

# BURRELL & CO HOLDINGS PTY LTD



## Financial Services Guide

Burrell Stockbroking Pty Ltd  
Level 4, 24 Little Edward Street  
Spring Hill QLD 4000

Issued by Burrell & Co Holdings Pty Ltd  
ABN 58 121 508 978  
Australian Financial Services License No. 352203

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**BURRELL**

[www.burrell.com.au](http://www.burrell.com.au)

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## Terms used in this FSG

ASX Clear (formerly ACH)	ASX Clear Pty Ltd, ABN 48 001 314 503
AFSL	Australian Financial Services Licence
ASX Settlement (formerly ASTC)	ASX Settlement Pty Ltd, ABN 49 008 504 532
ASX	ASX Limited or Australian Securities Exchange, ABN 98 008 624 691
Burrell Clearing, we, us, our, providing entity	Burrell & Co Holdings Pty Ltd, ABN 58 121 508 978; AFSL No. 352203 An ASX Clear General Clearing Participant and ASX Settlement General Settlement Participant
Burrell Broking	Burrell Stockbroking Pty Ltd, ABN 82 088 958 481; AFSL No. 247431. A Market Participant of ASX and NSX, which has engaged Burrell Clearing to clear and settle transactions executed on the ASX and NSX
ETO's	Exchange Traded Options
AFCA (Formerly FOS)	Australian Financial Complaints Authority
FSG	Financial Services Guide
NSX	National Stock Exchange of Australia Limited, ABN 11 000 902 063
PDS	Product Disclosure Statement
Retail Client	Has the meaning given by sections 761G and 761GA of the Corporations Act
Wholesale Client	Has the meaning given by sections 761G of the Corporations Act
you	a Client of Burrell Broking and Burrell Clearing

# Purpose of this FSG

**The purpose of this Financial Services Guide ('FSG') is to help you decide whether to use our services.** This FSG will tell you about the clearing and settlement services we will provide, and the sponsorship service we may provide to you because you are, or you are about to become a client of Burrell Broking, our charges and your rights as a client. You are receiving this FSG because you are, or you are about to become a client of Burrell Broking. **If you need more information or clarification, please ask us.**

This FSG provides information about:

- Who we are and how to contact us;
- The services we provide;
- The relationships and associations we have;
- The remuneration that may be paid to us by or to other relevant persons for the services we provide;
- The documents you may receive from us;
- How we handle complaints;
- Your privacy and how we use your personal information.

The information set out in this FSG is designed to assist you in deciding whether to use the services we provide. You will also receive a FSG from Burrell Broking. Burrell Broking has an arrangement with Burrell Clearing to clear and settle transactions executed. **You should read both documents before deciding whether to use our services.** The FSGs should be filed for later reference.

You should also read the Burrell Broking Client Guide and Account Application (Client Guide) which provides you with further information about our services and the general terms and conditions. The Burrell Broking Client Guide's acknowledgements, authorisations and consents govern our services and our relationship with you. You must complete and sign the Burrell Broking Client Guide to open an account(s) and access our services.

## Who does this FSG apply to?

This FSG applies to anybody who falls within the Corporations Act definition of a Retail Client. This FSG aims to provide sufficient information for you as a Retail Client, to make an informed decision about using our dealing, advisory and related services. If you don't fall within the definition of 'Retail Client', you may be treated as a 'Wholesale Client', in which case our service relationship and the rights available to you would not be as described in this FSG. Our 'Retail' services, and the financial products they cover, can be complex and subject to special regulations impacting how the services are provided. That's why this FSG describes them in some detail.

# Who is Burrell Clearing?

Burrell Clearing is the holder of Australian Financial Services License (AFSL) No. 352203, issued under the Corporations Act, and a Participant of ASX Clear and ASX Settlement. Burrell Clearing provides clearing, settlement and sponsorship services to Burrell Broking. This arrangement has been put in place to utilise the capital strength of Burrell Clearing and to provide you with greater security.

## Burrell Clearing Contact Details

### BRISBANE

Phone: (07) 3006 7200 Fax: (07) 3839 6964

## The services we can provide

Burrell Broking is authorised under our AFSL to provide advice and deal (including arranging to deal) in the following financial services and financial products:

- (a) Deal in the following financial products by applying for, acquiring, varying or disposing of a financial product on behalf of another person:
  - Securities (such as shares listed on ASX, and warrants quoted on ASX or NSX);
  - Interests in Managed Investment Schemes (other than IDPS), (such as units in ASX listed Trusts);
  - Derivatives, such as Exchange Traded Options (ETOs) traded on the ASX.
  - Deposit and Payment Products, both basic and non-cash payment.
  - Managed Discretionary Account (MDA) services (including issuing such products);
- (b) Provide a custodial or depository scheme services, other than IDPS, to Wholesale and Retail clients.

This means that when you instruct Burrell Broking to buy, sell or deal in securities or ETO's, it will be Burrell Clearing who will clear and settle those market transactions. For the purpose of clearing and settlement you are Burrell Clearing's client and subject to the terms and conditions set out in our client guide.

The clearing and settlement arrangement will have the following implications when dealing through Burrell Broking:

- If you choose to be sponsored under CHESS then Burrell Clearing will be your CHESS Sponsoring Participant;
- Confirmation Notes will be issued by Burrell Broking but will reference Burrell Clearing as Burrell Broking's Clearing Participant;
- Payments by you for 'buy' transactions and payments to you for 'sell' transactions of securities, options and interests in managed investment schemes will be made to and from Burrell Clearing respectively.

