

# FINANCIAL SERVICES GUIDE

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### Important notice

This Financial Services Guide ("FSG") is designed to assist you in deciding whether to use any of the services offered by IAM Capital Markets Limited. This FSG and associated financial services may be provided to you by IAM Cash Markets Pty Ltd (ACN 064 806 357) as corporate authorised representative (no. 001295506) of IAM Capital Markets Limited (AFSL 283119), as limited in accordance with this FSG.

An electronic version of this FSG is available from [www.incomeam.com](http://www.incomeam.com). A paper copy of this FSG is available free of charge on request by telephoning 1300 784 132 or by emailing: [support@incomeam.com](mailto:support@incomeam.com).

Information contained in this FSG may change from time to time. If a change occurs, a new FSG will be issued in accordance with the Corporations Act 2001 (Cth) ("Corporations Act"). Where the changes are not materially adverse, IAM will make updated information available at [www.incomeam.com](http://www.incomeam.com).

This FSG contains important information about the platform. It does not consider your investment objectives, financial situation, or needs. You are encouraged to obtain independent legal, taxation and financial advice.

IAM has not authorised any person to give any information or to make any representation in connection with IAM Capital Markets Limited, that is not contained in this FSG. If you received any such information or representation, it must not be relied upon as having been given by IAM Capital Markets Limited.

In this FSG references to 'we', 'us' or 'our' refer to IAM and 'you', 'your' etc. refers to prospective users and clients.

## Contact Details

**IAM Capital Markets Limited**

ACN 111 273 048

AFSL 283119

**Website:** [www.incomeam.com](http://www.incomeam.com)

**Email:** [support@incomeam.com](mailto:support@incomeam.com)

**Phone:** 1300 784 132

### Office Locations

#### Brisbane

Level 20

215 Adelaide Street

Brisbane QLD 4000

#### Sydney

Level 11

4 Martin Place

Sydney NSW 2000

#### Melbourne

Level 6

141 Flinders Lane

Melbourne VIC 3000

### Complaints

#### Email:

[compliance@incomeam.com](mailto:compliance@incomeam.com)

#### Post:

GPO Box 6

Brisbane QLD 4001

### Effective Date:

01 November 2023

## 1. Introduction

This Financial Services Guide ("FSG") has been prepared to inform you of the services offered by IAM Capital Markets Limited directly or through IAM Cash Markets Pty Ltd as corporate authorised representative (no. 001295506) ("IAM", "us", "we", "our"), as limited in accordance with this FSG. This FSG has been prepared to assist you in deciding whether to use any of the services offered by IAM.

It contains information about, the services offered by IAM, how IAM operates, how IAM, its employees, and related persons are paid, how IAM deals with client's complaints, as well as any interests, associations or relationships that could influence IAM in providing services to you. This FSG also contains the IAM personal information collection statement and general Terms and Conditions.

If you choose to use our services, you may also receive from us a Product Disclosure Statement ("PDS") of other offer documents for product offerings. You may receive a PDS for the product when it is being sold from the issuer of the product or where you are purchasing the product from a person to whom it was issued during the previous 12 months.

A PDS or offer document will provide general information about the product and the issuer, including the terms and conditions of the product, the cost of the product and the risks identified by the issuer associated with acquiring the product. The PDS or offer document will assist you in deciding whether the product is suitable for you to purchase.

## 2. IAM Capital Markets and our services

IAM Capital Markets is a public unlisted company established in 2004 and a wholly owned subsidiary of Income Asset Management Group Ltd ACN 010 653 862, an ASX listed company (ASX:IAM). It is not owned by, or a division of, any financial institution or Authorised Deposit-Taking Institution ("ADI"), nor does it have any interest, association or relationship with any financial institution or ADI, other than as a broker which could influence IAM Capital Markets. This allows IAM Capital Markets to source fixed income products and deposits from a very broad range of financial institutions, banks/ADIs, product providers, fund managers and originators.

IAM Capital Markets is a licensed dealer in fixed income financial products and specialises in fixed income financial products such as government and semi-government bonds, corporate debentures and bonds including hybrids, bank or ADI deposits and payment products, and managed investment products. Its role is to assist you in accessing and obtaining the rates of return on fixed income investments. IAM also offers a broking platform for cash products, delivered as an online service or directly for individuals, self-directed clients, companies, planners and advisers.

IAM Cash Markets is also a wholly owned subsidiary of Income Asset Management Group Ltd (ASX:IAM).

IAM's activities are regulated by the Australian Securities and Investment Commission ("ASIC") and AUSTRAC, in respect of Registered Account 100130979.

