

**COMPUTERSHARE PLAN MANAGERS PTY LTD ABN 56 084 591 131**  
**FLETCHER BUILDING**  
**ISSUE DATE: 31/03/2016**

### About this Financial Services Guide

This document is the combined Financial Services Guide (**FSG**) for Plan Managers and contains detailed information specific to the FBuShare Plan of which you are (or intend to become) a member (the **Plan**).

In this FSG, the term **Plan Managers** refers to Computershare Plan Managers Pty Ltd ABN 56 084 591 131 (AFSL Licence No. 309883). The terms **we**, **our** or **us** refer to Plan Managers.

This FSG is an important document. It provides you with information about us to help you to decide whether you want to use the financial services offered by us.

This guide provides you with important information about:

- who we are;
- how you can contact us;
- the services we offer you;
- the remuneration, commissions and other benefits that we receive in respect of the financial services we provide;
- any relationships we have with other organisations affiliated with us or with product issuers that may influence us when providing services to you; and
- our dispute resolution procedures that cover complaints by customers and what to do if you have a complaint or wish to register a complaint with our external dispute resolution provider.

### Who is responsible for the financial services provided?

If we provide you with any financial services, we will provide these to you as an Australian Financial Services Licence licensee.

Plan Managers is a member of the Computershare group of companies which is headed by Computershare Limited ABN 71 005 485 825, a company listed on the Australian Securities Exchange Limited.

The services of the Company which provides trustee (and related) services for FBuShare Plan are not covered by this FSG. Details can be obtained by contacting Fletcher Building Limited (the **Issuer**).

### How to contact us and give us instructions

You can contact us and give us instructions in person, by mail, phone, facsimile or by email.

Office address: 452 Johnston Street  
Abbotsford VIC 3067

Postal address: GPO Box 658  
Melbourne VIC 3001

Phone Number: 1800 008 188 Australia  
0800 451 541 New Zealand  
+61 3 9415 4353 Rest of World

Fax Number: 61 3 9473 2458

Email: [FBuShare@computershare.com.au](mailto:FBuShare@computershare.com.au)

You can also give us instructions online via the Fletcher Building Limited website which you may access via the following URL: [www.computershare.com/fbushare](http://www.computershare.com/fbushare) using the password information provided to you by Plan Managers.

### What financial services are we authorised to provide to you?

Plan Managers is authorised to provide general advice on:

- derivatives;
- interests in managed investments schemes (excluding Investor Directed Portfolio Services (**IDPS**)); and
- securities.

Plan Managers is authorised to deal in:

- derivatives;
- interests in managed investments schemes (excluding IDPS); and
- securities.

We are authorised to provide services to both retail and wholesale clients.

### What services do we provide?

Plan Managers provide the following services:

- employee share and option plan administration;
- arranging for the purchase, transfer and sale of shares for the purpose of employee share plans;
- payment of distributions for employee share plans; and
- explanations to employees about what steps they need to take to participate in employee share and option plans and how such plans operate in general terms.

### Insurance Arrangements

At the date of this FSG Plan Managers is covered by Computershare Limited's professional indemnity insurance and a \$50,000 guarantee provided by Computershare Limited to cover aggregated losses incurred by retail clients in the event fees are incorrectly disclosed or charged by Plan Managers. The professional indemnity insurance covers Computershare Limited subsidiaries which includes Plan Managers. Together with the guarantee these insurance arrangements are considered to satisfy the requirements of section 912B of the Corporations Act 2001.

This professional indemnity insurance and guarantee covers work performed for Plan Managers and by representatives/employees after they ceased to work for us.

### Associations with any product issuers

We are parties to one or more service agreements with Fletcher Building Limited (the **Issuer**) in relation to the Plan (**Management Agreement**). Plan Managers provide authorised services to a wide range of product issuers. However, we believe only those relationships or associations set out in this FSG would be reasonably capable of influencing us in providing financial services to you.

