



UBS AG

Financial Services Guide

WHAT IS THE PURPOSE AND CONTENT OF THIS FSG

This Financial Services Guide ("FSG") dated 25 February 2020 is an important document. You should read it carefully and make sure you understand it. This FSG provides generic information about UBS AG, Australia Branch (ABN 47 088 129 613) ("UBS AG", "us", "we", "our") and the services we offer.

This FSG also provides specific information about how you pay for our services. UBS AG is providing this FSG to give you key information about the types of financial services we offer. The FSG is intended to assist you in deciding whether to use any of the services offered.

THE FSG CONTAINS, AMONG OTHER THINGS:

- a summary of the financial services which we are authorised to provide and the kinds of financial products to which those services relate;
- information about the capacity in which we act when providing services to you;
- information about your rights as an investor;
- details on how you can instruct us in relation to your investment;
- information about the Product Disclosure Statement(s) ("PDS") and any Statement of Advice which you may receive from us;
- information about remuneration that may be paid to us and other relevant persons in relation to the services provided;
- information about how complaints against us are dealt with; and
- information which you can request when you are provided with further market-related advice.

In addition to this FSG, you may, from time to time, receive from UBS AG, a PDS, a Statement of Advice ("SOA"), or a Record of Advice.

It is not UBS AG's policy to provide personal financial product advice. If however, you do receive personal financial product advice from UBS AG, you will be provided with an SOA. The SOA will include a statement of UBS AG's advice, the basis for that advice, as well as information about remuneration and fees that UBS AG may receive in connection with giving you the advice and interests, relationships or associations that may influence the advice.

If UBS AG makes a recommendation to acquire a particular financial product (other than securities) or offer to issue, or arrange the issue of a financial product to you, it will also provide you with a PDS. There are a number of circumstances in which UBS AG may not be required to provide a PDS including: where you already have a current PDS; where you hold a financial product of the same kind; where you have access to current information about that

kind of financial product; or where the offer is made under a distribution reinvestment plan or switching facility.

The PDS contains details about the particular product and any significant risks associated with holding the product, any amounts that you must pay, and in the case of products which will or may generate a return, information about any commission or other similar payments that will or may impact on the amount of the returns payable to you.

IMPORTANT INFORMATION IS PROVIDED BELOW IN ANSWER TO COMMONLY ASKED QUESTIONS.

WHO WILL BE RESPONSIBLE FOR THE FINANCIAL SERVICES GIVEN TO YOU?

The financial services listed below will be provided by UBS AG. UBS AG is an Australian Financial Services Licensee under the *Corporations Act 2001* (Cth) (AFSL No. 231087). UBS AG is a participant of Australian Securities Exchange Limited (which operates the market known as ASX 24), ASX Clear (Futures) Pty Limited and Austraclear Limited. It is a foreign authorised deposit-taking institution ("**foreign ADI**") under the *Banking Act 1959* (Cth) and is supervised by the Australian Prudential Regulation Authority. However, it is important for you to note that provisions of the *Banking Act 1959* (Cth) for the protection of depositors generally do not apply to foreign ADIs, including UBS AG, Australia Branch. For example, depositors with foreign ADIs do not receive the benefit of the following protections:

- Deposits are not covered by the financial claims scheme and are not guaranteed by the Australian Government;
- Depositors do not receive priority ahead of amounts owed to other creditors. This means that if a foreign ADI was unable to meet its obligations or otherwise is in financial difficulties and ceases to make payments, its depositors in Australia would not receive priority for repayment of their deposits from the foreign ADI's assets in Australia;

- A foreign ADI is not required to hold assets in Australia to cover its deposit liabilities in Australia. This means that if the foreign ADI were unable to meet its obligations or otherwise is in financial difficulties and ceases to make payments, it is uncertain whether depositors would be able to access the full amount of their deposit.

WHAT FINANCIAL SERVICES ARE WE AUTHORISED TO PROVIDE?

UBS AG is authorised under its Australian Financial Services Licence to provide the following financial services to retail and wholesale clients:

1. Advising in the following classes of financial products:
 - deposit and payment products;
 - derivatives;
 - foreign exchange contracts;
 - debentures, stocks or bonds issued or proposed to be issued by a government;
 - interests in managed investment schemes (excluding investor directed portfolio services);
 - securities;
 - standard margin lending facilities; and
 - financial products limited to miscellaneous financial investment products;
2. Dealing in a financial product by issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:
 - deposit and payment products;
 - derivatives;
 - foreign exchange contracts;
 - debentures, stocks or bonds issued or proposed to be issued by a government;
 - interests in managed investment schemes excluding investor directed portfolio services;
 - securities;
 - standard margin lending facilities; and
 - financial products limited to miscellaneous financial investment products;
3. Dealing in a financial product 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;
 - derivatives;
 - foreign exchange contracts;
 - debentures, stocks or bonds issued or proposed to be issued by a government;
 - interests in managed investment schemes (excluding investor directed portfolio services);
 - securities;
 - standard margin lending facilities; and
 - financial products limited to miscellaneous financial investment products;
4. Underwriting interests in managed investment schemes and issues of securities;

5. Making markets for the following financial products:
 - foreign exchange contracts;
 - derivatives;
 - debentures, stocks or bonds issued or proposed to be issued by a government and/or debentures issued by any other body; and
 - financial products other than those listed above in this paragraph 5; and
6. Operating custodial or depository services other than investor directed portfolio services.

