



ACCOR VACATION CLUB

Financial Services Guide

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A.P.V.C. Ltd - ACN 093 228 141

Australian Financial Services Licence No. 2455151

Mantra on View Hotel, Ground Floor
22 View Avenue, Surfers Paradise, QLD 4217

Phone (07) 5595 3200 - Fax (07) 5593 0066

1 January 2020

LEG060 FSC AUS + NZ 010120

 **ACCOR
VACATION CLUB**

Your Authorised Representatives, who are authorised representatives of A.P.V.C. Ltd (AFSL 245515):

Name: _____

ASIC Authorised Representative Number: _____

Position - Select one:

- Sales Consultant Assistant Sales Manager Sales Manager/ Sales and Marketing Manager Member Liaison Representative
 Owner Relations Manager Director of Sales and Marketing Project Director Other _____

Name: _____

ASIC Authorised Representative Number: _____

Position - Select one:

- Sales Consultant Assistant Sales Manager Sales Manager/ Sales and Marketing Manager Member Liaison Representative
 Owner Relations Manager Director of Sales and Marketing Project Director Other _____

Name: _____

ASIC Authorised Representative Number: _____

Position - Select one:

- Sales Consultant Assistant Sales Manager Sales Manager/ Sales and Marketing Manager Member Liaison Representative
 Owner Relations Manager Director of Sales and Marketing Project Director Other _____

All the Authorised Representatives may be contacted using the contact details for A.P.V.C. Ltd set out below.

INTRODUCTION - FINANCIAL SERVICES GUIDE (FSG)

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of the financial services offered by the Authorised Representatives identified above (Authorised Representatives) as authorised representatives of A.P.V.C. Ltd (the Responsible Entity or the RE). It provides you with an understanding of what to expect from your interactions with us, your Authorised Representatives. The RE has authorised us to provide this FSG to you.

WHAT IS IN THIS GUIDE?

This guide contains information about:

- Services provided by the Authorised Representatives – it outlines the kinds of services the Authorised Representatives are authorised to provide on behalf of the RE under its Australian Financial Services Licence;
- Remuneration received by the Authorised Representatives, the RE and related persons – it outlines the remuneration the Authorised Representatives, the RE, the RE's staff and other related persons receive in connection with the financial services the Authorised Representatives provide; and
- The RE's complaints process – this describes how the RE deals with any complaints you may have about the Authorised Representatives' services as well as providing key contact details to communicate a complaint.

You will receive a copy of this guide when the Authorised Representatives provide you with advice, you purchase a Membership or you Upgrade your existing Membership.

OTHER DOCUMENTS YOU MAY RECEIVE

Statement of Advice (SoA):

You will receive an SoA if we recommend you make or do not make an application to acquire an interest in the Club (known as a Membership) or if you already have a Membership and you acquire Additional Première Points in the Club (known as an Upgrade). The SoA is a record of the personal financial product advice provided to you as well as the information which the advice was based on. The SoA explains if and why we consider that acquiring a Membership or Upgrading your Membership is suitable for your circumstances. You should use the SoA to help you understand the advice and to decide whether to rely on it.

Product Disclosure Statement (PDS):

You may receive a PDS if the RE issues a product to you, offers to issue a Membership or an Upgrade to you, or if we recommend you acquire a Membership or an Upgrade of your Membership as part of the personal advice provided. The PDS contains general information about the Accor Vacation Club including:

- The terms and conditions of Membership;
- Any significant risks associated with holding a Membership;
- Information about the costs of Membership; and
- Details of fees and charges the RE receives for issuing the Membership.

We recommend that you read the PDS before making a decision to acquire a Membership or Upgrade your Membership. If you need more information or clarification on any matter, then please contact your Authorised Representatives.

WHO IS THE RE?

The RE is the Responsible Entity of, and offers interests (Memberships) in, Accor Vacation Club ARSN 094 718 108 (the Club). The Club is a registered managed investment scheme. Because the Club is a registered managed investment scheme, Memberships are considered to be financial products.

Although Memberships are classified as financial products, they should not be regarded as a financial investment but as a lifestyle product. The Club owns or leases holiday apartments and other property. If you purchase a Membership in the Club, you will receive an annual allocation of points. There are different levels of Memberships with different numbers of points associated with them. Those points entitle you to use the apartments and other property of the Club. It is possible for existing members to purchase Additional Première Points and upgrade their Membership. More information about this is contained in the PDS.

HOW TO CONTACT US

You can contact us in the following ways:

By Mail: Mantra on View Hotel, Ground Floor, 22 View Avenue, Surfers Paradise, QLD 4217

Phone: (07) 5595 3200 **Fax:** (07) 5593 0066

FOR MORE DETAILS ABOUT THE RE

You can find out more about the RE at www.accorvacationclub.com.au (including accessing a copy of the PDS).

SERVICES WHICH THE AUTHORISED REPRESENTATIVES ARE AUTHORISED TO PROVIDE

The RE has authorised certain sales staff (known as Authorised Representatives) to facilitate the sale of Memberships and Additional Première Points (for existing members wishing to increase their number of points) in the Club.

Your Authorised Representatives can provide general and personal financial product advice about Memberships and Upgrades. This means we can give you general information about Memberships and Upgrades, and also advice about whether acquiring a Membership or Upgrade is suitable for your particular circumstances. Your Authorised Representatives can also assist you to apply for Memberships or Upgrades.

Your Authorised Representatives will be acting on behalf of the RE in providing financial services to you. The RE is therefore responsible to you for any financial services we provide to you. The Authorised Representatives are only authorised to provide advice about the financial product (Première Points in the Club) offered by the RE, but not any other financial products offered by other people.

You will not be charged for the advice given by the Authorised Representatives.

