

# Financial Services Guide

*This financial services guide (“FSG”) is an important document that outlines the types of financial products and financial services that PIMCO Australia Management Limited ABN 37 611 709 507, AFSL No. 487505 (“PIMCO RE”) and PIMCO Australia Pty Limited ABN 54 084 280 508, AFSL No. 246862 (“PIMCO Australia”) are authorised to provide under their respective Australian Financial Services Licences (“AFSL”). It is designed to assist you in deciding whether to use any of the financial services offered by us, as described in this FSG.*

*This FSG contains important information about:*

- *who we are;*
- *the financial services we offer;*
- *the financial products to which those services relate;*
- *how we and other relevant parties are remunerated in connection with those services;*
- *your privacy;*
- *how we deal with complaints; and*
- *how we can be contacted.*

## OTHER DOCUMENTS YOU MAY RECEIVE

Before you are issued with one of the financial products we offer or manage, you will receive a Product Disclosure Statement (“PDS”). A PDS will contain information about the particular product, including the benefits of the product, any significant risks associated with holding the product, the cost of the product and information about any remuneration or other similar payments that may impact the amount of the returns payable to you. The purpose of a PDS is to allow you to make an informed decision before deciding to acquire the financial product and help you compare financial products issued by different providers.

A Statement of Advice (“SOA”) will normally be given to you when you are provided with personal advice which takes into account your objectives, financial situation and needs. The SOA will contain the personal advice, the basis on which it is given, and information about remuneration and any associations which may have influenced the advice. As both PIMCO RE and PIMCO Australia are authorised under their respective AFSLs to provide retail clients with general advice only, we do not provide personal advice and we will not issue you with an SOA. An SOA may be issued by an intermediary such as a financial planner, dealer group or stockbroker.

## WHO ARE PIMCO RE AND PIMCO AUSTRALIA?

PIMCO RE is the responsible entity of a broad suite of fixed income funds in Australia (“PIMCO Funds”) and is a member of the PIMCO group, one of the largest fixed interest managers in the world. As responsible entity, PIMCO RE is responsible for the day-to-day operation of the PIMCO Funds and for ensuring that it complies with each PIMCO Fund’s constitution and relevant laws. It has the power to delegate certain duties and appoint other entities, including other PIMCO entities, to perform tasks and provide services. PIMCO Australia has been appointed as the investment manager of the PIMCO Funds. PIMCO Australia will make investment decisions in relation to the PIMCO Funds it manages.

### Investor Services

PIMCO Investor Services  
Phone: 1300 113 547 (Australia)  
or +61 2 8823 2583  
Fax: +61 2 9151 4096  
Mail: GPO Box 804  
Melbourne VIC 3001  
Email: [investorservices@au.pimco.com](mailto:investorservices@au.pimco.com)  
Web: [pimco.com.au](http://pimco.com.au)

### Investment Manager

PIMCO Australia Pty Limited  
ABN 54 084 280 508 AFSL 246862  
Level 19, 5 Martin Place  
Sydney NSW 2000  
Australia

### Responsible Entity

PIMCO Australia  
Management Limited  
ABN 37 611 709 507 AFSL 487505  
Level 19, 5 Martin Place  
Sydney NSW 2000  
Australia

PIMCO group's history dates back to 1971 when it was established as a specialist fixed interest manager. The PIMCO group has its head office in Newport Beach, California, USA with offices located in Hong Kong, New York, Austin, Toronto, Munich, Sydney, Singapore, Tokyo, London, Milan, Rio de Janeiro, Taipei and Zurich. The PIMCO group has been managing fixed interest assets for Australian clients since 1997 and alternative assets since 2006. Through various holding company structures, the PIMCO Group is majority owned by Allianz SE. Allianz SE is a European based multinational insurance and financial services holding company and a publicly traded German company.

#### **WHAT SERVICES IS PIMCO RE AUTHORISED TO PROVIDE?**

PIMCO RE is authorised to provide general advice to retail and wholesale clients in relation to:

- basic and non-basic deposit 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; and
- superannuation.

In providing general advice to you, PIMCO RE will not take into consideration your individual investment objectives, financial circumstances or needs. Before making an investment decision you should consider whether the information is appropriate in light of your particular investment objectives, financial circumstances or needs.

PIMCO RE is authorised to deal in a financial product, in respect of retail and wholesale investors by:

- issuing, applying for, acquiring, varying or disposing of derivatives; foreign exchange contracts; interests in managed investment schemes limited to PIMCO managed investment schemes only; and securities; and
- applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of basic and non- basic deposit 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; and securities.

PIMCO RE is also authorised in respect of retail and wholesale clients, to operate registered managed investment schemes (including the holding of incidental property) that hold derivatives and financial assets, in its capacity as responsible entity.

PIMCO RE is also authorised in respect of retail and wholesale clients to operate custodial or depository services other than investor directed portfolio services.

PIMCO RE is responsible for the above financial services as described in this FSG where it provides them.

#### **WHAT SERVICES IS PIMCO AUSTRALIA AUTHORISED TO PROVIDE?**

PIMCO Australia is authorised to provide general advice to retail clients in relation to:

- 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; and
- superannuation.

In providing general advice to you, PIMCO Australia will not take into consideration your individual investment objectives, financial circumstances or needs. Before making an investment decision you should consider whether the information is appropriate in light of your particular investment objectives, financial circumstances or needs.

PIMCO Australia is also authorised to provide financial advice to wholesale clients in relation to:

- 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; and
- superannuation.

