



FINANCIAL SERVICES GUIDE

Date: 26 August 2009

RateCity Pty Limited ABN 12 122 743 542 Australian Financial Services Licence No: 316710, Level 7, Tower Building, Australia Square, 264 George St, Sydney.

What is a Financial Services Guide?

This Financial Services Guide ('FSG') is an important document prepared by RateCity Pty Limited ('RateCity') to assist you in determining whether you wish to use any of the financial services or products provided by RateCity.

This FSG also provides information about:

- who we are;
- what services and types of financial products we are authorised to provide you;
- how we are paid;
- any potential conflict of interest we may have; and
- our internal and external dispute resolution procedures and how you assess them.

What Financial Services does RateCity offer?

RateCity is authorised, pursuant to its Australian Financial Services Licence, to provide general financial product advice through the provision of:

- (a) Internet based information service for consumers to find, compare & select retail financial products; and
- (b) Data & IT Services to other Portals and third party websites.

RateCity provides consumers with a search, compare, select and application facility for a wide range of banking and insurance products.

RateCity is authorised to provide general advice in relation to the following financial products:

- (i) deposit and payment products including:
 - (A) basic deposit products;
 - (B) deposit products other than basic deposit products;
 - (C) non-cash payment products;
- (ii) general insurance products;
- (iii) life products limited to:
 - (A) life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and
- (iv) interests in managed investment schemes excluding investor directed portfolio services; and
- (v) securities; and

and deal in a financial product by:

- (i) applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
 - (A) deposit and payment products including:
 - (1) basic deposit products;
 - (2) deposit products other than basic deposit products; and
 - (3) non-cash payment products;
 - (B) general insurance products;
 - (C) life products limited to:
 - (1) life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
 - (D) interest in managed investment schemes excluding investor directed portfolio services; and
 - (E) securities;

to retail and wholesale clients.

Who is responsible for the financial services provided?

RateCity is licensed under the Corporations Act to provide the services outlined in this FSG.

What terms and conditions apply to use of RateCity's services?

RateCity's [terms of use](http://www.ratecity.com.au/terms-of-use/) (<http://www.ratecity.com.au/terms-of-use/>), [disclaimer](http://www.ratecity.com.au/disclaimer/) (<http://www.ratecity.com.au/disclaimer/>) and [privacy policy](http://www.ratecity.com.au/privacy-policy/) (<http://www.ratecity.com.au/privacy-policy/>) apply to your use of this service. Please review these carefully. If you use the RateCity website, you will be deemed to have accepted these terms and conditions.

Are we adequately insured?

RateCity is covered by professional indemnity insurance satisfying the requirements under the Corporations Act for compensation arrangements. This insurance covers the actions of our staff and representatives dealing with you even where those people subsequently leave the company's employment.

Why is this guide provided to you?

Under the Corporations Act, RateCity is deemed to provide general financial product advice to you through any of the above means and to deal, even though we do not deal directly with you. RateCity materials may be distributed to you through third party intermediaries, including advisers or mortgage brokers or may be published on our website.

RateCity does not accept instructions in relation to our services directly from you.

General advice provided by RateCity does not constitute personal advice as it does not take into account your financial situation, needs and objectives.

Are there any relationships that exist that may influence us when we provide advice?

RateCity has no financial relationships with any issuers of any financial products.

RateCity may provide some of the product issuers with research or consulting services for a fee.

RateCity is a joint venture between the shareholders of CANSTAR CANNEX ABN 21 053 646 165 and ninemsn. CANSTAR CANNEX supplies data and provides IT services to RateCity on commercial terms.

RateCity Pty Ltd ABN 12 122 743 542 is a joint venture between the shareholders of CANSTAR CANNEX and ninemsn Pty Limited. Mr Lachlan Given is a non executive director of both CANSTAR CANNEX and RateCity. Mr Andrew Willink is Executive Chairman of RateCity and a non executive director of CANSTAR CANNEX. Mr Given and Mr Willink represent the interests of their respective related party shareholder on those boards. Mr Andrew Spicer is a director of RateCity and CEO of CANSTAR CANNEX Pty Limited, a service provider to RateCity.

Staff remuneration, commissions and other benefits

RateCity employees receive a salary and do not receive remuneration, commissions or other benefits from any products issuers. They may be eligible for an annual performance payment which is discretionary and based on reaching agreed performance levels.

How are any commissions, fees or other benefits calculated for providing the financial services?

RateCity may charge the following fees:

1. **Site activity** relating to the institutions' products – i.e. either:
 - CPC (cost-per-click) – where some institutions pay RateCity on the basis of the number of times consumers click on their product references within RateCity.com.au; or
 - Cost per Lead (CPL) – where some institutions pay RateCity upon receipt by the institution of an enquiry for more information about one of their products; or
 - Cost per Application (CPA) – where some institutions pay RateCity upon the receipt of an application from a customer who submitted the application via the RateCity website
2. **Advertising**, typically calculated as:
 - CPM (cost per impressions model) – in this method an average click-through rate is assumed (being estimated or calculated from actual behaviour) for each impression that exists on the website. Institutions therefore pay according to the number of impressions placed on-site.
 - CPC (cost-per-click) – where institutions pay RateCity on the basis of the number of times consumers click on their product references within RateCity.com.au (including sponsored links).

You may request particulars of the fees by contacting RateCity directly. Fees are negotiated with institutions on a case by case basis.

Will anyone be paid for referring me to you?

There are no fees payable for referrals made to us.

What should I do if I have a complaint?

Should you wish to lodge a complaint about the service provided by RateCity you should send an email to admin@RateCity.com.au addressed to the Complaints Officer. We have established procedures to ensure that all complaints are properly considered and dealt with. In the event, that the outcome of your complaint is not satisfactory to you, you may request that the matter be referred to the Financial Ombudsman Services Limited (FOS). You may request further information about the complaints scheme at any time. You may contact FOS as follows:

Financial Ombudsman Services Limited
GPO Box 3
Melbourne Vic 3001
Phone: 1300 780 808 (Australia Wide)
Fax: (03) 9613 6399
Website: www.fos.org.au
Email: info@fos.org.au