## 3. We operate under an AFSL

IAM Capital Markets is the holder of Australian Financial Services Licence ("AFSL") 283119. Under this licence, IAM Capital Markets is authorised to:

- provide financial product advice to retail and wholesale clients for the following classes of financial products:
  - deposit and payment products including basic deposit products, deposit products other than basic deposit products and non-cash payment products;
  - government issued debentures, stocks or bonds;
  - interests in managed investment schemes excluding investor directed portfolio services;
  - securities;
- deal in financial products by applying for, acquiring, varying, or disposing of a financial product on behalf of another person in respect of the following classes of financial products:
  - deposit and payment products including basic deposit products, deposit products other than basic deposit products and non-cash payment products;
  - government issued debentures, stocks or bonds;
  - interests in managed investment schemes excluding investor directed portfolio services;
  - securities.

IAM Cash Markets is authorised by IAM Capital Markets and ASIC to operate as a corporate authorised representative (no. 001295506) of IAM Capital Markets, in respect of the following AFSL authorisations only:

- provide general financial product advice to retail and wholesale clients for:
  - deposit and payment products including basic deposit products; and
  - deposit products other than basic deposit products.
- deal in financial products by applying for, acquiring, varying, or disposing of a financial product on behalf of another person in respect of the following classes of financial products:
  - deposit and payment products including basic deposit products; and
  - deposit products other than basic deposit products.

## 4. How we get paid

You have the right to know about details of fees and other benefits IAM may receive in relation to the provision of financial services to you.

IAM does charge its clients a fee or commission for its services, when appointed by you to act as an adviser, or for and on your behalf. IAM derives its income from the following sources:

### *Acting as principal*

When IAM acts as the counterparty (that is, the seller or purchaser) of a fixed income product, IAM will receive a margin on the sale of that product. This may be done by purchasing the product in IAM name at a price and then selling it to you at a slightly higher price, or by purchasing a product from you in IAM name at a price and then selling it at a slightly higher price. The price quoted to you by IAM for a product is net of IAM margin. The IAM margin is based upon the size and duration of the product and may be calculated on the yield to maturity.

### *Acting as a broker*

When IAM acts as a broker of deposit facilities or products offered by ADIs, IAM receives a placement fee, commission or margin on the interest rate offered on the deposit value. The interest rates quoted to you by IAM on deposits are net of IAM's margin. The ADIs providing the deposit facility is responsible for paying IAM the margin and such margin is reflected in the yield

received on the deposit. Any placement fee received will vary depending on the arrangement IAM Capital Markets has entered with each ADI providing the deposit facility, however such placement fee is calculated between 0.10% and 1% of the deposit value and paid by the ADI to IAM Capital Markets.

Example: For a \$250,000 term deposit invested for a 1-year term, and the product issuer pays 0.60% = IAM will be paid \$1,500.00 per annum.

#### *Distributing new issues or products*

When IAM acts as the distributor of new issues and fixed income products originated by third parties, IAM will receive a commission from the originator. In these instances, the commission payable differs with each issue. The level of commission will be disclosed in the PDS for the issue.

#### *Acting as an Adviser*

When IAM is registered as an adviser to administer your account on non-IAM product platforms, IAM may charge you a fee for this service. In these instances, you will be invoiced directly by IAM at the end of the calendar month. The fee will be agreed with you and will include several factors including the investment period and the amount invested.

#### *Acting as an Authorised Representative*

IAM Cash Markets may receive commissions or payments from IAM Capital Markets for acting as its corporate authorised representative.

### **5. How we pay our employees**

IAM does not remunerate its representatives on individual transactions by retail clients. Rather, IAM remunerates its representatives by a salary and discretionary bonus based on the performance of the representatives in accordance with their duties, employment contract terms and key performance indicators.

IAM may pay a commission or other benefit to an external party who referred you to IAM or to someone nominated by the external party if you enter a transaction. That commission or other benefit will not be a fixed amount or based upon a set formula but will be paid from (and therefore be less than) the margins or commission paid to IAM set out above.

### **6. We give general advice only**

IAM is licensed by ASIC to provide dealing and execution services and financial product advice for financial products.

Any financial advice provided by IAM will be general product advice only, and will not consider a client's personal circumstances, objectives or needs.

Before acting upon any information or general financial product advice provided by IAM, you should consider whether or not the information, general advice and products are appropriate for your individual financial circumstances, objectives or needs including seeking specific advice from your financial adviser.

Where applicable, you should obtain and read the PDS for any financial product before deciding whether to invest in that product. If you require specific advice tailored to your personal financial needs, you should contact your financial adviser.

You will receive communication from IAM including confirmation of successful transactions by electronic means. The IAM website also provides an up-to-date record on the status of 'orders' and 'holdings'.

