How are representatives of Bennetto Finance remunerated?

Representatives are paid a salary and may also receive a bonus having regard to standards of service to clients and feedback from them and reaching a range of personal performance targets.

Do you have any associations & relationships with others?

We do not have relationships or associations which might influence us in providing you with our services.

What do I do if I have a complaint?

We want to know about any problems or concerns you may have with our services so we can take steps to resolve the issue. We have internal and external dispute resolution procedures to resolve complaints from clients. A copy of these procedures may be obtained by contacting us and requesting a copy.

Initially, all complaints will be handled and investigated internally. Should you feel dissatisfied with the outcome, you have the ability to escalate your concerns to an external body for a resolution.

If you have a complaint about the financial services provided to you, please take the following steps:

1. Contact the Bennetto Finance representative who originally provided the financial services to you and discuss your concerns.
2. If your complaint is not satisfactorily resolved, contact the Manager of Bennetto Finance to inform us about your complaint. You may do this by telephone, email or letter. All complaints will be properly handled and investigated promptly. We will try to resolve your complaint quickly and fairly.
3. If you are dissatisfied with the outcome, you have the right to complain to the Australian Financial Complaints Authority Limited ("AFCA") who may be contacted on 1300 931 678 or in writing to GPO Box 3, Melbourne, VIC 3001.
4. You can contact the Australian Securities and Investments Commission (ASIC) on 1300 300 630. This is a Freecall Infoline. This is another alternative that you may use to make a complaint and obtain information about your rights.

BENNETTO FINANCE PTY LTD

Contact Details

If you would like any further information about Bennetto Finance, please contact us on the details below:

Telephone
Call us at our office on
(03) 6224 7474

Mail
Write to us at GPO Box 858
Hobart TAS 7001

Email
Send us an email to
enquiries@bennetto.com.au

Web
Contact us via our website
www.bennetto.com.au

In person
Visit our office at Level 7,
152 Macquarie Street, Hobart

ABN 32 009 489 507
AFS 283141

BENNETTO FINANCE PTY LTD

Financial Services Guide

A GUIDE TO OUR RELATIONSHIP WITH YOU AND OTHERS

October 2024

What information does this Financial Services Guide contain?

This Financial Services Guide ("FSG") contains important information about:

- who we are;
- the services and type of financial product we offer;
- how we are paid;
- any associations or relationships we may have with financial product issuers and details of any potential conflicts of interest;
- our internal and external dispute resolution procedures and how you can access them; and
- how we can be contacted.

What is the purpose of this Financial Guide?

The purpose of this FSG is to inform you of the financial services we offer to help you decide whether to use these services. This FSG provides you with key information about the type of services that we offer to ensure that you receive the information to assist you in making an informed decision about whether you wish to use the financial services that are offered by Bennetto Finance Pty. Ltd. ("Bennetto Finance", "we", "our" or "us").

We are not obligated to provide you with this FSG under the Corporations Act because we are a product issuer dealing in our own financial product. However, we have prepared this FSG to assist you in your investment decisions.

Who is responsible for the Financial Services provided?

Bennetto Finance provides financial services to you through its employees (or representatives). Bennetto Finance is responsible for the actions of its representatives and the financial services provided. We hold an Australian Financial Services Licence (AFS Licence) issued by the Australian Securities and Investments Commission (AFS Licence No: 283141).

Who is Bennetto Finance?

Bennetto Finance accepts deposits following a personal offer to the prospective investor and pays the investor interest for a fixed period ("Fixed Term Investment"). The funds so provided are applied by the company to loan contracts principally to assist clients in the acquisition of vehicles and machinery.

The loan contracts written by Bennetto Finance are usually over 3-4 year terms and are repaid on a monthly instalment basis. Lending is undertaken on a secured basis only.

The Bennetto family commenced a financial operation in October 1948 when the late C. A. Bennetto arranged hire purchase finance as an extension to his accountancy practice. The family has continued to operate in the commercial and customer finance industry since that time, funding the business from their own resources, retained profits and monies invested by depositors in unadvertised Fixed Term Investments.

In other words, to help fund the business of Bennetto Finance, we accept deposits and pay a fixed rate of interest for a fixed period. Bennetto Finance then pools these funds and on-lends the funds to customers to enable those customers to acquire assets such as vehicles and machinery.

What kinds of Financial Services are we authorised to provide and what kinds of Financial Products do these services relate to?

Part of the business operated by Bennetto Finance Pty Limited is a "financial services" business. However, we do not provide any financial product advice with respect to the financial product we offer you.

Bennetto Finance is authorised by its AFS Licence to provide the finance service if "dealing" in its own managed investment scheme. The pooling of depositor's investments constitutes a managed investment scheme pursuant to the Corporations Act.

Who do we act for when providing these services?

Bennetto Finance acts as principal by, in technical terms, issuing the investor interests in a managed investment scheme. Accordingly, when you deposit funds with us in a Fixed Term Investment, you are dealing with us as principal. Bennetto Finance is the "issuer" of the financial product in which you invest.

How can you give us instructions?

You can give us instructions in person or by telephone and, if we have verified your address and signature, by facsimile. You will need to complete an Application Form at the time of investment.

What information do we need?

We do not provide any financial product advice with respect to the financial product we offer you. Accordingly, we will not take into account one or more of your objectives, financial situation and/or needs. However, we will need to seek certain personal information from you as detailed in the Application Form.

How is my personal information dealt with?

We recognise the importance of ensuring that you have confidence in the way we handle your personal information and that it is kept private. Bennetto Finance is bound by and committed to the terms of the Privacy Act 1988 and the National Privacy Principals forming part of the Act. A copy of our Privacy Policy is available by contacting us.

How are we remunerated for the services we provide?

Bennetto Finance does not charge a fee or a commission to the client when they deposit funds in a Fixed Term Investment.

As described above in the section entitled "Who is Bennetto Finance?" we accept deposits from clients and pay those clients a fixed rate of interest for a fixed period. We then use the money invested with us by clients (together with our own financial resources) to lend to other customers. Accordingly, Bennetto Finance earns its revenue from the interest it charges those customers seeking finance or loans from us.