

FINANCIAL SERVICES GUIDE

The Financial Services described herein are offered by *Phillipsons Financial Planning Pty Ltd*, ABN 87 103 720 181 Australian Financial Services Licence Number 332836.

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TO HELP YOU UNDERSTAND THE SERVICES WE OFFER, THIS FINANCIAL SERVICES GUIDE (FSG) OUTLINES:

- The services and types of products we are authorised to offer to you.
- How we and anyone related to us are paid.
- Any potential conflict of interest we may have.
- Details of our internal and external dispute resolution procedures and how you can access them.

This FSG is designed to help you decide whether to use any of the financial services offered in this FSG. Please retain this document for your reference and any future dealings with us.

WHAT ELSE YOU WILL RECEIVE

If you obtain personal financial advice from us we will provide you with a written *Statement of Advice (SoA)*. The SoA helps you to decide whether to act on the advice. To make sure that advice is appropriate to you we need to make reasonable enquiries about your current financial situation, tolerance to risk and future needs.

The *Statement of Advice* will include:

- The strategies recommended to help you achieve your objectives.
- The financial services or products recommended and the basis for these recommendations taking into account your objectives, financial situation and needs.
- Details of our remuneration and any other payments your adviser may receive.
- Any associations we have with financial product issuers or other parties which may have influenced the advice we give you.

If you receive further personal financial advice and your adviser has previously provided you with an SoA, you may receive that advice in the form of a Record of Advice (RoA), either verbally or in writing. A new SoA will not be provided unless your circumstances have changed significantly or you are receiving advice in relation to a different type of financial product.

A copy of these documents will be kept at our offices for at least seven years and you may call your adviser to request a copy.

You will receive a *Product Disclosure Statement (PDS)* to help you make an informed decision about any financial product (other than listed securities) recommended to you. A PDS contains vital information (eg fees and costs, features and benefits, and risks) about that product.

ABOUT US

Phillipsons Financial Planning provides financial advisory services, asset management & portfolio administration services, wealth protection (life/risk insurance), superannuation, retirement, social security, wealth accumulation and estate planning advice to a diverse range of clients.

Phillipsons Financial Planning is a wholly owned subsidiary of Phillipsons Accounting Services Pty Ltd (ABN 89 103 720 190) and comprises a team of qualified and experienced professionals dedicated to the financial wellbeing of clients.

We are authorised to provide advice and deal in the following types of financial products:

- Basic and other deposit products
- Government debentures, stocks or bonds
- Life products, including investment and risk products
- Managed Investment Schemes, including Investor Directed Portfolio Services (IDPS)
- Retirement Savings Accounts
- Securities
- Superannuation, including Self Managed Superannuation

We do not provide the following advice/services:

- General insurance (e.g., household, vehicle)
- Banking
- Loan or financing arrangements
- Legal advice
- Real estate services
- Taxation & Accounting Services (these are provided by Phillipsons Accounting Services Pty Ltd)

Your adviser acts as our representative when providing financial advice to you. We are therefore responsible to you for any advice given. Our primary duty is to you, the client.

ABOUT YOU

So you receive the most appropriate advice, your adviser will need to know your personal objectives, details of your current financial situation and other relevant information.

You can choose not to tell us about this if you do not wish too, however the advice you receive may not be appropriate.

Please read the warnings contained in the *Statement of Advice* carefully before making any decision relating to a financial product(s).

Protecting your privacy

Protecting your privacy is a key priority in our business.

Our privacy policy means your personal profile is secure. Your personal profile includes details of your objectives, financial situation and needs. Recommendations made to you are also maintained on your file.

A copy of our Privacy Policy is available online at www.phillipsons.com.au or from our office.

You can access your file by contacting our office.

Providing your instructions

You can give us instructions by using the contact details set out in this FSG. Generally, you need to give us instructions in writing (eg fax, email or letter) or another method as agreed by us.

COMPLAINT RESOLUTION

If you have any questions or complaints about the financial services we provide, please call us or write to us at the above address.

