

Financial Services Guide



15 June 2005

ABN 38 086 627 465

AFS Licence No. 244 128

What is this guide?

This Financial Services Guide (FSG) is prepared by AWB RiskAssist Limited AFS Licence No. 244 128 ABN 38 086 627 465 (AWB RiskAssist). This FSG is designed to help you in deciding whether to use our services, and includes information regarding:

- who will provide the services referred to in this FSG
- what services we are authorised to provide
- what kinds of financial products those services are provided in relation to
- how to provide instructions
- what to do if you have a complaint
- who you can contact for further information
- what remuneration and other benefits may be paid to AWB RiskAssist, its representatives and a network of agents acting as Authorised Representatives of AWB RiskAssist (Agents).

The services described in this FSG relate to the Risk Management products issued by AWB RiskAssist (**Risk Management products**). These services are provided by representatives of AWB RiskAssist, including its Agents.

If you received an **Agent Insert** with this document, then the person offering the services in this FSG is an Agent.

Where a person makes a recommendation to acquire, or offers or arranges to issue, a Risk Management product, you will be entitled to receive a **Product Disclosure Statement (PDS)** which sets out details specific to the product. This will help you to make an informed decision about whether to acquire the product. The PDS will include relevant terms, and the risks and costs associated with the relevant Risk Management product.

What other documents will you receive from AWB RiskAssist?

You may receive personal advice in respect of the Risk Management products, that is, advice that takes into account your particular circumstances.

If you do receive personal advice, you should also receive a **Statement of Advice**, which sets out the personal advice given to you.

It includes any recommendations about the Risk Management products, as well as the basis on which those recommendations are made.

You may also receive general advice, that is, advice that is not personal advice. If you do receive general advice, you should consider your personal objectives, financial situation and needs and before making a decision in relation to a Risk Management product, obtain a copy of the PDS for that product.

Who we are

AWB RiskAssist is a wholly owned subsidiary of AWB Limited (AWB).

AWB is Australia's leading agribusiness and one of the world's largest wheat managing and marketing companies. Having evolved from the Australian Wheat Board, which operated as a government statutory marketing authority for over 60 years, AWB is a listed, Australian public company.

AWB RiskAssist offers risk management solutions across a range of Agricultural enterprises. These solutions allow you to manage your commodity and foreign exchange exposure.

What financial service is AWB RiskAssist authorised to provide?

AWB RiskAssist provides a number of Risk Management products which are offered to customers to assist them to manage their exposure to grain price and foreign exchange risks. Where these products include derivatives, AWB RiskAssist holds an Australian financial services licence (AFS licence). The AFS licence authorises AWB RiskAssist to provide financial product advice on, and deal and make a market in, derivatives.

AWB RiskAssist acts on its own behalf, under its own AFS licence, when it provides services in relation to the Risk Management products.

The services are provided by staff employed by AWB, on behalf of AWB RiskAssist (AWB RiskAssist representatives). When the Agent provides services under this FSG, the Agent acts on behalf of, and as an Authorised Representative of, AWB RiskAssist.

How to provide instructions

AWB RiskAssist will generally accept instructions from you via telephone, email or facsimile. You must check and confirm with AWB RiskAssist that instructions sent via fax or email have in fact been received.

You must review any confirmation or statement sent to you by AWB RiskAssist upon receipt, to ensure its accuracy. Please report any discrepancies immediately.

How are AWB RiskAssist, its representatives and Agents paid?

When you acquire a Risk Management product offered by AWB RiskAssist, you may be required to pay fees and charges in connection with that product. The fees and charges are set out in the PDS relevant to the particular products concerned.

We do not charge you additional fees in respect of any services we provide other than those set out in the PDS.

If we do introduce additional fees in respect of any services we provide other than the fees set out in the PDS, we shall disclose those fees to you before providing you with the services.

We may derive a benefit by entering into futures or foreign exchange positions with you that include a margin (or 'risk premium') above or below the price that we are able to obtain for that same position in the relevant market. The margin will vary depending on a number of factors.

AWB RiskAssist representatives are remunerated by salary and do not receive any direct commissions or fees. They may be entitled to an annual performance bonus, the payment of which depends upon satisfying a number of performance hurdles, having regard to a range of performance indicators.

AWB RiskAssist representatives may also participate in one or more of AWB's employee share plans. Their eligibility to participate in these plans depends on a number of factors that are not tied directly to the provision of services under this FSG.

To the extent that an Agent provides any of the services described in this FSG, the remuneration or other benefits received by the Agent in respect of the provision of those services, is set out in the Agent Insert.

If you have a complaint, how will it be dealt with?

We have a formal complaint handling procedure that is managed by the AWB Grower Advocate.

If you have a complaint against us you should first try to resolve it with your AWB RiskAssist representative.

If you are not satisfied with the outcome, you can make a formal complaint by:

- Writing to The General Manager, RiskAssist, GPO Box 2069S, Melbourne Vic 3001; or
- Logging your complaint in the 'Grower Feedback' section of the AWB website located at www.awb.com.au, which will be directed to the General Manager.

The General Manager will try to resolve your complaint within 15 days of receiving the complaint.

If you are still not satisfied with the outcome, you should contact the AWB Grower Advocate by:

- Writing to the AWB Grower Advocate, AWB Limited, GPO Box 4562, Melbourne Vic 3001; or
- Sending an email to gadvocate@awb.com.au

The AWB Grower Advocate will investigate the complaint on behalf of AWB's Managing Director.

Following this, if you remain dissatisfied with the Grower Advocate's decision, you are able to contact the external disputes body, the Financial Industry Complaints Service (FICS).

FICS' contact details are set out below:

Financial Industry Complaints Service

PO Box 579,
Collins Street West
West Melbourne Victoria 8007
Toll Free: 1300 780 808
Facsimile: (03) 9621 2291
Website: www.fics.asn.au

How does AWB RiskAssist use your personal contact data?

Privacy is an important issue and AWB RiskAssist is committed to ensuring full compliance with the relevant Privacy Act requirements relating to your personal data.

The personal data that we collect from you will only be used by AWB RiskAssist to provide you with the Risk Management products and related services and for the purposes of other AWB related activities including administration, planning and research.

You can obtain a copy of AWB's privacy policy (which applies to AWB RiskAssist) on the AWB website at www.awb.com.au.

How do you contact AWB RiskAssist?

Telephone 1300 666 011
(03) 9209 2000
Fax: (03) 9600 0075
Mail: AWB RiskAssist Limited
GPO Box 2069S, Melbourne
VIC 3001
Internet: www.riskassist.com.au
Email: riskassist@awb.com.au
In person: 380 La Trobe Street,
Melbourne VIC 3000

380 La Trobe Street, Melbourne, Victoria 3000
Tel: 1300 666 011 or (03) 9209 2000
Fax: (03) 9600 0075
www.riskassist.com.au

