLAIM

MANAGEMENT GROUP

Financial Services **Guide**

18 December 2020

This Financial Services Guide ('FSG') provides you with information about Acclaim Management Group Limited ('Acclaim', 'we', 'us', or 'our') and is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial product or service.

This FSG is about the financial services that Acclaim provides in relation to:

- superannuation funds ('Funds'):
 - AMG Super (ABN 30 099 320 583), including Freedom of Choice and Emplus, both divisions of AMG Super; and
- investor directed portfolio service ('IDPS'):
 - Freedom of Choice (ABN 78 268 283 305) known as Freedom of Choice Portfolio Service.

This FSG is designed to assist you in deciding whether to use any of the financial products or services offered by us. The matters covered by the FSG include:

- who we are and how we can be contacted;
- the services we are authorised to provide you;
- how we (and any other relevant parties) are remunerated;
- details of any potential conflicts of interest; and
- details of our internal and external dispute resolution procedures and how you can access them.

You have the right to ask about our charges, the type of advice we will provide, and what you can do if you have a complaint about our services.

If you are considering investing, you will be provided with a product disclosure statement ('PDS') for the Funds or an IDPS Guide for the IDPS. The PDS and IDPS Guide contain information about the relevant products and will assist you in making an informed decision about whether to invest. You should read and consider the relevant PDS or IDPS Guide before making an investment decision.

Which financial services are we licensed to provide?

Acclaim is authorised by its Australian Financial Services Licence ('AFSL') to provide the following financial services:

- provide general financial product advice about:
 - deposit products;
 - government issued debentures, stocks or bonds;
 - investment life insurance products and products issued by a life insurance company which are backed by a statutory fund;
 - interests in managed investment schemes, including IDPS; and
 - securities;
- provide financial product advice about:
 - superannuation;
- issue, apply for, acquire, vary or dispose of interests in:
 - managed investment schemes, including the IDPS known as Freedom of Choice Portfolio Service;
- apply for, acquire, vary or dispose of the following financial products on behalf of another person:
 - deposit products;
 - government issued debentures, stocks or bonds;
 - investment life insurance products and products issued by a life insurance company which are backed by a statutory fund;
 - interests in managed investment schemes, including IDPS;
 - securities; and
 - superannuation;
- provide custodial or depository services for:
 - IDPSs;

to retail and wholesale clients.

When providing the above financial services we act on our own behalf.

What type of advice do we provide?

Acclaim does not provide personal advice about any financial products. Any advice we may give is of a general nature and does not consider your objectives, financial situation or individual needs. This applies whether you visit our websites, call our contact centres or write to us. If you do need advice that takes into account your personal needs and circumstances, you should talk to an independent financial adviser.

What else should you do before using our products?

Before applying to join the Funds or the IDPS, you should read and consider the relevant PDS or IDPS Guide and associated disclosure documents which are available on our websites.

The PDSs and IDPS Guide and associated disclosure documents contain information about the products and will assist you in making an informed decision. These documents have information about the features, associated costs, significant benefits or risks and other information such as privacy and complaints handling.

Do we engage related party service providers?

Acclaim is the promoter and administrator of the Funds. The trustee and issuer of the Funds is Equity Trustees Superannuation Limited (ABN 50 055 641 757; AFSL 229757; RSE LO001458) ('ETSL'). Acclaim and ETSL are not related parties.

Acclaim is the issuer and operator of the IDPS. Acclaim has appointed Equity trustees Limited (ABN 46 004 031 298; AFSL 240975) ('ETL') as the custodian of the IDPS. Acclaim and ETL are not related parties.

In providing its financial services, Acclaim engages the following related parties:

- ESP Group Pty Ltd (ABN 36 074 905 061) - account administration; and
- DDH Graham Limited (ABN 28 010 639 219, AFSL 226319) ('DDH') - investment administration, accounting services and IT services.

Both ETL and DDH are issuers of financial products which are available for selection on the investment menu for the Funds and the IDPS. The default investment option for personal and pension members of the AMG Super product is the DDH Graham Advantage Cash Fund. In order to manage these conflicts of interest, Acclaim has an investment governance strategy in place which details the requirements which any financial product must meet in order to be included on the investment menu, including those issued by related parties. Acclaim also engages an independent Asset Consultant to perform on-going monitoring of all financial products on the investment menu to ensure they continue to meet the required standards.

Compensation arrangements

Acclaim has professional indemnity insurance cover (being investment managers insurance which covers professional liability, management liability and crime) in place in respect of the financial services provided to retail clients. This insurance covers claims in relation to representatives of Acclaim. These arrangements comply with the requirements of section 912B of the Corporations Act 2001 (Cth) and cover work done for Acclaim by its employees and representatives after they cease to work for Acclaim.