Any complaint received by us will be acknowledged within five business days and we will respond in writing within 45 days.

If your complaint has not been resolved within 45 days or you are not satisfied with the decision, you may contact the Financial Ombudsman Service (FOS).

FOS is an independent, external dispute resolution scheme whose decisions are binding on us.

The details for FOS are:
Financial Ombudsman Service Limited (FOS)
PO Box 3, Melbourne Vic. 3001
Tel: 1300 780 808
Fax: 03 9613 6399
Email: info@fos.org.au
Web: www.fos.org.au

COST OF SERVICES PROVIDED

If you receive personal financial advice from us, we will provide details of any fees, commissions and any other benefits in the written advice (where possible in actual dollar amounts or a worked example) before you proceed with our advice. The following gives you an indication of the types of fees that will apply to any personal financial advice that we provide to you; fees will be agreed with you prior to providing the service. All fees include GST.

Initial or subsequent advice is charged based on a scale which includes:

- Strategy and Statement of Advice production - \$550 (minimum) - \$11,000 depending on complexity and time involved, payable whether you proceed or not; plus:
- Implementation of recommendations - \$1,650 (minimum) - \$4,400, calculated based on a percentage of funds invested.

Ad hoc services may also be provided at the prevailing hourly rate, up to \$330 per hour.

Ongoing review and advice is provided on a percentage of funds invested and/or complexity of your situation. Ongoing fees range from \$3,300 p.a. (minimum) - \$9,185 p.a. and are calculated according to the percentage of funds invested.

Insurance services - If we provide insurance services to you and this results in a new insurance policy, we will be paid an initial commission by the insurer of between

100-120% of the first year's premiums, and around 10% of annual premiums thereafter. So for example, if your premium is \$1,000, we will receive between \$1,000 - \$1,200 initially and \$100 p.a. while the policy is in force. This is not an additional cost to you. Details of any commissions that we may receive will be disclosed to you in an SoA or RoA (where SoA previously provided).

Where we provide insurance services, but your insurance application does not result in a new policy, we may charge a fee of \$550 - \$1,650 for the provision of this service.

An insurance review service is offered where pre-existing policies are assessed to determine their ability to meet your current and future needs. The fee for this service is \$550 - \$1,650 which will be offset against any initial commission we may receive where the review results in a new insurance policy.

Payment options – all services

The following options (where applicable) are available for you to pay for the financial services you receive:

- Fee for service, deducted from your investment as a 'one off' payment, annually or in instalments.
- Invoice directly for initial and/or ongoing advice.
- Commission paid by financial product issuer(s) at the time you make a payment for the financial product.
- Ongoing commission financial product issuer(s), during the life of the investment or insurance policy.
- A combination of the above.

Details of any payment from financial product issuers are contained in the Product Disclosure Statement/s provided to you.

OTHER BENEFITS

We maintain a register detailing any non-monetary benefit (greater than \$300) that may be received from a product provider or other organisation. You can review this register by asking your adviser to show it to you.

Phillipsons Accounting Services Pty Ltd, as a shareholder of Phillipsons Financial Planning Pty Ltd, is entitled to receive 100% of any profits we make.

Your adviser is paid a salary; if your adviser is a shareholder of Phillipsons Accounting Services Pty Ltd., they may be entitled to a dividend. Advisers and staff may receive performance based bonuses and/or a profit share, which is not related to funds that you may invest.

REFERRALS

If you have been referred to us by someone else, we may pay them a fee, commission or benefit in relation to that referral. This fee may be a fixed amount if we provide you with paid financial advice, a proportion of the initial and/or ongoing fees or commissions we may receive, or a combination of both.

If applicable, details of any arrangement will be provided in the written advice.

COMPENSATION ARRANGEMENTS

We have Professional Indemnity Insurance in place to cover us for the financial services we provide. We understand it is adequate to meet our requirements as a financial services licensee. The policy includes coverage for claims in relation to the conduct of representatives/employees who no longer work for us (but who did at the time of the relevant conduct).