

financial services guide

FINANCIAL PROFESSIONALS

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

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 The Oasis Shopping Centre

Broadbeach QLD 4218

P. 07 555 34 555

F. 07 5570 6122

Email: advice@finprof.com.au

Who is my advisor?

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

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

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

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

Access and correction policies and procedures

We will endeavour to ensure that, at all times, the personal information that we hold about you is up to date and accurate. In the event that you become aware, or believe that any personal information we hold about you is inaccurate, incomplete or outdated, you should contact us and provide evidence of the inaccuracy or incompleteness or out-datedness of the information. If we agree that the information requires correcting, we will take all reasonable steps to correct it.

We will endeavour to respond to any request for access within 14 - 30 days depending on the complexity of the information and/ or the request. If your request is urgent please indicate this clearly.

If you need to make a policy complaint

If you wish to complain about any breach or potential breach of this privacy policy or the National Privacy Principles, you should contact us and request that your complaint be directed to the Privacy Officer (Marilyn Bee). Your complaint will be considered within 7 days and responded to. It is our intention to use our best endeavors to resolve any complaint to your satisfaction, however, if you are unhappy with our response, you are entitled to contact the Office of Privacy Commissioner who may investigate further.



How you may gain access to your personal information

You may at any time request access to your personal information and we will (subject to the following exceptions) provide you with access to that information either by providing you with copies of the information requested, allowing you to inspect the information requested or providing you with an accurate summary of the information held.

We will, prior to providing you access in accordance with this policy, require you to provide evidence or your identity.

- We will not provide you access to personal information which would reveal any confidential formulae or the detail of any in-house evaluative decision making process, but may instead provide you with the result of the formulae or process or an explanation of that result.
- We will not provide you with access to your personal information if:
 - Providing access would pose a serious threat to the life or health of a person;
 - Providing access would have an unreasonable impact on the privacy of others;
 - The request for access is frivolous or vexatious;
 - The information related to existing or anticipated legal proceedings between us and would not be discoverable in those proceedings;
 - Providing access would reveal our intentions in relation to negotiations with you in such a way as to prejudice those negotiations;
 - Providing access would be unlawful;
 - Denying access would be likely to prejudice certain operations by or on behalf of an enforcement body or an enforcement body request that access not be provided on the grounds of national security.
- In the event we refuse you access to your personal information, we will provide you with an explanation for that refusal.

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 & 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 (\$250—\$450), 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 Initial 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).

Ongoing Management & Recommendations

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 * Ex GST	Annual * Ex GST
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%

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.

Two quarterly reports are prepared detailing both income and growth performance of your portfolio for the quarter, and a cumulative report from date of inception including a reconciliation of all investments, distributions and other transactions. No cash funds are handled by us.

Review Meetings - Ongoing

Type of Review	Fees payable to Financial Professionals Estimate only (Hourly Rate Based)
Initial Review Meeting	\$3,000 - \$4,500
Annual Review Meeting	\$1,200 - \$1,500
Year End Meeting	\$900 - \$1,200
Special Review Meeting	\$1,000 - \$1,500
Investment Review Specific	Nil - Included in IMS Fee

Deed of Variation for Trust Deeds

A fee of \$50 will be charged for a Deed of Variation.

In order to ensure that you receive a personal and tailored service, your personal information may be transferred to one of our authorised representatives who will be your primary point of contact with the organisation. It is a condition of our agreement with each of our representatives that they adopt and adhere to this privacy policy. You can be assured that your information will be maintained by a representative in accordance with this policy. If you have any concerns in this regards, you should contact us by any of the methods detailed within.

We may disclose your personal information to external contractors for the following purposes: To provide services that relate to your financial plan but that we are not able to provide ourselves. Examples are legal advice, insurance policies, and provision of finance. It is a condition of our agreement with each of our external contractors that they adopt and adhere to this privacy policy. You can be assured that your information will be maintained by any contractor to whom it is disclosed in accordance with this policy. If you have any concerns in this regards, you should contact us by any of the methods noted at the end of this document.

In the event that we propose to sell our business we may disclose your personal information to potential purchasers for the purpose of them conducting due diligence investigations. Any such disclosure will be made in confidence and it will be a condition of that disclosure that no personal information will be used or disclosed by them. In the event that the sale of our business is concluded, we may transfer your personal information to the purchaser of the business. As a client you will be advised of any such transfer.

Documents storage and security policies and practices

Your personal information is generally held in your client file. Information is also held in a computer database. We will at all times seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure. At all times your personal information is treated as confidential and any sensitive information is treated as highly confidential. All paper files are stored in lockable cabinets or rooms that are locked out of office hours. All record movements off premises are recorded in a central register. All computer based information is protected through the use of access of passwords on each computer and screen saver passwords. Data is backed up each evening and stored securely off site. In the event you cease to be a client of this organisation, any personal information which we hold about you will be maintained in a secure off site storage facility or computer database for a period of 7 years in order to comply with legislative and professional requirements, following which time the information will be destroyed.

We will only collect, maintain and use personal information about you if it is necessary for us to adequately provide the services you have requested including:

- The preparation of your financial plan;
- The provision of financial planning advice to you;
- Making securities and investment recommendations;
- Reviewing your financial plan;
- Reviewing securities and investment recommendations.