PIMCO Australia is authorised to deal in a financial product, in respect of wholesale investors by:

- issuing, applying for, acquiring, varying or disposing of derivatives; and
- applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of 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 and superannuation.

#### **WHAT PRODUCTS DO WE OFFER?**

PIMCO RE is the responsible entity of the PIMCO Funds, which are generally made available to retail clients through certain distributors, dealer groups, platform providers and the Australian Stock Exchange's mFund platform. PIMCO Australia is the investment manager of the PIMCO Funds.

### COMPENSATION ARRANGEMENTS

Both PIMCO RE and PIMCO Australia have in place professional indemnity insurance which satisfies the requirements for compensation arrangements under section 912B of the Corporations Act. Subject to the terms and conditions, this insurance provides cover for losses incurred by clients arising from the professional services provided by PIMCO RE and/or PIMCO Australia and its employees and representatives, including claims in relation to conduct of employees and representatives who no longer work for PIMCO RE or PIMCO Australia (but who did at the time of the relevant conduct).

### HOW ARE WE AND OTHERS REMUNERATED FOR THE FINANCIAL SERVICES PROVIDED?

Neither PIMCO RE nor PIMCO Australia charge any fees for the provision of general advice or other information concerning the PIMCO Funds nor does PIMCO RE or PIMCO Australia receive any commission from any third parties for the provision of general advice. However, if you invest in a PIMCO Fund, PIMCO RE will receive a management fee in relation to your investment, based on a proportion of the amount invested.

Some of the management fee is applied to the costs associated with running the funds. Out of the management fees charged to the PIMCO Funds, fees are paid to PIMCO Australia as the investment manager of the PIMCO Funds and to providers of custody and administration services.

In some situations, account fees and other transaction fees may apply in addition to PIMCO RE's management fee. The management fee PIMCO RE receives in connection with each PIMCO Fund is set out in the PDS for the relevant PIMCO Fund. PIMCO Australia will be paid a proportion of PIMCO RE's management fees, the level of which will depend on the relevant PIMCO Fund.

You may request particulars of the remuneration or other benefits paid to PIMCO entities. However, you must request particulars within a reasonable time after being given the FSG and before the financial service is provided.

### DIRECTORS AND EMPLOYEES

Both PIMCO RE's and PIMCO Australia's respective directors and employees receive a salary based on core job responsibilities, positions/levels and market conditions. Incentive bonuses (both monetary and non-monetary) may also be paid and other benefits will depend upon a number of factors including the individual's performance during the year and the relevant PIMCO entity's overall financial performance.

### RELATIONSHIPS AND ASSOCIATIONS

Various members of the PIMCO group and their directors and employees provide certain services to us to enable us to provide the services described in this FSG. The costs of providing these services will be paid by us from the fees we receive. They will not be separately remunerated by you.

You may receive advice about our products and services from financial advisers that do not work for the PIMCO group. Your adviser is required to set out the remuneration they receive in the FSG and/or SOA that they must give you.

### PRIVACY

Both PIMCO RE and PIMCO Australia take the privacy of your personal information seriously. We have developed a Privacy Policy to ensure that your personal information remains protected. Any personal information collected will be handled in accordance with our Privacy Policy. A copy of our Privacy Policy may be obtained by contacting PIMCO Investor Services on 1300 113 547 (Australia) or +61 2 8823 2583 or by visiting [www.pimco.com.au](http://www.pimco.com.au).

### HOW WE DEAL WITH COMPLAINTS

Both PIMCO RE and PIMCO Australia, their respective Senior Management, Legal and Compliance Department and employees are committed to promptly respond to, investigate and resolve any complaints you may have in an effective, efficient, fair and timely manner, while continuing to provide you with a professional financial service.

Complaints may be received either verbally or in writing (letter or email) as follows:

Complaints Officer  
PIMCO Australia  
Level 19, 5 Martin Place  
Sydney NSW 2000 Australia  
Email: [complaints@au.pimco.com](mailto:complaints@au.pimco.com)

Our policy is to acknowledge receipt of complaints as soon as possible and in any case within 5 Business Days of receiving it unless the complaint is resolved to your satisfaction within 5 Business Days and you have not requested a response in writing. If it is not possible to resolve a complaint immediately, PIMCO RE and/or PIMCO Australia will aim to resolve your complaint and respond to you within 45 days of receiving your complaint.

If you are not satisfied with our response or how we handled the complaint, or if we are unable to provide a decision within the above mentioned 45 days, you may refer your complaint to the following external dispute resolution service to independently review the complaint. This service is generally only available to retail clients.

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001 Australia

Consumer: 1800 931 678 (free call within Australia)

Fax: 03 9613 6399

Email:

Website: [www.afca.org.au](http://www.afca.org.au)

When contacting AFCA about your complaint, please remember to quote the relevant PIMCO member number as set out below:

PIMCO RE - 38532

PIMCO Australia - 35393

#### **HOW YOU CAN CONTACT US**

You can contact us by telephone, mail and fax. Our contact details are as follows:

PIMCO Investor Services

Phone: 1300 113 547 (Australia)

or +61 2 8823 2583

Fax: +61 2 9151 4096

Mail: GPO Box 804

Melbourne VIC 3001 Australia

Email: [investorservices@au.pimco.com](mailto:investorservices@au.pimco.com)

Please refer to the applicable PDS for how to provide instructions or carry out certain transactions.