- If you elect to settle your Burrell Broking transactions via direct debit or credit arrangements your account statement will identify Burrell Clearing instead of Burrell Broking as the entity which has debited or credited your nominated bank account.
- If you wish to trade in ETOs on ASX, you will need to enter into a Derivatives Client Agreement with both Burrell Broking and Burrell Clearing.

## Chess Sponsorship

Burrell Clearing is authorised to be your CHESSE sponsor. CHESSE is an ASX computer system that facilitates the clearing and settlement of trades in shares as well as providing an electronic sub register for shares in listed companies. The benefit for you as a client is that CHESSE is the simplest and most secure and cost effective means of clearing and settling shares, ETO's and interests in managed investment schemes. In order to use CHESSE you must be sponsored by an authorised Participant. This agreement applies if you elect Burrell Clearing to be your CHESSE sponsor (recommended). For further information of CHESSE see the client guide and the ASX CHESSE brochure. The cost of CHESSE is provided for in Burrell Broking's brokerage.

## How to provide instructions

You must contact Burrell Broking (and not Burrell Clearing), to provide instructions to deal on your account. If you wish to give us instructions in relation to clearing and settlement services, you may do so by telephone, mail, fax, SMS or e-mail subject to the terms of any applicable agreement with you relating to the subject matter of your instructions.

## Other documents you will receive from us

You will receive a Client Guide that will provide more information about clearing and settlement including terms and conditions of the services provided by Burrell Clearing.

## Burrell Clearing's Remuneration

### Commission and other benefits from third parties

Burrell Clearing may charge Burrell Broking fees for providing clearing, settlement and sponsorship services. We may earn and retain interest on moneys held in our trust account on behalf of clients from time to time. Otherwise, Burrell Clearing does not receive commissions or other benefits for other third parties.

## If you have a complaint concerning clearing or settlement services

### Our Commitment

Burrell Clearing will provide you with clearing, settlement and sponsorship services. We are constantly striving to improve services to our clients. However, occasionally problems may occur. We are committed to handling any complaints quickly and fairly. Any complaints will be handled in the strictest confidence and we will try to resolve any problems promptly to your satisfaction. If you have a complaint, you can;

1. Contact Burrell & Co Holdings Compliance and Complaints manager by writing to;

Compliance and Complaints Manager  
Burrell & Co Holdings Pty Ltd  
GPO Box 1398  
Brisbane QLD 4001

Email: [info@burrell.com.au](mailto:info@burrell.com.au)

2. If you still do not get a satisfactory outcome, you have the right to complain to;

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
Toll free: 1800 931 678

Email: [info@afca.org.au](mailto:info@afca.org.au)

This is a free service

Complaints may also be lodged with the Australian Securities Exchange on 131 ASX (131 279) or (02) 9338 0000, or the Australian Securities and Investment Commission (ASIC). ASIC has an Info line which you can use to make a complaint 1300 300 630.

## Compensation Arrangements

Burrell Clearing has in place Professional Indemnity Insurance which satisfies the requirements of Section 912B of the Corporations Act.

Burrell Clearing considers its Professional Indemnity Insurance to be adequate, having regard to the following:

- Burrell Clearing's maximum liability under the Australian Financial Complaints Authority of which Burrell Clearing is a member;
- Volume and nature of our business;
- The clearing, settlement and sponsorship services we provide.

If you require further information about our compensation arrangements please contact Burrell Clearing's Compliance and Complaints Officer.

# Privacy Policy Summary Statement

## Collection and Disclosure

Burrell Clearing collects personal information in its capacity as clearer, settler and CHESS sponsor, (if elected). Information collected includes your name, Date of Birth, address, securities holdings, tax file number, bank account details, and details of your financial circumstances, needs and objectives, and your aversion and tolerance to risk. The primary purpose for collecting this information is so that we can provide clearing, settlement and sponsorship services to you.

Collection, maintenance and disclosure of certain personal information are governed by legislation and including the Privacy Act 1988, Corporations Act 2001 and certain rules such as the ASX Rules. Disclosure of your personal information will only be made for the purpose for which it was collected, or where you have consented to its disclosure, or where required by a regulatory or enforcement body.

You can access, correct and update the personal information that we hold about you by contacting our office. However, to ensure the integrity and safety of client's information, Burrell Clearing will only disclose such information if our internal procedures are satisfied.

It is our responsibility to safeguard the data we collect from you, and we undertake to notify all affected persons if there is a data breach.

If you have a complaint in relation to Privacy, then you should contact our Privacy Officer by any of the methods details below. A copy of our full Privacy Policy is available on request or by accessing our internet site at

[www.burrell.com.au](http://www.burrell.com.au)

## Contact Details

Privacy Officer  
C/- Burrell & Co Holdings Pty Ltd  
Level 4  
24 Little Edward Street  
Spring Hill, QLD, 4000  
GPO Box 1398  
Brisbane, QLD, 4001

Tel: 07 3006 7200

Fax: 07 3839 6964

Email: [info@burrell.com.au](mailto:info@burrell.com.au) attention: Privacy Officer

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