### **7. On whose behalf do we act?**

When we provide financial services, we are acting on our own behalf. We do not act on your behalf. In some cases, we may act as agent for a product issuer for the limited purposes of receiving applications on its behalf and obtaining information required under Anti-Money Laundering and Counter-Terrorism Financing Laws.

### **8. Compliance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) ("AML/CTF Act")**

IAM has an obligation under the AML/CTF Act to verify your identity before we can provide you with any financial services.

IAM has a client registration process, which makes it easy to provide information required to meet Know Your Customer and AML/CTF identity requirements. To satisfy this process and AML/CTF compliance requirements, we will supply you with a list of documentation you will need to provide to enable us to verify your identity.

### **9. How to contact us**

You can contact us via the details on page 1 of this FSG.

### **10. How you may instruct us**

When using IAM's services, you will be assisted by a representative who has been employed by (or is an Authorised Representative) and acts on behalf of IAM or its parent company and subsidiaries.

IAM will only deal with you and act upon your instructions on the basis and the terms and conditions set out in this FSG or as otherwise agreed in writing with you, including but not limited to the Deposit Service Authority ("DSA"), allowing IAM to implement your instructions to transfer your funds from the IAM Trust Account to a specific ADI deposit account or to another specific ADI deposit account for or on your behalf as instructed by you or your account holder's name. IAM will also act upon those instructions to purchase, rollover or sell fixed income products. IAM will generally act as the counterparty (the seller or buyer of the product) and will also act upon your instructions in relation to making, rolling-over, redeeming, or reinvesting term deposit investments.

New product applications can be placed via our online access at [www.incomeam.com](http://www.incomeam.com) or in writing. Changes to your existing investments can be placed via [www.incomeam.com](http://www.incomeam.com), by writing to us in the form of an email at [support@incomeam.com](mailto:support@incomeam.com) or by phoning us on 1300 784 132 during business hours. You may provide limited instructions to IAM and its representatives by telephone, email, facsimile, or post using the contact details contained in the introduction to this FSG.

If you fail to provide IAM with written or oral instructions for an existing fixed income, at-call, or term deposit investment, then (subject to the policy of the issuer of the fixed income product or the ADI) IAM will arrange for your investment to be rolled-over until express instructions are received from you. IAM acts as your agent and for and on your behalf when doing these things.

IAM will maintain a record of your investments as well as any correspondence relating to these investments. These files are all available for your examination if required and as requested in writing to [compliance@incomeam.com](mailto:compliance@incomeam.com).

## 11. Personal Information Collection Statement and Privacy Policy

Your privacy is important to us. The way we manage personal information is governed by the *Privacy Act 1988* (Cth) ("Privacy Act") and the Australian Privacy Principles.

When dealing with IAM, you have the option of not identifying yourself, or using a pseudonym, when dealing with us in relation to the following matters:

- browsing the website landing pages where we do not collect personal information;
- making a general enquiry for which personal information is not required.

### *Personal information collection*

IAM collects your personal information to provide you with our services, to comply with your instructions, to provide you with information about our services, to answer client enquiries and to send leads and clients direct marketing communications (unless you unsubscribe from receiving such communications – refer to the Privacy Policy). IAM is required under the AML/CTF Act to collect your information to verify your identity.

If we do not collect your personal information or if you do not supply sufficient personal information, we may not be able to carry out your instructions, provide you with information arising out of your business relationship with IAM or answer your enquiries, and we will be unable to provide services to you.

IAM usually collects your personal information from you directly through online and/or hard copy application forms, over the phone or through your written instructions and identification documents provided by you.

### *Personal information use and disclosure*

IAM may share your personal information with its related bodies corporate, to third party service providers used by IAM to provide financial services to you or to satisfy its legal and operational obligations (including but not limited to financial institutions, banks/ADIs, Refinitiv World Check, Equifax, Australian Business Register and ATO superannuation fund lookup), IT service providers and any other organisation disclosed in the IAM Group Privacy Policy.

IAM only discloses personal information to recipients based in Australia, however, uses Microsoft Office 365 mail to send personal information to service providers and related bodies corporate. Microsoft may use data storage centres in Australia and overseas including Brazil, Canada, European Union, Germany, India, Japan, South Korea, Norway, South Africa, Sweden, Switzerland, United Arab Emirates, United Kingdom and United States. IAM also uses Amazon Web Services in its operations, which hosts data in Australia.

If at any time IAM is required by law to release information about you or your organisation, IAM must cooperate fully without prior notice to you.

### *Personal information access and correction*

Our Privacy Policy outlines how you can access and correct your personal information held by us, and how you may make a complaint if you consider that we have not complied with the Privacy Act in handling your personal information.