How will you pay Acclaim for the services provided to you?

We will receive remuneration for the provision of financial services to you. This includes remuneration from the fees you pay for investing in either the Funds or IDPS or other remuneration that we may receive from third parties in connection with your investment.

The fees, charges and other benefits ('Fees') that we receive depend on the financial product you select and the underlying investments that you choose through the Funds or IDPS.

For the Funds, we receive a payment from ETSL equal to the amount of the fees we collect, less an amount they retain. These fees are typically in the range of 0.30% to 0.60% of a member's account balance per annum plus \$65 - \$100 per annum. Detailed information on the Fees payable in respect of each product are set out in the relevant PDS.

If you take out insurance within the Fund, Hannover Life Re of Australasia Ltd (ABN 37 062 395 484) will pay up to 7.5% of insurance premiums it receives to Acclaim as an administration fee. These payments to Acclaim are not passed on as an additional fee to you as they are already included in the price of the relevant financial product.

As issuer and operator of the IDPS, we are entitled to the fees charged in respect of that financial product and service. These fees are equal to the amount of the fees we collect, less an amount that is retained for expense recovery. The fees we receive are typically \$60 per annum plus:

ACCOUNT BALANCE	FEE P.A.
First \$150,000	0.51%
Amounts over \$150,000	0.36%

Detailed information on the Fees payable in respect of each product are set out in the IDPS Guide.

Your adviser may also charge you initial and ongoing fees for providing financial product advice and other services to you. These fees are paid to your adviser directly from your account in the Funds and/or IDPS and are not paid to us. Such fees will be set out in a separate FSG and/or statement of advice you receive from your adviser. Please refer to your adviser for more detail.

If you invest in an underlying financial product, including managed funds, term deposit products and life insurance, the product issuer will receive remuneration in relation to your investment. The fees and costs applicable to the underlying financial products will generally be set out in the relevant PDS or other disclosure document for that financial product. DDH

will receive Fees of between 0.00% and 0.50% p.a. of the amount invested in its underlying financial products within the Funds or IDPS.

Our employees and directors are paid a salary, but do not receive any commissions. They may, however, be eligible for bonus payments from us based on personal performance in meeting or exceeding customer service standards and/or assessment of team or company performance.

We do not pay commissions or provide other benefits to third parties for referring customers to us.

You may request from us particulars of the remuneration (including commission) or other benefits Acclaim and other specified persons, such as related bodies corporate and associates, have received or are to receive in relation to the financial services we provide. Your request must be made within a reasonable time after you are given this FSG and before any financial products or services identified in this FSG are provided to you.

How can you give instructions to us?

Generally, you may give us instructions by telephone, mail or via our websites. There may be special instruction arrangements for specific products and services which are explained in the relevant PDS or IDPS Guide or associated disclosure documents.

How do you contact us?

Contact details for Acclaim are as below:

Telephone: 1300 264 264
Facsimile: (07) 3899 7299
Address: Level 9, 324 Queen Street
Brisbane QLD 4000
Email: info@amgsuper.com.au

What should you do if you have a complaint?

To ensure Acclaim provides the highest quality service, we have an internal complaint handling procedure which is aimed at ensuring we respond to any complaints efficiently and fairly. We are also a member of the Australian Financial Complaints Authority Limited ('AFCA'), which provides fair and independent financial services complaint resolution to consumers. Both

Acclaim's internal complaint handling procedure and the AFCA service are free of charge.

If you have a complaint about the services we provide in relation to the Funds or IDPS, you should raise it with us first. You can do this by calling us on 1300 264 264 or by putting your complaint in writing and sending it to:

Complaints Manager
Acclaim Management Group Limited
GPO Box 330
Brisbane QLD 4001

If your complaint relates to one of the underlying financial products available via our Funds or IDPS, you should lodge your complaint with the relevant product issuer. We will take reasonable steps to facilitate this process, including providing you with information about that product provider's complaint handling procedure and evidence of your holding in their financial product (if required).

If your complaint relates to the advice you received about using our Funds or IDPS, you should approach the Australian Financial Services Licensee for whom the relevant adviser was acting.

If we cannot resolve your complaint within 45 days or you feel your complaint has not been resolved to your satisfaction, you can then lodge a complaint with AFCA. You should lodge your complaint to AFCA promptly and generally within two years of receiving our response. Complaints can be lodged via one of the following methods:

Website: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678 (free call)
In writing to: Australian Financial Complaints Authority
GPO Box 3
Melbourne Vic 3001

Please note that the scope of matters AFCA can deal with has some financial limitations. AFCA will advise you if they can deal with your complaint, and if so, what information you need to supply.

The Australian Securities and Investment Commission ('ASIC') also has a free call Infoline 1300 300 630 which you may use to obtain information about your rights.