

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 Cash Markets (IAM)

An electronic version of this FSG is available from <http://www.incomeam.com>. A paper copy of this FSG is available free of charge on request by telephoning 1300 784 132 or by email: 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 (**Corporations Act**). Where the changes are not materially adverse, IAM will make updated information available at <http://www.incomeam.com>.

This FSG contains important information about the platform. It does not take into account your investment objectives, financial situation or particular 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 Cash Markets** 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. 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 Cash Markets Pty Ltd

ACN 164 806 357

AFSL 459645

Level 5, 66 Clarence Street
Sydney NSW 2000 Australia

Phone: 1300 784 132

Website: www.incomeam.com

1. Introduction

This Financial Services Guide (“FSG”) has been prepared to inform you of the services offered by IAM Cash Markets Pty Ltd (“IAM, us, we, our”) and to assist you in deciding whether to use any of the services offered by IAM.

It sets out how IAM operates, how we, its employees, and any related entities are paid, how we deal with client complaints, as well as any interests, associations or relationships that could influence IAM in providing services to you.

If you choose to use our services you may also receive from us a Product Disclosure Statement (PDS) or other types of Offer Document. The PDS and/or Offer Document contains information about the particular product and will assist you in making an informed decision about that product.

2. IAM Cash Markets and our services

IAM Cash Markets is a broking platform for cash products, delivered as an online service or directly for individuals, self-directed clients, company's and advisers (financing planners and investment advisers).

IAM Cash Markets is designed to lower the overhead, effort and costs inherent in the end-to-end process of comparing, selecting and investing in cash products against a IAM User's product preferences.

We operate under an AFSL

IAM Cash Markets is the holder of Australian Financial Services Licence 459645. Under this licence we are authorised to provide general financial product advice and deal in relation to:

- Deposit Products.

3. How we get paid

Issuers of cash products (e.g. Term Deposits) pay IAM when term deposits are placed with them, so you pay no fee.

For Term Deposits we may receive a placement fee from the Issuer, which may vary between Issuers, which may be 0.10%.

The rate you are quoted on the IAM website is the rate you receive for your investment.

e.g. For a \$100,000 Term Deposit invested for a 1 year term, and the Issuer pays .10%, we will be paid \$100.

i.e. \$100,000 x 0.10% p.a. x 1 year = \$100.

4. How we pay our employees

We pay our employees a salary and possible bonuses for the performance of their duties in line with their key performance indicators. They are employees under employment contract terms.

Staff do not receive incentives from the institutions nor by any other means other than through the performance of their jobs and at the discretion of the Board of Directors.

5. We give general advice only

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

Any financial advice provided by IAM Cash Markets will be general product advice only, strictly in accordance with our AFSL, and will not take a client's personal circumstances into consideration or a client's individual financial circumstances, objectives or needs.

6. 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/Counter-Terrorism Financing laws.

7. Compliance with the Anti-Money Laundering / Counter-Terrorism Financing Act 2006 (Cth)

IAM has an obligation under the AML/CTF Act to verify your identity before we can provide you with any financial services. Up until the point we have met these obligations, clients will only be able to view information on the IAM site for comparison use only but will not have the ability to initiate or complete a transaction.

IAM has a client registration process, which makes it easy to provide information required to meet KYC/AML identity requirements. Our process ensures a client (whether an individual, corporation or Trust) need only provide this information once to verify their identity and thereafter as required to ensure ongoing compliance.

8. How to contact us

You can contact us via the details on the front page of this FSG or through the following:

Email addresses:

support@incomeam.com

complaints@incomeam.com

Physical Address:

Income Asset Management Group Ltd

GPO Box 1468

Sydney, NSW 2001

Phone: 1300 721 005

Fax: 1300 721 158

9. How you may instruct us

New product applications can be placed via our online access at incomeam.com or in writing.

Changes to your existing investments can be placed via incomeam.com, by writing to us in the form of an email at support@incomeam.com or by phoning us on 1300 721 005 during business hours.

10. General Rights

You are entitled to ask us about your rights as an investor in regard to the service you receive, our fees, and what you can do should you have a complaint about our services.

If you require more information or clarification, please contact your adviser, accountant or IAM directly. As a IAM Cash Markets User:

1. You have the right to know about details of fees and other benefits IAM may receive in relation to the provision of services to you.
2. You will receive general market advice only. If you require specific advice tailored to your personal financial needs, you should contact your financial adviser.
3. We may provide you with general commentary on deposit products. To the extent that this commentary may be financial product advice, it is general financial product advice only. You should always contact your financial adviser should you require investment advice specific to your personal financial situation and read the PDS before making a decision to acquire a financial product.
4. 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'.

11. How is a transaction made?

IAM Cash Markets is predominately an online service designed to lower the overhead, effort and costs inherent in the end-to-end process of comparing, selecting and investing in cash products. When you select/confirm the product you wish to deal in IAM will carry out the transaction on the selected product. Once a transaction is processed any subsequent enquiries are to be made through IAM.

12. Personal information / 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.

A copy of IAM Privacy Policy is available at www.incomeam.com

13. Complaints

IAM values your business and should any complaint or dispute arise, you should take the following steps:

1. Contact your adviser and inform him/her of your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, please e-mail at first instance complaints@incomeam.com and if still unsatisfied please contact the Directors in writing at GPO Box 1468 Sydney, NSW 2001. We will endeavour to resolve your complaint quickly and fairly.
3. If you still do not obtain a satisfactory outcome, you have the right to complain to the Credit and Investments Ombudsman referencing our member number M0025424 by either:

Phone: 1800 367 287;

or in writing to:

Financial Ombudsman Service

GPO Box 3

Melbourne VIC 3001

The Australian Securities and Investment Commission can also be contacted on 1300 300 630 if you have a complaint or wish to obtain information about your rights.

14. Professional Insurance arrangements

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

We confirm that IAM has such professional indemnity insurance in place and conforms to the requirements under Section 912B of the Corporations Act.