### How are we remunerated for the services we provide you?

Plan Managers charges an annual share plan administration fee to your employer or their parent company for administering the Plan of which you are (or intend to become) a member. However, this is not payable by you.

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Plan Managers may receive a percentage of the brokerage fee from the nominated broker on sale of shares if you elect to use the services of its nominated broker.

If you elect to have the proceeds of the sale of shares paid to you by bank draft, wire or telegraphic transfer Plan Managers may receive a percentage of the foreign exchange fee (up to a maximum of 50%) from the nominated broker.

If you attend a wealth management presentation co-ordinated by Plan Managers or consider wealth management alternatives as part of a transaction associated with your participation in the Plans and you acquire a financial product through the wealth manager, Plan Managers may receive a fee from the wealth manager calculated based on various factors including the acquisition by you of personal advice and/or financial products from the wealth manager.

***FBuShare sale fee – (Australian Domiciled Participants)***

You will be charged if you use our share sale facility to sell shares from the Plan. This fee will be recovered from your share sale proceeds at the time of the sale. The fee applicable, depending on the method of sale, will be made up of the following components (inclusive of GST):

<b>Sale type</b>	<b>Sale Fee (per sale transaction, including GST)</b>	<b>Brokerage Fee (including GST)</b>
Sell (paper form)	AUD \$110.00	Sale proceeds in excess of \$5,000: plus 0.33% of the share sale proceeds in excess of \$5,000
Sell Online	AUD \$49.50	Sale proceeds in excess of \$5,000: plus 0.33% of the share sale proceeds in excess of \$5,000

***FBuShare sale fee – (New Zealand Domiciled Participants)***

You will be charged if you use our share sale facility to sell shares from the Plan. This fee will be recovered from your share sale proceeds at the time of the sale. The fee applicable, depending on the method of sale, will be made up of the following components (excluding GST):

<b>Sale type</b>	<b>Sale Fee (per sale transaction, excluding GST)</b>	<b>Brokerage Fee (excluding GST)</b>
Sell (paper form)	NZD \$100.00	Sale proceeds in excess of \$5,000: plus 0.3% of the share sale proceeds in excess of \$5,000
Sell Online	NZD\$45.00	Sale proceeds in excess of \$5,000: plus 0.3% of the share sale proceeds in excess of \$5,000

***FBuShare sale fee – (Participants in Other Countries)***

You will be charged if you use our share sale facility to sell shares from the Plan. This fee will be recovered from your share sale proceeds at the time of the sale. The fee applicable, depending on the method of sale, will be made up of the following components (exclusive of GST):

<b>Sale type</b>	<b>Sale Fee (per sale transaction, excluding GST)</b>	<b>Brokerage Fee (excluding GST)</b>
Sell (paper form)	AUD \$100.00	Sale proceeds in excess of \$5,000: plus 0.3% of the share sale proceeds in excess of \$5,000
Sell Online	AUD \$45.00	Sale proceeds in excess of \$5,000: plus 0.3% of the share sale proceeds in excess of \$5,000

***Bank fees***

You will also be charged a bank fee that will vary depending on your nominated method of receipt of the sale proceeds for each transaction. While these fees may change without notice, it is anticipated that the fees will be approximately as follows:

<b>Receipt of funds by:</b>	<b>Bank Fee</b>
Australian Direct credit	AUD \$ 0.00
Australian Cheque	AUD \$15.00
New Zealand Direct Deposit	NZD \$ 0.50
New Zealand Cheque	NZD \$15.00
Foreign Wire	AUD \$15.00
Foreign Cheque	AUD \$40.00

We advise that requests to cancel or alter wire payment instructions or requesting the reissue of a bank draft as a result of you changing your address, closing your bank account or in any other case may incur additional bank fees, charges and be subject to foreign exchange rate fluctuations. Any loss (or gain) realised will be payable by (or to) you.