A copy of the IAM Privacy Policy is available at [www.incomeam.com](http://www.incomeam.com) or by requesting a copy using the contact details on page 1 of this FSG.

## 12. Complaints and dispute resolution

If you have a complaint, or a dispute arises, please contact your adviser in the first instance.

If the matter is not resolved to your satisfaction, or if you wish to speak to someone else, you may contact our Compliance team by sending an email to [compliance@incomeam.com](mailto:compliance@incomeam.com) or by writing to Compliance at GPO Box 6 Brisbane, QLD, 4001.

If you are not satisfied with our response or the handling of your complaint, you may refer your complaint to the Australian Financial Complaints Authority ("AFCA").

AFCA provides a free and independent dispute resolution service for consumer and small business complaints, or where the complaint otherwise falls within the AFCA Rules. Time limits may apply to your complaint to AFCA, please refer to the AFCA website for more information.

### The Australian Financial Complaints Authority: The

contact details for AFCA are set out below:

- Online: [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)
- GPO Box 3, Melbourne VIC 3001

If your complaint is about the way we handle your personal information, you may also contact the Office of the Australian Information Commissioner ("OAIC") however the OAIC requires you to first lodge a complaint with us.

### The Office of the Australian Information Commissioner: The

contact details for OAIC are set out below:

- Online: [www.oaic.gov.au](http://www.oaic.gov.au)
- Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- Phone: 1300 363 992
- GPO Box 5288, Sydney NSW 2001

## 13. Professional insurance arrangements

It is a requirement under section 912B of the Corporations Act that IAM has adequate professional indemnity insurance in place for compensating persons for any loss or damage suffered because of breaches of IAM's obligations under its licence.

We confirm that IAM has professional indemnity insurance in place which satisfies the requirements of compensation arrangements for financial services provided to a retail client under section 912B of the Corporations Act. Subject to all statutory limitation periods, our insurance arrangements cover the services provided by IAM, its employees, and authorised representatives.

## 14. General terms and conditions

In consideration of IAM dealing with you or on your behalf, you are deemed to have acknowledged and agreed to the following terms and conditions:

- You warrant that you have received and read this FSG;
- You acknowledge and agree that IAM has told you that:
  - any advice provided by IAM is general financial advice;
  - the advice has been prepared without considering your objectives, financial situation or needs;
  - before acting on any advice from IAM, you should consider the appropriateness of the advice, having regard to your objectives, financial situation and needs; and
  - if any advice by IAM relates to the acquisition, or possible acquisition, of a particular financial product, you should obtain a product disclosure statement relating to the product and consider the statement before deciding whether to acquire the product.
- You authorise IAM to act on your written or oral instructions to purchase, make, rollover, sell, redeem, or reinvest, fixed income product, and bank, ADI, term, at-call deposits, or cash investments.
- If you fail to provide IAM with written or oral instructions for your existing fixed income, or term deposit, investments, then (subject to the policy of the issuer of the fixed income product or the ADI) you authorise IAM to provide the instructions necessary for the fixed income product, or term deposit, investment, to be rolled-over until receives express instructions from you.
- You acknowledge and agree that IAM does not act as the agent of the issuers of fixed income products, or ADI and is not responsible for any payments to be made by them to you.
- You acknowledge and agree that IAM may act as a principal or counterparty in any purchase or sale of fixed income products by you.
- You must pay for purchases (including taxes, costs, duties, and charges, in respect thereof) and make good delivery in respect of sales, to enable IAM to settle by the due settlement date. If you fail to pay for purchases or make good delivery in respect of sales by the due settlement date, IAM may sell all or part of those purchases and pass onto you all costs incurred by it because of your failure to settle.
- You warrant that at all times during your dealings with IAM you will be able to meet all commitments on your part arising out of your dealings with, or business conducted on your behalf by, IAM.
- If you comprise more than one person, you are jointly and severally bound by this agreement.
- IAM may appropriate credits and all payments received from you or on your behalf to reduce any money owing by you to IAM whether on the account or any other account.
- You acknowledge that IAM may receive fees, commissions, or other benefits or advantages, because of you executing a transaction with IAM or a third party.
- You acknowledge that IAM may pay fees, commissions, or other benefits or advantages, to:
  - its representatives because of you executing a deal with IAM or a third party; and
  - a third party who referred you to IAM or to someone nominated by the third party.
- IAM may, at any time, reissue a Contract Note or Trade Confirmation to correct any errors or omissions.
- You must notify IAM in writing of any change in your name, address, telephone number or other material circumstances affecting the settlement of transactions.
- IAM does not provide tax advice and is not a registered tax agent or tax (financial) advisor, nor are any of IAM's staff or authorised representatives.