

# Financial Services Guide

## INTRODUCTION

The Corporations Act 2001 imposes a duty on holders of an Australian Financial Services License and their Representatives to disclose fees and commissions charged to their clients.

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. Typical questions that clients ask financial advisers can be split into three areas:

1. you obtain our advice.
2. When you receive our advice.
3. If you have any complaints.

Key information is set out below. Should you require more information or clarification, please contact us.

## 1. BEFORE YOU OBTAIN OUR ADVICE

### Your Adviser

Your adviser is an experienced Financial Planner, and holds a Proper Authority from AustAsia Financial Planning Pty Ltd ("AAFP").

Your adviser is Simon Chesson, who is a director of AAFP. Simon has a number of years of experience in assisting clients with superannuation, investment and financial advice. He is a Certified Financial Planner Practitioner™, a Certified Practising Accountant, and holds the degrees of Master of Business Administration and Bachelor of Commerce. He is an Affiliate member of the Securities Institute of Australia, a CFP® member of the Financial Planning Association of Australia and has completed a Certificate in Superannuation Management.

Your adviser will be acting on behalf of AAFP. AAFP is therefore responsible to you for any advisory services your adviser provides. AAFP is the holder of an Australian Financial Services License (Number 229 454) issued by the Australian Securities and Investments Commission (ASIC). AAFP is a Principal Member of the Financial Planning Association of Australia.

Your adviser can offer you the following services:

- Financial planning & investment advice
- Real estate investment advice
- Wealth creation
- Tax planning advice
- Mortgage elimination
- Life insurance advice
- Superannuation and rollover advice
- Estate planning

We provide advice on shares, debentures, life insurance, superannuation and managed funds. We are required to know our investment products and know our clients. As such, we only recommend investments to you after considering their suitability for your individual investment objectives, financial situation and needs.

We provide various financial planning and investment services including:

- Mortgage Elimination Plans (an investment strategy designed to utilise your mortgage for investment purposes to create wealth);
- Investment and Retirement Plans (investment strategies for clients requiring advice on lump sum investments and planning for retirement);
- Startup Investment Plans (investment strategies and planning assistance for clients starting with sums of up to \$20,000);
- Mortgage Administration Plans (money management strategies designed to pay off your mortgage more efficiently).

We provide an independent advisory service, therefore any advice you obtain from us will be independent advice. We are not owned by or bound to any fund manager or other financial institution. We can provide ongoing review and management of your portfolio, and recommend that our clients use this service. We will regularly review your portfolio and provide you with reports on its performance, depending on the level of service required.

## 2. HOW WE ARE REMUNTERED

AAFP is remunerated either by a fee charged directly to you, by commission/ brokerage paid to us by investment product providers, or a combination of fees and commissions as agreed between you and your adviser. The Goods and Services Tax (GST) is charged by AAFP.

The level of fees/ commissions are dependent upon the service that you require. Generally, our remuneration is based on a percentage of the amount invested. At the time of presentation of a written plan, the plan will outline the remuneration of the adviser. All trailing commissions are retained by AAFP.

Generally, our initial advice and recommendation fees are charged as a percentage of the amount invested, being between 1.1% including GST and 4.4% including GST. Our fees are usually reduced by the amount of any commissions or brokerage which we are paid by fund managers or product providers. Our ongoing fees are generally between 0.55% per annum including GST and 1.1% per annum including GST, depending upon the amount of the investment and the level of service required. As we rebate any fees or commissions received by us from fund managers, we reduce the amount of our fees by that amount, which makes our service cheaper for you. It also means that we are not influenced by the amount of any commissions because we charge a flat percentage.

Real estate investment advice depends upon the rates that are agreed between the client and the adviser. Simon Chesson is a registered Real Estate Representative for the purposes of the Real Estate and Business Agents Act 1978 of WA.

Full details of fees, charges and commissions will be provided to you in writing prior to the implementation of any investments.

## 3. WHEN YOU GET OUR ADVICE

### Disclosure of commission and other benefits

In accordance with the Corporations Act, full details of fees, commissions and other benefits AAFP receives will be provided in writing to you when we make specific recommendations and will be disclosed in the detailed financial plan.

### Suitability of investments recommendations

The Corporations Act requires us to know our investment products and our clients. To do so we need to find out your individual investment objectives, financial needs and

financial situation before we recommend any investment to you. You do not have to provide us with this information, however we are required to warn you about the possible consequences of us not obtaining your full personal information from which to develop a detailed integrated Financial Plan. You should read the warnings carefully.

### Risk

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

### Personal Information File

We maintain a record of your personal profile which includes details of your investment objectives, financial information and needs. We also maintain records of any recommendations made to you. If you wish to examine your file, please call us to make an appointment, and we will make arrangements for you to do so.

### Communications

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

## 4. IF YOU HAVE ANY COMPLAINTS

If you have any complaint about the service provided to you, you should take the following steps:

1. Contact your adviser and tell your adviser about your complaint.
2. If your complaint is not satisfactorily resolved within 3 working days, please contact Simon Chesson, a Director of AAFP or put your complaint in writing and send it to us at PO Box 332 Leederville, WA, 6903. We will try and resolve your complaint quickly and fairly.
3. If you still do not get a satisfactory outcome, you have the right to complain to the Financial Industry Complaints Service. As the holder of an Australian Financial Services License, we are required by the Corporations Act and the ASIC to be a member of a complaints resolution scheme. The Financial Industry Complaints Service can be contacted on 1800 670 040.

The ASIC also has a Freecall Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.