



**CAPRICORN**  
MUTUAL



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MUTUAL MANAGEMENT

## FINANCIAL SERVICES GUIDE

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Capricorn Mutual Management Pty Ltd (CMM). ABN 26 129 143 479. ASIC Authorised Representative No 324456.

Authorised by Capricorn Mutual Limited (CML) ABN 24 104 601 194 Australian Financial Services Licensee No 230038.

This document is issued with the authorisation of CML.

### What is this Financial Services Guide?

This Financial Services Guide (FSG) has been prepared to inform you of the financial services offered by CMM, how CMM operates, how CMM is paid, how CMM deals with client complaints and any interests, associations or relationships that could influence CMM.

This FSG is designed to assist you in deciding whether to use any of those services and contains important information about the financial services offered by CMM.

### What advice is provided by CMM?

When we provide you with advice about membership of CML and the protections available to members of CML, we will be providing you with general advice, which means that the advice will not take into account your objectives, financial situation or needs.

When we provide you with general advice about membership or about CML's protections, we will only consider the cost and terms of the protections offered by CML. In giving you advice about the costs and terms of the protections, we will not have compared the protections to other financial products available in the market place.

You will ONLY receive a statement of advice (SOA) if we provide you with advice which takes into account your objectives, financial situation and needs. The SOA will contain the advice, which will enable you to make an informed decision about membership of CML and the protections it makes available to its members.

### What kinds of financial services are we authorised to provide and what kinds of financial product/s do those services relate to?

CMM is authorised to issue, advise and deal in miscellaneous mutual risk products on CML's behalf. We will do this as an agent for CML. This means that we represent and act for CML not for you.

CMM has been given binding authority by CML which means that when the CML Board exercises its discretion to accept a member or to pay a claim CMM is authorised to enter into a binding contract on CML's behalf.

### When will I get a product disclosure statement?

If we offer to arrange the issue of membership in CML or one of its protections, CMM will provide you with a product disclosure statement (PDS), and may provide you with one or more Supplementary PDS (SPDS), unless you already have an up to date PDS from CML. The PDS and any SPDS provided to you will contain information that will enable you to make an informed decision about joining CML and applying for any of the protections that it offers to its members.

### Who is responsible for the financial services provided?

CML is responsible for the financial services that will be provided to you on its behalf by CMM. CML is authorised by its AFS licence to provide financial product advice and to deal in miscellaneous mutual risk products.

### Who will be providing the financial services?

The consultant assisting you is a salaried employee of CMM.

### What will I pay CMM for providing the financial services?

There is no fee payable by you for the financial services provided to you by CMM or its employees.

### What is CMM's relationship to CML?

CMM is the corporate authorised representative (ASIC No 324456) of CML and the consultant assisting you is an individual authorised representative of CML who has been authorised by it to provide the financial services set out in this FSG on its behalf.

CMM is a wholly owned subsidiary of Capricorn Society Financial Services Pty Limited (CSFS) which is in turn owned by Capricorn Society Limited (CSL).

Only CSL and its members are eligible for membership of CML.

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### **How are any commissions, fees or other benefits calculated?**

CMM will be paid a management fee based on an annual budget approved by the CML board and is payable by 12 equal monthly instalments in advance. After July 2009 and depending on performance CMM may also be paid a bonus equal to 20 percent of CML's profit before income tax.

CMM's employees receive market salaries and, in some cases, may receive bonuses linked to general overall performance.

### **Other relevant relationships**

The individuals and the companies listed below might reasonably be expected to be capable of influencing CMM in the provision of the financial services it is authorised to provide.

Trent Bartlett, the CEO of CSL is a Director of both CML and CMM.

Greg LeGuier, the CFO of CSL is a Director of CMM and CSFS.

Paul Koronka, a Director of CMM is also the CEO of Regis Mutual Management Ltd (Regis), a Director of RMML Australia & Partners Pty Ltd (RMMLAP), and PMML Australia Pty Ltd (RMMLA). Regis owns 100 percent of both RMMLA and RMMLAP.

### **When will this FSG be valid?**

This FSG applies from 30 September 2009 and remains valid unless a further FSG is issued to replace it. We may give you a supplementary FSG. It will not replace this FSG but will cover services not covered by this FSG.

### **What information do you maintain in my file and can I examine my file?**

CMM on behalf of CML will maintain a record of your personal profile, including details of membership and protections that we issue or arrange for you. CMM will also maintain records of any recommendations or advice given to you. This FSG and any other FSG given to you as well as any SOA or PDS that we give or pass on to you will also be retained.

CMM is committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available to you on request. CML's privacy policy is set out in its PDS.

### **How will I pay for the financial product provided?**

You will receive a tax invoice for your membership and for any protections that CMM arranges for you. The tax invoice will show the cost of your membership subscription and your contributions for the protections. You can choose to pay by using the Capricorn Society Periodic Payment Authority.

### **What should I do if I have a complaint?**

Contact us and tell us about your complaint. We will do our best to resolve it quickly.

If your complaint is not satisfactorily resolved within 20 days, please contact the Complaints Officer on 1800 007 022 or put your complaint in writing and send it to the Complaints Officer at the CMM address noted at the end of this FSG. We will try to resolve your complaint quickly and fairly.

CML is a member of the Financial Ombudsman Service (FOS). If your complaint about the financial services provided by CMM on behalf of CML cannot be resolved to your satisfaction you have the right to refer the matter to FOS at no cost to you. FOS can be contacted on 1300 780 808 or [www.fos.org.au](http://www.fos.org.au).

### **How can you contact us?**

If you have any further questions about the financial services CMM provides, please contact us by phone, fax or email.

Our contact details are:

By telephone:  
1800 007 022 (Australia)  
0800 555 303 (New Zealand)

By email:  
[info@capricornmutual.com](mailto:info@capricornmutual.com)

By mail:  
34 Welshpool Road, Welshpool, WA, 6106  
PO Box 656, Welshpool DC WA 6986

This FSG was prepared on 30 September 2009.

Please retain this document for your reference and any future dealings with CMM.