BENEFITS THE RE MAY RECEIVE

FEES AND CHARGES

Details of fees and charges which apply to purchasing Memberships (including upfront and ongoing fees) are set out in the PDS.

OTHER BENEFITS

The RE does not receive any commission for the sale of Memberships or Additional Première Points in the Club. The RE does receive fees for operating the Club. Details of the RE's fees are set out in the PDS.

REMUNERATION OR OTHER BENEFITS RECEIVED BY THE AUTHORISED REPRESENTATIVES, THE RE'S STAFF AND RELATED PERSONS

AUTHORISED REPRESENTATIVES

Your Authorised Representatives (including Sales Consultants, Assistant Sales Managers, Sales Managers, Sales and Marketing Managers, Member Liaison Representatives, Owner Relations Managers, Project Directors and Directors of Sales and Marketing) may be paid commissions on behalf of the RE if you complete the acquisition of a Membership or an Upgrade.

A Sales Consultant will receive a commission of up to 10% of the cost of the Membership (i.e. up to \$1,000 per \$10,000 spent on a Membership) and a Member Liaison Representative will receive a commission of up to 16% of the cost of the Additional Première Points (i.e. up to \$1,600 per \$10,000 spent on Additional Première Points). The commissions are paid by A.P.V.C. Holdings Pty Ltd ACN 092 447 955 (A.P.V.C Holdings).

In addition to being paid a salary, Authorised Representatives may receive sales incentives when they complete a sale or achieve multiple sales within set time periods such as one day or one week. They may receive monthly, quarterly or annual sales bonuses, if they achieve a defined completed sales volume. They may receive bonuses if the sales branch at which the Authorised Representative provides advice achieves set monthly or annual sales revenue budgets. If an Authorised Representative referred you to the Club and you purchase a Membership or an Upgrade, the Authorised Representative will be paid \$300 by A.P.V.C. Holdings.

Further information about how commissions and other benefits payable to your Authorised Representatives are calculated will be disclosed in your SoA.

OTHER STAFF & MEMBERS

Staff who organised you to attend the presentation of the Club or to tour the sales office will be paid up to \$370 by A.P.V.C. Holdings if you purchase a Membership or Upgrade. Further, if a staff member refers you to an Authorised Representative and you purchase a Membership or an Upgrade, the staff member will be paid \$300 by A.P.V.C. Holdings.

If an existing member of the Club organised for you to attend a presentation of the Club or to tour the sales office, that member will receive a credit of up to \$500 towards their next Club fees or a A-Gift 5 night holiday by A.P.V.C. Holdings if we recommend you purchase a Membership and you act on our recommendation.

DEVELOPER

The Developer (A.P.V.C. Nominees Pty Ltd ACN 092 447 946 in its capacity as nominee of Accor Resorts Management Pty Ltd ACN 009 130 161) introduces accommodation property into the Club. The RE is a wholly owned subsidiary of A.P.V.C Holdings which, in turn, is a wholly owned subsidiary of the Developer. The role and responsibilities of the Developer are described in the PDS provided with this FSG. If you acquire a Membership or Additional Première Points the application moneys you pay, will be paid to the Developer and the SoA will disclose the amount the Developer will receive.

OTHER DECLARABLE INTERESTS

The RE, its directors, and your Authorised Representatives may own Memberships on the same terms and conditions as other members.

PROFESSIONAL INDEMNITY INSURANCE

The RE holds a professional indemnity insurance policy that satisfies the requirements for compensation arrangements under section 912B of the Corporations Act. The policy covers professional services provided by employees and representatives of the RE while they are in our employ, even if they subsequently leave the RE.

MAINTENANCE OF YOUR FILE

The RE maintains a database which includes your contact details and other information relating to contact we have with you such as a record of our interview and a record of any recommendations made to you. If you become a member in the Club, then we will record additional information relevant to your Membership. All information is regarded as confidential and is carefully guarded. In particular, the RE will comply with the Privacy Act 1988 (Cth) in respect of this information. You can obtain a copy of our privacy statement if required.

YOUR INSTRUCTIONS TO THE AUTHORISED REPRESENTATIVES

You may specify how you would like to give us instructions, for example by telephone or email.

COMPLAINTS ABOUT THE FINANCIAL SERVICES

PLEASE TALK TO US FIRST

The RE aims to resolve your complaint at your first point of contact, so we encourage you to raise your complaint with us.

If your complaint is not satisfactorily resolved by your Authorised Representative, then please contact the Member Services department to investigate further:

Australian callers – 1300 76 14 14

New Zealand callers – 0800 76 14 14

By Mail: PO Box 1747, Surfers Paradise, QLD 4217, Australia

IF YOU ARE STILL UNHAPPY

If after 45 days the RE hasn't been able to deal with your issues to your satisfaction, you can go to:

Australian Financial Complaints Authority (AFCA)

AFCA is an independent external complaints resolution scheme.

By Mail: GPO Box 3, Melbourne, Vic, 3001 Australia

Online: <http://www.afca.org.au>

Email: info@afca.org.au

Telephone: 1300 555 727 (Australia only)

Members who are residents of New Zealand may alternatively refer their complaint to the:

Financial Services Complaints Limited (FSCL)

Telephone: 0800 347 257

Email: info@fscl.org.nz

A Compliments & Concerns brochure details this process clearly and is available for download on the website www.accorvacationclub.com.au or contact Member Services to request a copy.

Australian Securities and Investments Commission (ASIC)

ASIC has an information line which you can contact for the cost of a local call by calling 1300 300 630. You can call this number to make a complaint.

**SOFITEL LEGEND \ FAIRMONT \ SO \ SOFITEL \ MGALLERY \ PULLMAN
GRAND MERCURE \ THE SEBEL \ NOVOTEL \ MERCURE \ IBIS**