







## How you can instruct us

---

We will always act on your instructions in a timely and efficient way. You can provide instructions to us verbally and in writing, however, where we deem it necessary, we reserve the right to request written instructions.

## Your personal information

---

As you should expect, at Axiom we place great importance on maintaining the confidentiality and security of the personal and financial information you give us.

The information you give us helps us customise a financial solution that will be suited to your needs. From time to time we may need to disclose some of this information to our staff, other Axiom authorised representatives, product or service providers in connection to the services we provide you.

If you would like to view the personal information we hold about you, please feel free to contact us at the address or telephone number set out in this document.

Our Privacy Policy can be viewed at [www.axiomwealth.com.au](http://www.axiomwealth.com.au)

## What to do if you are not satisfied with our services

---

It is important to us that we deliver to you a superior level of advice and investment service. If you are not happy with your experiences with Axiom, you should contact your adviser in the first instance and raise your concerns with them.

If you are not satisfied with the response you receive, you should contact the Axiom Client Services Manager on (02) 9279 2444 (or write to them at GPO Box 502, Sydney 2001). We have an internal dispute resolution process, the detail of which can be accessed at [www.axiomwealth.com.au](http://www.axiomwealth.com.au)

Our aim is to satisfactorily resolve any complaints you may have. If however, you are still not happy with the outcome, you may refer the matter to the Financial Ombudsman Service Limited (FOS).

## Compensation Arrangements

---

Axiom holds a Professional Indemnity Insurance Policy, which satisfies the requirements for compensation arrangements under section 912B of the Corporations Act.

Subject to its Terms and Conditions, the Policy provides cover for civil liability resulting from third party claims concerning the professional services provided by Axiom, its employees and representatives.

This policy covers professional services provided by employees and representatives of Axiom Wealth while they are in our employ, even where that employee or representative has subsequently left our employ.

## The contact details of the FOS are:

---

**Telephone:** 1300 780 808  
**Fax:** (03) 9613 6399  
**Postal address:** GPO Box 3,  
Melbourne VIC 3001  
**Email:** [info@fos.org.au](mailto:info@fos.org.au)  
**Website:** [www.fos.org.au](http://www.fos.org.au)

Further, the Australian Securities and Investment Commission (ASIC) regulates Axiom's financial service license and they can be contacted on 1300 200 630.

**Acknowledgement of Receipt of Financial Services Guide**

---

I/we the undersigned acknowledge that I/we have received and read the Financial Services Guide V4.7 for Axiom Wealth dated January 2010

**Signed**

---

**Name**

---

**Date**

---

