

# Sydney Airport Financial Services Guide



This Financial Services Guide (FSG) is an important document which we are required to give you as an Australian Financial Services Licensee. The FSG is intended to inform you of certain matters relating to our relationship to assist you in deciding whether to use any of the services we are authorised to provide. The matters covered by the FSG include:

- who we are and how we can be contacted
- what services and types of products we are authorised to provide to you
- how we (or any other relevant parties) are remunerated
- details of any potential conflicts of interest and
- details of our internal and external dispute resolution procedures and how you can access them.

If we are raising further capital, we may also provide you with a Product Disclosure Statement and Prospectus. The Product Disclosure Statement and Prospectus will provide you with the information you need to make a decision about whether to participate in the capital raising.

## **Information about Sydney Airport Holdings Limited**

Sydney Airport Holdings Limited, is the responsible entity of Sydney Airport Trust 1 (SAT1) and Sydney Airport Trust 2 (SAT2).

SAT1 and SAT2 are registered managed investment schemes which comprise the ASX-listed fund known as Sydney Airport.

## **How you can contact us**

You can contact us by:

- telephoning our investor relations team on 1800 181 895 (toll-free within Australia) (612) 9667 9871 (outside of Australia)
- visiting our website [www.sydneyairport.com.au](http://www.sydneyairport.com.au)
- writing to us at  
Sydney Airport Holdings Limited  
10 Arrivals Court  
Sydney International Airport NSW 2020  
Australia
- emailing us at [investors@syd.com.au](mailto:investors@syd.com.au)

Questions relating to any aspect of your individual holding in Sydney Airport should be directed to Sydney Airport's registry, Computershare Investor Services, on 1800 102 368.

## **What financial services and products are we authorised to provide?**

Sydney Airport Holdings Limited is authorised to:

- provide financial product advice for the following classes of financial products:
  - interests in managed investment schemes excluding investor directed portfolio services
  - securities
  - derivatives and
  - foreign exchange contracts
- deal in a financial product by:
  - issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:
    - derivatives
    - foreign exchange contracts
    - interests in managed investment schemes excluding investor directed portfolio services and
    - securities and
  - applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
    - deposit and payment products including:
      - basic deposit products
      - deposit products other than basic deposit products and
      - non-cash payment products
    - derivatives
    - foreign exchange contracts
    - general insurance products
    - debentures, stocks or bonds issued or proposed to be issued by a government
    - interests in managed investment schemes excluding investor directed portfolio services and
    - securities and
- operate the following kinds of registered managed investment schemes (including the holding of any incidental property) in its capacity as responsible entity
  - schemes which only hold the following types of property:
    - derivatives and
    - financial assets
  - operate custodial or depository services other than investor directed portfolio services to retail and wholesale clients.

## **General advice warning**

Any financial product advice we provide is general advice only and does not take account of your objectives, financial situation or needs. Before acting on any such general advice, you should therefore consider the appropriateness of the advice having regard to your situation. We recommend that you obtain financial, legal and taxation advice before making any financial investment decision.

## **Management fees**

Sydney Airport Holdings Limited receives internal charges on a cost plus 15% basis from SAT1 and SAT2.

However as ASX-listed Sydney Airport has an internalised management structure there is no cost to investors.

## **Personal information**

The privacy of your personal information is important to us. Any personal information collected will be handled in accordance with Sydney Airport's privacy policy. A copy of that policy can be obtained by visiting our website at [www.sydneyairport.com.au](http://www.sydneyairport.com.au).

## **Investor complaints handling**

A formal investor complaints handling procedure is in place for Sydney Airport. If you have any enquiries or complains, please contact our investor relations team.

Sydney Airport Holdings Limited is a member of the Financial Ombudsman Service (FOS). If, after giving us the opportunity to resolve your complaint, you do not feel that it has been resolved satisfactorily, you can lodge a complaint with FOS:

Financial Ombudsman Service  
GPO Box 3  
Melbourne VIC 3001  
Website: [www.fos.org.au](http://www.fos.org.au)  
Email: [info@fos.org.au](mailto:info@fos.org.au)  
Phone: 1300 78 08 08

## **Compensation arrangements**

Sydney Airport Holdings Limited holds a professional indemnity insurance policy suitable for our business. This seeks to ensure that Sydney Airport Holdings Limited is able to compensate you if you suffer any loss as a result of Sydney Airport Holdings Limited (or any of its representatives at the time of the loss) breaching certain of its legal obligations to you.

## **Sydney Airport Holdings Limited**

ABN 85 075 295 760  
AFS Licence - 236875

Dated: December 2011