

Financial Services Guide

What is the Financial Services Guide?

This Financial Services Guide (FSG) is provided by Australian Investment Company Services Limited (AICS).

The FSG is an important document we are required to give to you under the requirements of our Australian Financial Services Licence.

It contains information about AICS to help you decide whether to use the financial services we provide. It also explains the financial services we are authorised to provide, how we and any of our representatives are remunerated, and includes details of our internal and external complaints handling procedures and how you can access them.

Who is AICS?

AICS is a 75 per cent owned subsidiary of Australian Foundation Investment Company Limited (AFIC), Australia's largest LIC (ASX: AFI). Djerriwarrh Investments Limited owns the remaining 25 per cent (ASX: DJW).

AICS is based in Melbourne, Victoria, and its contact details are:

Australian Investment Company Services Limited
Level 21, 101 Collins Street
Melbourne, Victoria 3000
Telephone (03) 9650 9911
Facsimile (03) 9650 9100

What financial services does AICS offer?

Under its Australian Financial Services Licence 303209, AICS is authorised to offer the following financial services to retail and wholesale clients:

- Provide general financial product advice (general advice) on securities, derivatives and interests in managed investment schemes (excluding investor directed portfolio services);
- Deal in securities and derivatives; and
- Underwrite an issue of securities.

AICS provides general financial product advice, only in relation to the securities of the following listed investment companies (LICs):

- Australian Foundation Investment Company Limited (ASX Code: AFI).
- AMCIL Limited (ASX Code: AMH).
- Mirrabooka Investments Limited (ASX Code: MIR).
- Djerriwarrh Investments Limited (ASX Code: DJW).

Any of the listed investment companies may also engage AICS to arrange for new offers of its securities.

Does AICS provide personal financial advice?

No. AICS does not provide personal financial advice. Any advice provided to you has been prepared without taking into account your objectives, financial situation or needs. You should therefore consider the appropriateness of the advice in light of your own objectives, financial situation or needs before acting on the advice. If the advice is related to the acquisition or possible acquisition of a particular financial product from a product issuer, you should obtain a copy of and consider the prospectus (or other applicable disclosure document) for that product before making any decision.

Compensation arrangements

AICS has in place professional indemnity insurance suitable to its business. The insurance covers claims in relation to the conduct of its employees, including those who no longer work for AICS (but who did at the time of the relevant conduct).

How will I pay for the service?

AICS will not charge you a fee or commission for any general advice or information provided to you. If you purchase any securities in relation to which AICS has provided you with general advice, through a broker or a licensed financial adviser, you may be required to pay fees to those parties.

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How are AICS and its representative paid?

AICS provides administrative and financial services to each LIC listed above. Under this arrangement the LIC reimburses AICS all costs incurred in providing those services, including costs incurred in providing general advice in relation to the LIC's securities.

Reimbursement of costs is not linked to the outcome of any general advice provided by AICS through its representatives. AICS's representatives are not paid any commission by AICS nor by any LIC for providing general advice on securities.

All employees of AICS are paid an annual salary by AICS. From time to time employees are offered incentive plans, which may include shares in the LICs and payment of bonuses, depending on the LICs' overall financial performance.

Representatives of AICS hold directly or indirectly securities in some or all of the LICs.

What should you do if you have a complaint?

If you have a complaint about the service provided to you, you should take the following steps:

1. Contact:

Australian Investment Company Services Limited

The Complaints Officer on:

(03) 9650 9911

Alternatively, you can put your complaint in writing and forward it to:

The Complaints Officer Australian Investment Company Services Limited

Level 21, 101 Collins Street
Melbourne Victoria 3000

2. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website www.afca.org.au

Email info@afca.org.au

Telephone 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne Victoria 3001.

AICS is a member of this scheme.

The Australian Securities and Investments Commission also has an infoline, on 1300 300 630, which you may use to make a complaint and obtain information about your rights.

Enquiries

For further enquiries please contact:

Geoff Driver, General Manager, Business Development and Investor Relations, Australian Investment Company Services Limited.

Telephone (03) 9225 2102