



ACCOR VACATION CLUB

# *Financial Services Guide*

**Financial Services Guide**

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

**Australian Financial Services Licence No. 245515**

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

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

1 January 2024

LEG071 FSG AUS + NZ 010122



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.

### NOT INDEPENDENT

In providing you with personal financial product advice, we are not independent, impartial or unbiased as we are employed by a related entity of the RE and only provide recommendations in relation to the Accor Vacation Club ARSN 094 718 108 (the **Club**).

## 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, 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](http://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

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) currently receive a fixed salary and may receive a bonus component to their remuneration. Whether the bonus component is paid, and the amount which is paid, will depend on various factors (one of which may include whether you complete the acquisition of a Membership or an Upgrade).

Further information about how 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 may be paid up to \$370 by A.P.V.C. Holdings if you purchase a Membership or Upgrade.

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 30 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](mailto:info@afca.org.au)

**Telephone:** 1800 931 678 (Australia only)

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

#### **Financial Services Complaints Limited (FSCL)**

**By Mail:** PO Box 5967, Wellington, 6140 New Zealand

**Telephone:** 0800 347 257

**Email:** [info@fscl.org.nz](mailto:info@fscl.org.nz)

A Compliments & Concerns brochure details this process clearly and is available for download on the website [www.accorvacationclub.com.au](http://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.

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THE SEBEL \ MANTRA \ NOVOTEL \ MERCURE \