

financial services guide

This Financial Services Guide ("FSG") has been prepared in the format recommended by the Australian Securities and Investments Commission (ASIC) and is intended to inform you of matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contacted, what services we are authorised to provide to you, how we (and 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.

It is intended that this FSG should assist you in determining whether to use all or any of the services described on the next page.

You have the right to ask us about our charges, the type of advice we will give you, and what you can do if you have a complaint about our services. This is also included in the following information.

You should also be aware that we will provide you with a Statement of Advice ("SOA") whenever we provide you with any advice that takes into account your objectives, financial situation and needs. This will include the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

In the event that we make a recommendation to acquire a particular financial product or arrange the issue of a financial product, we provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

key information before you get our advice

Contact Details Who will be providing the financial service to me?

Investment Professionals Pty. Ltd (IP) holds our group's Financial Services Licence No. 234525 and is the responsible licensee for providing investment advice and recommendations. Advisers of Financial Professionals Pty. Ltd. (FP) are Authorised Representatives of Investment Professionals Pty. Ltd. (IP)

Our contact details are:
Suite 1. 27A, Level 1 Oasis Centre
Broadbeach QLD 4218
P. 07 555 34 555 F. 07 5570 6122
Email: advice@finprof.com.au

Who is my adviser?

We will provide you with a "Consultant Profile" at our first meeting which outlines the qualifications and experience of your consultant.

Services

Financial Professionals offers an extensive range of services and personal advice in areas including:

What kinds of financial services are you authorised to provide me under your financial services licence?

- Investment Strategy and Recommendations
- Investment Portfolio Management
- Superannuation
- Self Managed Funds
- Retirement Planning
- Allocated Pensions and Roll-over Advice
- Life, Trauma and Disability Insurance
- Business Insurance
- Security trading

What other services do you provide?

- Personal Financial Management
- Tax Planning and Structuring
- Cash Flow Projection and Management
- Finance and Margin Lending
- Succession / Estate Planning
- Business Advice

Our recommendations may include the following classes of products; direct investments and managed funds in equities, properties or fixed interest sectors, as well as a range of special project investments in accordance with the needs of our clients.

We also offer on-going and pro-active portfolio management.

Who do you act for when you provide financial services to me?

The Financial Professionals Group comprises both Investment Professionals Pty. Ltd. as Financial Services Licence holder and Financial Professionals Pty. Ltd.

Fees and Charges How will I pay for the service?

The Financial Professionals Group's remuneration is based on a "fair fee for service" principle and is structured to protect the clients' interests at all times.

Financial Planning Advice

Is provided by Financial Professionals and is based on an hourly rate, which is dependent upon the skills required to perform each task. An Initial Appraisal is normally held with your adviser on a 'no cost, no obligation basis' from which the extent and complexity of the work required can be identified. A fee quotation for the Review and Recommendation process is then provided.

Investment Management Service

Investment Professionals provides our comprehensive investment service which is made up of two key areas:

Investment Recommendations & Placements

An upfront fee of 1.8% plus gst is charged for the total portfolio amount at the time of making the initial investment. This represents the costs of investment research, selection, specific client advice and establishment of the portfolio(s).

Our Investment Management Service also provides on-going support and research on a pro-active basis to ensure that your investment portfolio always remains current. A quarterly management fee is levied (plus gst) on your portfolio and is normally tax deductible.

	Quarterly*	Annual*	
On the first \$200,000	.375%	1.5%	
On the next \$500,000	.25%	1.0%	
On the next \$500,000	.2%	.8%	
On the remainder	.125%	.5%	* ex gst

No further placement fees are levied on subsequent recommendations on your existing portfolio. New money or additional funds into the portfolio is treated as an initial investment and is subject to the initial 1.8% (plus gst) placement fee.

A quarterly report is prepared detailing both income and growth performance of your portfolio, and a reconciliation of all investment, distributions and other transactions. No cash funds are handled by us.

Administration Fees

For those clients who choose that we receive and administer their mail there will be a quarterly administration fee included in the quarterly IMS fee, commensurate with the level of work required. This fee would be between \$150 and \$250 per quarter.

An administration fee will also be charged for collation of additional information as requested by your Accountant in completion of you accounts and tax returns, or any other request for information on your behalf. This will be included in your quarterly IMS fee in accordance with the time taken and included on the invoice.

Method of Payment

Upfront commissions are generally received from fund managers directly as disclosed on our fee disclosure. Actual fees received are reconciled with the fee disclosure to ensure their correctness. Where some fund managers do not give fees - additional percentages are paid by other fund managers to result in a net placement fee of 1.8% (plus gst).

In this way the objectivity of our fee structure is maintained whilst still allowing a convenient form of payment.

If there is a shortfall on initial placement this will be invoiced to the client. Payment for this will be organised with your authority through your investment cash account (if any). On-going management fees are also invoiced to the client and payment can be made via credit card or periodic debit payments for your convenience.

Non-IMS Service

Clients have the option not to adopt our Investment Management Service in which case commissions will be charged and remunerated directly from the Fund Manager as mutually agreed and disclosed at the time of investment in accordance with prevailing rates.

Special Project Investments

Special Project investments are undertaken from time to time and offered to our clients. By their nature these may require additional levels of due diligence, research or legal opinion. These may include investments such as direct property, business opportunities or tax effective structures and primary production projects. The fees applicable for these services will therefore vary but will be fully disclosed at time of the offer. These fees are generally paid by the fund manager and not directly by the client.

