



# Cargill Australia Limited **Financial Services Guide**

PRICE  RISK MANAGEMENT

20th January 2015



## PURPOSE AND CONTENT OF THIS FINANCIAL SERVICES GUIDE

This Financial Services Guide (**FSG**) is an important document that gives you information about Cargill Australia Limited ACN 004 684 173 (trading as AWB) (**AWB, Cargill Australia, we, us or our**). It is designed to assist you to decide whether to use the financial services we provide.

### This FSG contains information about:

- us and our authorising licensee, Cargill Australia Financial Services Pty Limited ACN 103 594 823 (**CAFS**);
- the financial services we offer;
- how we, CAFS, and other parties involved in providing the financial services are paid in relation to those services;
- compensation arrangements; and
- how you can make a complaint about us or the financial services we provide.

## ABOUT US

Cargill Australia Limited ACN 004 684 173 (trading as AWB) (AWB, Cargill Australia, we, us or our), a subsidiary of Cargill Incorporated, established a presence in Australia in 1967 to service the country's large grain exports and has since extended its involvement into grain and oilseed origination, oilseed processing, grain and cotton trading, grain storage and handling as well as joint ventures in beef processing, flour milling and malting. In 2011, following Cargill's acquisition of the AWB Limited commodity management business, the commodity management business was integrated into the Cargill Australia business, which now trades as AWB.

Cargill Australia Financial Services Pty Limited ACN 103 594 823 (CAFS), a wholly owned subsidiary of Cargill Australia, holds Australian financial services licence (AFSL) #393967 and facilitates the provision of a range of risk management and other financial products to assist customers to manage, protect, control or enhance their commodity prices. When Cargill Australia provides financial services on behalf of CAFS, CAFS acts as principal. When CAFS acts as an intermediary to arrange for Cargill Australia to enter into derivatives, it acts for Cargill Australia.

Cargill Australia/AWB is a corporate authorised representative (No. 410006) of CAFS.

CAFS has approved the distribution of this FSG by AWB.

## CONTACTING CARGILL AUSTRALIA/AWB

Level 11, 28 Freshwater Place, Southbank Victoria 3006

✉ **Postal Address:** GPO Box 58, Melbourne Victoria 3001;

☎ **Telephone:** 1800 659 944;

✉ **Email:** price+@awb.com.au; or

📠 **Fax:** 03 9923 6753.

## CONTACTING CAFS

Cargill Australia Financial Services Pty Ltd  
Level 11, 28 Freshwater Place, Southbank Victoria 3006

✉ **Postal Address:** GPO Box 58, Melbourne Victoria 3001;

☎ **Telephone:** 03 9268 7200;

✉ **Email:** cafs@cargill.com; or

📠 **Fax:** 03 9682 2677.

## PROVIDING INSTRUCTIONS

Generally you may give us instructions either by telephone, email or in writing using the contact details in this FSG in relation to any of our services and transactions for execution. However, we reserve the right to request written instructions from you relating to the subject matter of your instructions where necessary and where required under any applicable agreement with you.

If we provide you with information or documents (including this FSG) by email, you will be taken to have received that email and any attachments at the time we send the email to you.

## SERVICES WE ARE AUTHORISED TO PROVIDE

We are authorised to provide all of the financial services permitted under CAFS' AFSL, which are:

- financial product advice;
  - dealing; and
  - market making;
- in relation to:
- derivatives; and
  - foreign exchange contracts;
- to retail and wholesale clients.

## OTHER IMPORTANT DOCUMENTS

You may also receive other important documents from us such as a Statement of Advice (**SoA**) or a Product Disclosure Statement (**PDS**).

### SoA

A SoA is a written record of personal financial product advice we give to you. Personal financial product advice is advice that we provide after taking into account your personal objectives, financial situation and needs.

A SoA that we give you will include a statement of our advice, the basis for that advice, and information about the remuneration and other benefits that we may receive in connection with the advice, and interests, relationships or associations that may influence us in giving the advice.

In certain circumstances where a SoA is not provided, for example, where further advice is provided to you after we have given you a SoA, we may prepare a Record of Advice rather than a SoA to record the further advice.

You may request a copy of any SoA or Record of Advice by contacting us by telephone, by email or in writing at any time up to seven years from the date on which the advice was given.

