

Australian Executor Trustees

Financial Services Guide (dated, 1 May 2010) for:

Estate Planning Service – Wills, Power of Attorney and other estate planning documents.

A representative of Australian Executor Trustees Limited (AET) has been authorised to provide you with this Financial Services Guide (FSG).

The FSG contains detailed information about our estate planning services and the applicable fees, to help in your decision to choose AET.

The FSG also contains information about our complaints handling procedures.

About us

We have been providing estate planning and trustee services to Australians since 1880 and specialise in the provision of estate planning advice, the management of executor, trustee and attorney services. With over \$2 billion of assets under management, and offices in Adelaide, Brisbane, Melbourne, Perth, Sydney and Mount Gambier, AET is one of Australia's largest and most experienced providers of trustee services.

Our range of services

As a licensed trustee company, we are able to offer you a range of estate planning services which include:

- AET providing advice in all aspects of Wills, Powers of Attorney, Trusts and other estate planning documents
- AET establishing a Will, a Trust and a Power of Attorney.

Our fees for the services listed above will be based on the complexity of the advice and the documents required. You will always be advised of the fee prior to the preparation of the required documents. Our Service will not proceed until such time as you agree to the fee quoted in a written document.

Our estate planning services are provided by experienced lawyers and estate planning consultants.

The qualifications and experience of our staff may vary depending on the services you require, however, to ensure your privacy as well as peace of mind, you will have a dedicated point of contact.

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Complaint resolution

If you have a complaint about any aspect of the services provided to you, please contact us on (08) 8127 1600 or write to our Complaints Officer (Private Client Services) at GPO Box 546, Adelaide SA 5001.

Within 28 days of receiving your complaint we will provide a written response, however, please note that some matters are more complex and may take a little longer to resolve, and if that is the case, we will keep you informed.

Further information

If you would like to receive further information about any of our services listed in this FSG, please contact us on **08 8127 1600** or visit our website www.aetlimited.com.au