Information use and disclosure policy

We will not use or disclose personal information collected by us for any purpose other than:

- The purpose for which it was provided or secondary related purposes in circumstances where you would reasonably expect such use or disclosure; or
- Where you have consented to such disclosure; or
- Where the National Privacy Principles authorise use or disclosure where required or authorised under law, in circumstances relating to public health and safety and in connection with certain operations by or on behalf of an enforcement body.

We are required under the Rules of Professional Conduct of the Financial Planning Association of Australia to make certain information available for inspection by the FPA on request to ensure ongoing compliance with mandatory professional standards. This may involve the disclosure of your personal information. We are also obliged pursuant to the Corporations Act to maintain certain transaction records and make those records available for inspection by the Australian Securities and Investment Commission.

We may use the personal information collected from you for the purpose of providing you with direct marketing material such as articles that may be of interest to you, however you may, by contacting us by any methods detailed within, request not to receive such information and we will give effect to that request. Please allow 2 weeks for your request to be actioned. We may disclose your Personal Information to superannuation fund trustees, insurance providers and product issuers for the purpose of giving effect to your financial plan and recommendations made by us.

Standard Transfer of Investments

A fee of \$50 will be charged for any Standard Transfer of Investments.

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.

Establishment of Structures

Structure	External Provider	Financial Professionals / ABPRO
Discretionary Trust	\$330 (Inc. GST)	
Company	\$637.50 (Inc. GST)	
Self Managed Fund	\$485 (Inc. GST)	\$495 (Inc. GST)
Self Managed Funds Ongoing Compliance	As quoted by Accountant	
Account Based Pension	\$619	\$495
Apply for ABN/TFN, GST, PAYG		\$250 (Inc. GST)

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.

Administration Fee

An administration fee will also be charged for collation of additional information as requested by your Accountant in completion of your accounts and tax returns, or any other request for information on your behalf. A fee will also be charged for second and subsequent change of address notification in any one year. This will be included in your quarterly IMS fee in accordance with the time taken and included on the invoice. This would be between \$150 - \$250 per quarter.

Redemptions outside our recommendations

Will there be a charge if I choose to redeem my investments if you have not recommended this?

There will be a fee of \$50 per fund if the redemptions is of your choice and not recommended by Financial Professionals

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. This is paid at the time and a reconciliation and fee disclosure provided.

Buy or Sell of Direct Shares

A fee of \$50 per Buy or Sell of Direct Shares will be charged. This is a Facilitation Fee only and does not include any advice.

- Employment details and employment history;
- Details of your financial needs and objectives;
- Details of your current financial circumstances, including your assets and liabilities (both actual and potential), income, expenditure, insurance cover and superannuation;
- Details of your investment preferences and aversion or tolerance to risk;
- Information about your employment history, employment circumstances, family commitments and social security eligibility;
- Details of your current insurances;
- Details of your current estate planning.

Consequences of not providing the requested personal information

Failure to provide the personal information referred to above may expose you to higher risk in respect of the recommendations made to you and may affect the adequacy or appropriateness of advice we give to you.

As we are required by the Corporations Act and Rules of Professional Conduct of the Financial Planning Association of Australia to collect sufficient information to ensure appropriate advice can be given in respect of recommendations made to our clients, if you elect not to provide us with the personal information referred to above, we may elect to terminate our relationship with you if we believe we are unable to provide you with a complete service.

Collection policies

We will not collect any personal information about you except when you have knowingly provided that information to us or authorised a third party to provide that information to us.

Generally your personal information will be collected either at a face-to-face interview, over the telephone or by way of our Confidential Data Collection Kit. From time to time additional and/ or updated personal information may be collected through one or more of these methods.

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: 1300 300 630, which you may use to make a complaint and obtain information about your rights.

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

Privacy Policy

Financial Professionals Pty Ltd and Investment Professionals Pty Ltd abide by the National Privacy Principles established under the Privacy Amendment (Private Sector) Act, 2001.

Financial Professionals Pty Ltd and Investment Professionals Pty Ltd are signatories to the Financial Planning privacy policy, a copy of which can be obtained by contacting us by any of the methods detailed in this brochure. Our policy on the management of personal information is as follows:

Type of personal information collected

As a financial planning organisation we are subject to certain legislative and regulatory requirements that necessitate us obtaining and holding detailed information that personally identifies you and/ or contains information or an opinion about you ("personal information"). In addition, our ability to provide you with a comprehensive financial planning and advice service is dependent on us obtaining certain personal information about you, including:

Trailing Commissions

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.

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.

Do you have PI Insurance?

In accordance with Regulatory Guide 126.110 we advise that:

A) We have Professional Indemnity Insurance in place which we understand complies with S912B of the Corporations Act 2001.

B) The policy would cover claims for conduct of authorised representatives' / employees who no longer work for the licensee.

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 Ombudsman Service Limited. 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 Ombudsman Service Limited (FOS). They can be contacted on 1300 780 808. This service is provided to you free of charge. Stage 1 of the FOS process is where FOS 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 FOS 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.