On-going Reporting - Primary Production

As the dollar value of the primary production investments do not change from period to period, reporting on these projects will occur on a yearly basis (time depending on the specific investments). These reports will include an updated 25 year cash flow which includes any finance arrangements and ongoing payments, as well as reports on site visits, and other activities. The charges for this will be at half the client's ongoing management fee rate to cover the cost of ongoing research, management, site visits etc., and liaising with fund managers as well as reporting and cash flow requirements.

Insurance

Once we have identified the appropriate levels of insurance for you, we either undertake ourselves or utilise an external Life Insurance Authorised Representative to source the best insurance products required. We, or the external Insurance Adviser are remunerated by the insurer in accordance with industry standards and we are remunerated based on the level of our involvement in this process. All fees are fully disclosed at the time the recommendation is made

Finance

We may receive remuneration from finance placed on behalf of our clients. This would be fully disclosed at the time the recommendation is made.

**Other Remuneration
Do you receive remuneration, commission, fees or other benefits in relation to providing the financial services to me and how is that commission calculated?**

Representatives of Investment Professionals and authorised representatives of Financial Professionals are all remunerated by way of salary, contracted fee and/or bonus.

Financial Professionals is remunerated for work undertaken or advice provided by way of an hourly rate or fixed fee. Advice on specific investment recommendations does not incur an hourly rate fee.

Investment Professionals is remunerated for investment research, recommendations and advice by way of a fixed placement fee and an on-going sliding scale investment management fee as detailed in the preceding page. It is usual in the case of managed funds that a fixed percentage is paid by the fund manager via commissions which is then credited against these fees on behalf of the client with a full reconciliation and fee disclosure provided.

Trailing commissions may also be received from fund managers and the sliding scale investment management fee has been reduced to take account of these. Fees, commissions or other remuneration may be received from special projects or investments which are undertaken from time to time and require additional levels of work, research and/or costs. The nature of these investments and fees will be fully disclosed at the time of investment.

IP receives a portion of the commissions received by our insurance broker(s) from the insurance company. This reflects the level of work undertaken by us in this process. If we undertake the insurance brokerage work ourselves we would receive the full amount of commissions. In both cases the commissions received would be fully disclosed in the SOA.

Please refer to the Supplementary Financial Services Guide headed "Consultant Profile" for specific details in relation to remuneration, salary, bonuses and equity ownership of an individual advisor.

Do any relationships or associations exist which might influence you when providing me with the financial services?

A third party referrer may receive a referral fee, commission, or benefit for introducing you to our firm. This would be paid by us and not involve any additional cost to you. It may be a fixed fee, a proportion of initial placement fees, a thank-you gift, or a combination of these. Any payment would be disclosed in the SOA.

The Financial Professionals Group may receive a referral fee or commission for introducing you to a third party. These fees would be disclosed to you upon referral.

If a person was to receive remuneration or other benefits for referring another person to us it would be fully disclosed at that time.

All fees, commissions and other charges are fully disclosed in writing at the time of placement.

Remuneration for advice provided is payable 7 days from date of invoice.

Fees and/or commissions on investments, etc., are payable upon placement and processing, normally subject to a 14 day cooling off period for the client

Financial Professionals and Investment Professionals are not owned or affiliated with any other financial group, organisation, or institution which would influence its recommendations..

key information before you get our advice

Will you give me advice which is suitable to my needs and financial circumstances?

Yes. But to do so we need to find out your individual objectives, financial situation and requirements, before we recommend any financial products or services to you.

You have the right not to divulge this information to us if you do not wish to do so.

In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

What should I know about any risks of the financial products or strategies you recommend to me?

We will explain to you any significant risks of financial products and strategies that we recommend to you. If we do not do so, you should ask us to explain those risks to you.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile which includes details of your objectives, financial situation and requirements.

We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our privacy policy is provided for your information on the following pages.

If you wish to examine your file we will make arrangements for you to do so.

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?

Yes. You may specify how you would like to give us instructions. For example by telephone, fax or other means.

what to do if you have any complaints

Who can I go to if I have a complaint about the provision of the financial services to me?

We are members of the Financial Industry Complaints Service. If you have any complaint about the service provided to you, you should take the following steps.

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, please contact Marilyn Bee or Ross Rickard from this office, or put your complaint in writing and send it to us at the address noted in this FSG. We will try to resolve your complaint quickly and fairly.

If your complaint can't be addressed to your satisfaction you have the right to complain to the Financial Industry Complaints Service (FICS). They can be contacted on 1800 335 405. This service is provided to you free of charge.

Stage 1 of the FICS process is where FICS facilitates discussion and negotiations between the parties. All relevant documents are exchanged and the issues in dispute are identified.

Stage 2 is conciliation and the parties come face to face with a conciliator for the FICS national panel. The role of the conciliator is to assist the parties to explore options for settlement of the dispute and help parties to agree on their outcome.

Stage 3 is where the independent adjudicator is requested to make a decision "on the papers" taking into account the relevant law, fairness and reasonableness. If you accept the adjudicator's decision it is binding on the member.

If your concerns involve ethical conduct you may wish to consider raising your concerns in writing with the Financial Planning Association of Australia at PO Box 109, Collins St. West, Melbourne VIC 8007.

The Australian Securities and Investments Commission (ASIC) also has a freecall infoline on: 1 300 300 630, which you may use to make a complaint and obtain information about your rights.