

## Estate Planning Service – Financial Services Guide

This financial services guide (FSG) is dated 5 May 2023 and has been prepared for:

- Wills
- Power of Attorney
- Other estate planning documents

A representative of Australian Executor Trustees Limited (AET) has been authorised to provide you with this financial services guide (FSG).

The FSG contains detailed information about our estate planning services and the applicable fees, to help in your decision to choose AET.

The FSG also contains information about our complaints handling procedures.

### About us

We have been providing estate planning and trustee services to Australians since 1880 and specialise in the provision of estate planning advice, the management of executor, trustee and attorney services. With over \$2 billion of assets under management, and offices in Adelaide, Brisbane, Melbourne, Perth and Sydney, AET is one of Australia's largest and most experienced providers of trustee services.

### Our range of services

As a licensed trustee company, we are able to offer you a range of estate planning services including

- providing advice in relation to Wills
- drafting Powers of Attorney and other estate planning documents (including testamentary trusts)

Our fees for the services listed above will be based on the complexity of the advice and the documents required. You will always be advised of the fee prior to the preparation of the required documents. Our Service will not proceed until such time as you agree to the fee quoted in a written document.

Our estate planning services are provided by experienced lawyers and estate planning consultants.

The qualifications and experience of our staff may vary depending on the services you require, however, to ensure your privacy as well as peace of mind, you will have a dedicated point of contact.

### How we protect your personal information

We recognise the importance of protecting your privacy. Your personal information will be handled in accordance with our privacy policy, which outlines how the information we collect from you is used, stored and disclosed.

We will collect your personal information when you meet with an AET representative.

The main reason we collect, use and/or disclose your personal information, is to provide you with estate planning and estate and trustee services that you request. This may also include the following related purposes:

- Assisting your professional advisers such as, financial advisers, lawyers and accountants.
- To facilitate internal administration, accounting, research, risk management, compliance and evaluation of the EQT Holdings group products and services.
- To provide you with information about other products and services that we or other members of the EQT Holdings group offer that may interest you.

We may also disclose your information to external parties some of whom act on your or our behalf. These parties may include:

- Your financial adviser
- Product providers
- Other companies within the EQT Holdings group.

We are also permitted to collect and disclose your personal information when required or authorised to do so by law.

If you do not provide all the information requested, we may not be able to provide you with the requested services.

If you have concerns about the accuracy and completeness of the information we hold, you may request access to your personal information by contacting the Privacy Officer:

By mail: Privacy Officer  
Australian Executor Trustees Limited  
(Part of the EQT Holdings group)  
Level 1, 575 Bourke Street  
Melbourne VIC 3000  
By phone: (03) 8623 5000

Depending upon the nature of the request, we may have the right to impose a reasonable charge.

To obtain a copy of the EQT Holdings group privacy policy please contact our Client First team on 1800 641 393 or through our website at [www.eqt.com.au/global/privacystatement](http://www.eqt.com.au/global/privacystatement).

## Complaint resolution

If you have a complaint about any aspect of the services we provide to you, please call us on 08 8127 1600 or write to:

Complaints Officer  
Australian Executor Trustees Limited  
(Part of the EQT Holdings group)  
Level 1, 575 Bourke Street, Melbourne 3000  
GPO Box 2307, Melbourne VIC 3000  
Phone: 1300 133 472  
Facsimile: +61 3 8623 5200  
Email: [compliance@eqt.com.au](mailto:compliance@eqt.com.au)  
Web: [www.eqt.com.au/complaints-and-resolution-information](http://www.eqt.com.au/complaints-and-resolution-information)

We will provide you with all reasonable assistance and information you may require for the purpose of making a complaint and assist you in understanding our complaints handling procedures. We aim to provide a formal response within 28 days of our acknowledgement of the complaint. Where possible, concerns will be resolved immediately.

You have the option to lodge a complaint with AFCA directly rather than lodging a complaint with us. Otherwise, you can also lodge a complaint with AFCA if you are not satisfied with our response or if your complaint has not been resolved within the maximum timeframe prescribed by ASIC's Regulatory Guides (RG165/RG271). AFCA provide a fair and independent financial services complaint resolution that is free to consumers. Time limits may apply to complain to AFCA. Please act promptly and consult the AFCA website to find out if or when the time limit relevant to your circumstance expires.

Web: [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

You can also make a complaint to the Australian Securities and Investments Commission (ASIC) at any time by contacting their information line on 1300 300 630.

There is no charge to you for accessing the services offered by the above organisations.

## Further information

If you would like to receive further information about any of our services listed in this FSG, please contact us on 08 8127 1600 or visit our website [www.aetlimited.com.au](http://www.aetlimited.com.au)