## Product Disclosure Statement (PDS)

A PDS is a type of offer document that describes a financial product. The PDS will contain details about the particular product, including the benefits of the product, any significant risks associated with holding the product and the cost of the product. The purpose of a PDS is to ensure you are informed about the financial product and to help you to compare financial products issued by different providers.

We will generally give you a PDS if we make a recommendation to you to acquire a financial product or issue a financial product to you.

## REMUNERATION OR OTHER BENEFITS WE, CAFS OR OUR ASSOCIATES MAY RECEIVE

When you acquire a financial product from us, you may be required to pay fees and charges in connection with that product. These fees and charges will be set out in the PDS relevant to the particular product. For some financial products you may acquire from us, there may be no prescribed fees or charges. However we or Cargill Incorporated may make a 'margin' on such a product by entering into a hedge position which is either above or below the price that we must pay you under the terms of the financial product. The effect of the margin is included in the price we pay under the terms of the product.

If you are a grain market advisory service client of AWB, you may be required to pay us a fee for any advice we provide. This advice may include advice on a financial product. The fee is agreed annually between you and us and is detailed in your market advisory engagement agreement.

The level of margin we receive and the amount of certain fees we charge you (where applicable) varies depending on a number of factors relevant to the terms of the product and prevailing market conditions. These factors include:

- applicable terms set by you (depending on the product you select, these could include: averaging period, futures reference month and futures floor price);
- the AUD/USD foreign exchange rate; and
- prevailing or expected futures market volatility, liquidity and other intrinsic market factors.

If we provide you with personal financial product advice, at the time of giving the advice or as soon as practicable afterwards, we will provide you with the following information about the remuneration and other benefits payable to us and certain related persons:

- if we can calculate the remuneration and other benefits when the advice is given, details of the remuneration and other benefits; or
- if we cannot calculate the remuneration and other benefits when the advice is given, information about the manner in which the remuneration and other benefits are calculated.

We do not charge you any additional fees in respect of any financial product we offer you other than those set out in the PDS, this FSG and, if we provide you with personal advice, any relevant SoA or Record of Advice. We will disclose details of any other additional fees before providing you with the relevant service.

Our employee 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.

## ASSOCIATIONS OR RELATIONSHIPS WITH FINANCIAL PRODUCT PROVIDERS

We may enter into arrangements with Cargill Incorporated to offset the risk of some of the financial products that you may acquire from us. We have a profit share agreement in place with Cargill Incorporated in relation to margin generated from these arrangements.

## COMPENSATION ARRANGEMENTS

Where we are liable to you in relation to a financial service we provide, we may meet that claim from our available resources or we may seek to claim on professional indemnity insurance held by CAFS that covers our conduct in relation to financial services.

CAFS holds professional indemnity insurance which satisfies the requirements of section 912B of the Corporations Act. This professional indemnity insurance covers claims which may arise during your dealing with any employee of ours or any of CAFS' authorised representatives, no matter if they are currently employed with us or not.

## HOW WE HANDLE COMPLAINTS

We have a formal complaint handling procedure that is managed by the AWB Complaints Officer.

If you have a complaint against us you should first try to resolve this with the representative or authorised representative that you have been dealing with.

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

- Writing to the AWB Complaint Officer, Grower Service Centre, GPO Box 58, Melbourne Victoria 3001 or by email at [grower\\_complaints@awb.com.au](mailto:grower_complaints@awb.com.au)
- Logging your complaint in the 'Contact Us' section of the AWB website located at [www.awb.com.au](http://www.awb.com.au) which will be directed to the AWB Complaints Officer.

The AWB Complaints Officer will try to resolve your complaint within 10 working days of receiving your complaint.

Further information on how we handle complaints can be found at: [www.awb.com.au/growers/newsandinformation/feedback/complaintsprocess/](http://www.awb.com.au/growers/newsandinformation/feedback/complaintsprocess/).

If you are not satisfied with the resolution of the complaint, you can choose to have the complaint resolved by the Financial Ombudsman Service Ltd (FOS). This is an independent external complaints body and its services are free to you. CAFS is a member of FOS (membership #35241). You can contact FOS by:

✉ **Mail:** Financial Ombudsman Service Ltd,  
GPO Box 3, Melbourne Victoria 3001

☎ **Telephone:** 1300 78 08 08

☎ **Fax:** 03 9613 6399

🌐 **Website:** [fos.org.au](http://fos.org.au)