

*Merrill Lynch (Australia) Nominees Pty Limited*

*Financial Services Guide*

Merrill Lynch (Australia) Nominees Pty Limited  
ABN 18 003 925 031  
AFSL 235152  
Level 19, 120 Collins Street  
Melbourne VIC 3000  
Australia

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## ***Glossary of terms***

ASIC	The Australian Securities and Investments Commission
ASX	ASX Limited ABN 98 008 624 691
Brambles	Brambles Limited ABN 89 118 896 021
FOS	Financial Ombudsman Service
FSG	Financial Services Guide
MLA Nominees, we, us, our	Merrill Lynch (Australia) Nominees Pty Limited ABN 18 003 925 031, AFSL No. 235152
Recall Holdings	Recall Holdings Limited ABN 89 116 537 832
Recall Shares	A fully paid ordinary share in the capital of Recall Holdings
Sale Facility	The share sale facility pursuant to which MLA Nominees acting as sale agent will sell the Recall Shares on behalf of participating shareholders

## ***Purpose and content of this Financial Services Guide***

**This Financial Services Guide (FSG) is an important document. You should read it carefully and make sure you understand it.**

This FSG is provided by Merrill Lynch (Australia) Nominees Pty Limited.

MLA Nominees has been appointed by Brambles to act as a sale agent to sell or facilitate the transfer of the Recall Shares in connection with the Sale Facility.

The FSG was prepared on 5 December 2013 and is made up of a number of equally important parts. Each of these parts are listed on the contents page and are intended to inform you of certain basic matters before we provide you with a financial service in respect to the Sale Facility.

The information set out in this FSG includes information about:

- who we are
- what services we provide
- the remuneration that may be paid to us
- what relationships and associations we have
- how complaints against us are dealt with.

This FSG is designed to assist you in deciding whether to use the services we provide which are described below.

## ***Who is MLA Nominees?***

MLA Nominees holds an Australian financial services licence.

Our contact details are as follows:

Merrill Lynch (Australia) Nominees Pty Limited  
ABN 18 003 925 031  
AFSL No. 235152

Level 19  
120 Collins Street

Melbourne VIC 3000  
Phone (03) 9659 2222

## ***The services we offer***

MLA Nominees is authorised under its Australian financial services licence to deal in a range of financial products including securities. The only financial service to which this FSG relates is dealing in the Recall Shares in connection with the Sale Facility. In order to provide this service MLA Nominees is authorised under its Australian financial services licence to apply for, acquire, vary or dispose of securities (including shares) to retail and wholesale clients.

## ***We do not provide financial product advice.***

MLA Nominees is not authorised to provide financial product advice to clients. If you require advice in relation to the Sale Facility, please contact your financial or other applicable adviser.

## ***In what capacity do we act?***

When providing the above financial services we act on your behalf and we are responsible for the financial services provided on your behalf.

## ***How can you give instructions to participate in the Sale Facility***

You give Brambles instructions under the Sale Facility documents which will enable MLA Nominees to act in connection with the Sale Facility.

## ***How do we charge for our services?***

MLA Nominees does not charge clients any fees for providing services in respect to the Sale Facility but will be reimbursed by Brambles for any out of pocket expenses reasonably incurred by MLA Nominees in providing the services.

## ***Commissions and other benefits from third parties***

We do not receive commissions or other benefits from other third parties.

## ***Will anyone be paid for referring you to us?***

No-one is paid any fee as a result of referring you to us.

## ***Do we have any relationships or associations with financial product providers?***

MLA Nominees has entered into an arrangement with Brambles to provide execution only service in connection with the Sale Facility.

MLA Nominees is a member of the Merrill Lynch Group. However, MLA Nominees will not deal in financial products issued by another member of the Merrill Lynch Group in connection with the Sale Facility.

## ***Compensation Arrangements***

MLA Nominees has professional indemnity insurance arrangements in place which satisfy MLA Nominees' obligations under section 912B of the *Corporations Act 2001*.

## ***Complaints resolution***

### ***Our commitment***

We are committed to providing quality service and accurate information. As part of that commitment, we are focussed upon improving client satisfaction levels by providing an efficient and accessible system for resolving client complaints.

You have the right to have any complaint about the service received from us (or any other aspects of their dealings) investigated and dealt with quickly and effectively in accordance with our complaints resolution procedures.

### ***Client input***

To assist us in responding appropriately to complaints, you are requested to prepare any complaint in writing, addressed to:

**Merrill Lynch (Australia) Nominees Pty Limited  
Head of Compliance**

Level 38 Governor Phillip Tower  
1 Farrer Place  
Sydney NSW 2000  
Switchboard (02) 9225 6500

You should include as much detail about the circumstances of the complaint as possible, including the name(s) of any of our staff involved. If available, copies of any background documentation should be provided to us along with the complaint.

### ***Our response***

Following receipt of your complaint, the Compliance Manager will acknowledge receipt of it in writing and provide an estimate of the time it will take to investigate the circumstances. The Compliance Manager will fully investigate the complaint and follow up if further information is required from you. The Compliance Manager will then prepare a detailed written response to you after consideration of all relevant documents and following interviews with the involved employees and their manager(s), if required. The written response will be mailed or delivered to you.

## ***External complaints resolution - FOS, ASX and ASIC***

If you are not satisfied with our complaint resolution procedures, you may have the right to take your complaint to an independent complaints resolution body:

### **Financial Ombudsman Service Limited**

GPO Box 3  
Melbourne Vic 3001  
Telephone 1300 780 808 (free call)  
Facsimile (03) 9613 6399  
Website [www.fos.org.au](http://www.fos.org.au)

If you remain unsatisfied with our response to a complaint, you are at all times free to pursue the matter with ASX. ASIC also has an Info line on 1300 300 630 which you may use to make a complaint and obtain information about investor rights.

## ***Privacy***

We do not expect that Brambles will provide us with any of your personal information. If they do, we are committed to protecting your personal information. If you would like a copy of our privacy policy please contact us on (02) 9225 6500.