***Transfer Fee – (Australian Domiciled Participants)***

A fee of AUD\$88 (including GST) is payable by you if you ask us to transfer any of the shares which you hold through the Plan. This fee is payable when you submit a paper transfer request. If you transfer via Employee Online, you will be charged a reduced rate of AUD\$55.

***Transfer Fee – (New Zealand Domiciled Participants)***

A fee of NZD\$80 (excluding GST) is payable by you if you ask us to transfer any of the shares which you hold through the Plan. This fee is payable when you submit a transfer request. If you transfer via Employee Online, you will be charged a reduced rate being the NZD\$ equivalent of AUD\$50 based on the exchange rate on the transfer date.

**Transfer Fee – (Participants in Other Countries)**

A fee of AUD\$80 (excluding GST) is payable by you if you ask us to transfer any of the shares which you hold through the Plan. This fee is payable when you submit a transfer request. If you transfer via Employee Online, you will be charged a reduced rate of AUD\$50.

**Foreign Exchange –Participants in Other Countries**

If you instruct Plan Managers to remit the residual sale proceeds in a currency other than that of your relevant purchase exchange, the currency exchange rate can fluctuate and may impact on the final foreign currency proceeds you receive from the sale of your shares. The currency exchange rate will be determined by the nominated broker and a charge applied as a mark-up to the difference between the price at which the currency is bought and sold. The mark-up is generally expected to be as follows:

Transaction Value USD	Spread (basis points)
Less than \$100,000	250
\$100,000 - \$200,000	200
\$200,000 - \$500,000	150
\$500,000 - \$1,000,000	80
Greater than \$1,000,000	50

Where a replacement payment is made in the form of a foreign cheque, the proceeds received by you may not match the original value due to the impact of different exchange rates. Neither the nominated broker nor Plan Managers will accept any liability for any loss that you may suffer as a result of any movement in the exchange rate.

**Research administration fee – (Australian Domiciled Participants)**

You may be charged a research administration fee of AUD\$60 (including GST) when you request the replacement of previously issued statements or payment advices including the provision of account holding history. This fee will be charged per request (not per statement/payment advices requested).

**Research administration fee – (New Zealand Participants)**

You may be charged a research administration fee of NZD\$54.50 (excluding GST) when you request the replacement of previously issued statements or payment advices including the provision of account holding history. This fee will be charged per request (not per statement/payment advices requested).

**Research administration fee – (Participants in Other Countries)**

You may be charged a research administration fee of AUD\$54.50 (excluding GST) when you request the replacement of previously issued statements or payment advices including the provision of account holding history. This fee will be charged per request (not per statement/payment advices requested).

**Trailing commissions**

Not applicable.

**What to do if you have a complaint**

If you are not completely satisfied with the service or advice you receive from us you have the right to complain about your dissatisfaction. We have a dispute resolution system in place to ensure that any complaint is dealt with fairly and efficiently.

If you have a complaint, you should take the following steps to resolve it.

1. Please contact us on 03 9415 5000 or send details of your complaint to us in writing at:

Complaints Officer  
Computershare Plan Managers Pty Ltd  
GPO Box 658  
Melbourne VIC 3001

2. If, despite our best efforts, you are unable to resolve your complaint within 45 days, you are entitled to refer your complaint to our approved external dispute resolution scheme provider.

Financial Ombudsman Service Ltd  
GPO Box 3  
Melbourne VIC 3001

Phone Number: 1300 78 08 08 (AU)  
+61 3 9613 7366 (OS)

Facsimile: +61 3 9613 6399

Website: [www.fos.org.au](http://www.fos.org.au)

Email: [info@fos.org.au](mailto:info@fos.org.au)

**FSG does not constitute advice**

The information presented in this FSG does not constitute investment or financial advice and no part of this FSG shall be construed as creating a fiduciary, financial or other advisory relationship between us and the recipient of, or any other person using the information in, this FSG. We will not be held liable for any decision made on the basis of the information contained in this FSG. We recommend that you seek independent professional financial advice which takes into account your objectives, financial situation and needs before proceeding with any investment.