HOW WILL YOU PAY FOR THE SERVICES AND HOW ARE ANY COMMISSIONS, FEES OR OTHER BENEFITS CALCULATED?

You may pay UBS AG a fee depending on the services and/or products you choose and the amount you invest.

In particular, UBS AG may to the extent permitted by law receive fees and other benefits from the financial products that it issues to you. To the extent that a PDS is required for a transaction involving a particular financial product, the PDS for the financial product will disclose details of commissions, fees or other benefits received by UBS AG (and any of its related companies) in respect of the transaction involving that financial product. You should review any disclosures made in a PDS as to interests UBS AG may have in the relevant financial products.

Related entities of UBS AG may from time to time provide financial services in connection with financial products issued by UBS AG. For example, in respect of financial products issued by UBS AG, UBS Securities Australia Limited (ABN 62 008 586 481) offers execution services and acts as market maker. UBS Nominees Pty Limited (ABN 32 001 450 522) may also provide custodial services for financial products provided by UBS AG. These related entities of UBS AG are not authorised deposit-taking institutions under the *Banking Act 1959* (Cth). The obligations of these entities do not represent deposits or other liabilities of UBS AG, and UBS AG does not stand behind, support or guarantee these entities in any way.

WILL ANYONE BE PAID FOR REFERRING ME TO YOU?

UBS AG has arrangements with a number of financial adviser or other financial intermediaries ("Intermediaries") in relation to the provision of financial products by it to clients of those Intermediaries. In those circumstances, a referral fee may be paid to the Intermediary.

To the extent permitted by law this referral fee is usually based on the value of the transaction or financial product that has been provided to you, and the total fee paid will range from 0% to 8% of the value of that transaction or product. The referral fee may be paid in the form of an upfront selling fee and/or periodic trail fees.

In addition, to the extent permitted by law UBS AG or its related bodies corporate may pay referral fees to its employees where those employees refer clients to UBS AG.

IN WHAT CAPACITY DO WE ACT?

When providing the above financial services to you we act in a principal capacity and not as a representative of any other person.

WHAT KIND OF ADVICE WILL YOU RECEIVE?

It is UBS AG's policy not to provide personal financial product advice. To the extent any advice is given, it is general financial product advice and does not take account of your personal circumstances, needs or objectives. Thus any resulting investment may not be appropriate to your needs and objectives and you should carefully assess how appropriate the recommendations are in light of your particular investment objectives, financial situation and needs.

General financial product advice may also be given through research reports and in product disclosure statements. This advice is not personal advice as it does not consider your personal circumstances, needs or objectives. You should consider your personal objectives, financial situation and needs when reviewing this information before making any decision relating to a financial product, and seek professional independent advice if you think that is appropriate.

WHAT ARE YOUR RIGHTS AS AN INVESTOR?

Where you do receive personal financial product advice your adviser is obliged to have a reasonable basis for the advice given. This means that your adviser must give consideration to your investment objectives, financial situation and particular needs and conduct a reasonable investigation of the subject matter of the advice. If you do not wish to provide personal information, your adviser will be limited in his or her ability to make recommendations specific to your requirements.

You have the right to be advised about any remuneration (including commissions) or other benefit that UBS AG, your adviser and other relevant persons are to receive that may reasonably be expected to be capable of influencing the advice provided to you by your adviser, provided the request is made within a reasonable time after you receive this FSG and before we provide the services to you.

HOW CAN YOU GIVE INSTRUCTIONS TO BUY OR SELL YOUR INVESTMENTS OR CHANGE YOUR SERVICE ARRANGEMENTS WITH US?

You must specify to the Intermediary or to UBS AG exactly what you want us to do. You may give us instructions by telephone, facsimile, in writing or any other means that we agree with you.

WHAT INFORMATION DO WE MAINTAIN IN YOUR FILE?

We maintain a record of items of personal information that you have provided to us, for example, as recorded in your account opening forms, financial product application forms or transaction documents.

All personal information (as defined in the *Privacy Act 1988* (Cth)) collected from you will be used and stored by us in

accordance with the Privacy Policy for UBS AG. A copy of the Privacy Policy can be made available to you on request.

WHAT CAN YOU DO IF YOU HAVE A COMPLAINT?

If you have a complaint about the service provided to you by UBS AG or any of our representatives, you should take the following steps.

1. Contact the UBS AG Representative with whom you have been dealing and tell that person about your complaint or contact the Complaints Officer at the following address:

The Complaints Officer
c/- Legal & Compliance Department
UBS
Level 16, Chifley Tower
2 Chifley Square
Sydney NSW 2000

Telephone: (612) 9324 2000
Facsimile: (612) 9324 2558

We will try to resolve your complaint quickly and fairly.

2. If you still do not get a satisfactory outcome, depending on the nature of your complaint, you may have the right to complain to:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Telephone: 1800 931 678
Email: info@afca.org.au
Web: www.afca.org.au

The Australian Securities and Investment Commission ("ASIC") also has a free call Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

UBS AG, Australia Branch is exempt from the requirement to have in place a compensation arrangement which satisfies section 912B of the *Corporations Act 2001* (Cth) on the basis that it is an exempt licensee, being a foreign authorised deposit-taking institution regulated by APRA under the *Banking Act 1959* (Cth).

If you would like clarification of any of the matters discussed in this FSG, or require further information, please contact your adviser.

CONTACT DETAILS

If you have any queries, you can contact us on (612) 9324 2000.