

# FINANCIAL SERVICES GUIDE

## PART ONE (FSG1)

**This document is Part One of a Financial Services Guide and must be read in conjunction with Part Two.**

This Financial Services Guide (FSG) is issued with the authority of AustAsia Financial Planning Pty Ltd ACN 080 213 378 (AAFP), Australian Financial Services Licence (AFSL) No. 229454. This FSG is designed to assist you in determining whether to use any of the services offered by AAFP or its Authorised Representatives. **This guide is only complete when read in conjunction with Financial Services Guide: Part Two Authorised Representative's Profile (FSG2).**

This FSG contains information about:

- AAFP, as the Licensee responsible for the Financial Service;
- Your Financial Adviser;
- The Financial Planning Services and Products your Financial Adviser can provide;
- How AAFP, your Financial Adviser and other related parties are paid for the Financial Planning Services provided to you;
- Any associations or relationships that could create potential conflicts of interest; and
- Details of who to contact should you have a complaint.

### Who is AustAsia Financial Planning Pty Ltd?

AAFP holds an AFSL No. 229454 issued by the Australian Securities and Investment Commission (ASIC). AAFP conducts business through Financial Advisers who are appointed as Authorised Representatives under AAFP's AFSL. AAFP is responsible for the advice and conduct of your AAFP adviser.

AAFP is licensed to provide financial advice and our licence enables us to advise on most types of investments. We are licensed to provide investment advice relating to your particular situation.

AAFP is also licensed to provide advice on life insurance and we have Broker Agreements with a number of major life insurance companies. We use our professional knowledge and ability to provide advice and service to you. As a life insurance broker, we

are acting in your interest, as is required by the regulation of the industry.

Simon Chesson is a Certified Financial Planner Practitioner™ ("CFP") and a CFP® member of the Financial Planning Association of Australia. He is a Director of AAFP and an Authorised Representative. He is also a Certified Practising Accountant and qualified to provide taxation advice through AustAsia Accounting Services Pty Ltd (a member of AustAsia Group). Simon has been awarded with the degrees of Master of Business Administration, Bachelor of Commerce, and a Certificate of Superannuation Management. He is also a Fellow of the Financial Services Institute of Australasia.

Simon is experienced in all aspects of financial planning, investment advice, tax planning and providing superannuation advice. His qualifications and experience provide you with the required accounting and tax expertise to assist in making your decisions. Simon is also well placed to provide expertise and assistance in investment and other structures, asset allocations, investment recommendation, life and personal insurances and estate planning. He has extensive experience in all of these areas.

### Authorised Representative Profile – Part Two

Your Financial Adviser will be the Authorised Representative listed in Part Two of this FSG. AAFP Financial Advisers act for you and not for any life insurance company, fund manager or bank. This FSG must be read in conjunction with the Authorised Representative Profile as it forms part of this FSG. It provides detailed information about your Financial Adviser such as their contact details and the types of Financial Products they can advise and deal in. Please retain both Part One and Part Two of this FSG.



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## What other documents might you receive?

You might receive the following documents to help you make an informed decision on any financial strategy or recommended financial product:

### Statement of Advice (SOA)

All personal advice provided to you will be outlined in an SOA. The SOA will contain personal advice, the basis on which it is given, details of fees, commissions and information on relevant associations. The SOA is used for initial advice and where further advice is provided that involves a significant change to your personal circumstances.

### Statement of Scaled Advice (SOSA)

You will receive a SOSA where scaled or limited advice is provided.

### Record of Advice (ROA)

Where subsequent advice is provided that does not involve a significant change, your Financial Adviser will provide you with a ROA. There are no limitations in relation to time or how you make your requests for a copy of the ROA.

### Product Disclosure Statement (PDS)

You will receive a PDS if your Financial Adviser has provided advice on a particular product. A PDS will contain the key features of the financial product, significant risks and benefits, and fees associated with the financial product.

## What Financial Services and Products are available?

AAFP is licensed to advise on and deal in the following classes of Financial Products to both retail and wholesale clients:

- Cash Deposit and Payment Products;
- Government Debentures, Stocks and Bonds;
- Life Products – Life Risk Insurance Products;
- Life Products – Investment Life Insurance Products;
- Self-Managed Superannuation Funds;
- Superannuation, Retirement Savings Accounts (RSAs) and Retirement Income Stream Products;
- Managed Investments;
- Securities and Exchange Traded Products (ETPs); and
- Standard Margin Lending Facilities.

## What advice is available to you?

AAFP can provide advice and strategies on the following including, but not limited to:

- Personal Risk Insurance;
- Debt Management;
- Guidance on Budgeting;
- Wealth Accumulation Strategies;
- Investment Advice;
- Managed Investments, Securities and ETPs;
- Socially Responsible Investing;
- Standard Margin Lending and Gearing;
- Term Deposits and Cash Products;
- Direct Property;
- Financial Planning;
- Self Managed Superannuation Funds;
- Superannuation;
- Pre-Retirement Strategies;
- Transition to Retirement Strategies;

- RSAs;
- Retirement Strategies;
- Aged Care Strategies;
- Estate Planning Strategies;
- Business Succession Planning;
- Accounting and Taxation Strategies;
- Centrelink and Veteran Affairs Planning;
- Salary Packaging; and
- Intergenerational Wealth Strategies.

## What initial services can be provided?

- Identification of financial goals and objectives;
- Collection and analysis of existing personal and financial data;
- Investigation and consideration of possible financial outcomes;
- Strategies and products to assist in meeting goals and objectives; and
- Presentation and Implementation of agreed strategy.

## What ongoing services can be provided?

- Review your strategy at suitable agreed intervals;
- Review whether recommendations remain appropriate in light of any changes;
- Implementation of any new recommendations made as part of our ongoing service to you; and
- You may agree in writing to a more extensive ongoing service.

## How can you give us instructions?

You may specify how you would like to give us instructions. You can give us instructions or information verbally or in writing. In some situations, we will require your instructions to be in writing. We will advise you what information or documentation we need you to complete and sign.

## What information should you provide to receive personal advice?

From **1st July 2013**, it is a legal requirement for an adviser to act in your **“Best Interests”**. To assist your Financial Adviser in acting in your best interests, as well as helping us to advise you in the most appropriate manner whilst protecting you throughout our relationship, we request that you:

- Supply accurate information about your personal circumstances, needs and objectives;
- Update your Financial Adviser on any changes to this information;
- Do not make any payments for investments, contracts or fees “made payable” to your Financial Adviser; and
- Never sign blank forms.

You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive. You should read any warnings contained in the SOA, SOSA, ROA, PDS or any other document provided to you carefully, before making any decision relating to a financial strategy or product. Your Financial Adviser may request that you sign an acknowledgement if you do not wish to provide complete information or if they believe that the information is not accurate.

## How do you pay for AAFP advice and services?

All fees are payable to AAFP. From **1st July 2013**, commissions on all **new** superannuation and investment products are banned by the Corporations Act, this does not apply to retail life and disability insurance products, but does apply to Group Life insurance policies.

AAFP and your Financial Adviser can be paid by fees for superannuation and investment products (for both initial and ongoing advice) or commissions for retail insurance products, or a combination of both. Your Financial Adviser will discuss with you and agree on both the rate and method of payment, before any Financial Services are provided. Where you receive personal advice, the written document provided will detail all remuneration and other benefits associated with the advice.

All fees and commissions disclosed in documents are payable to AAFP.

### Initial and Ongoing Fees

Fees may be either a fixed rate fee, based on an hourly rate, based on a percentage of your assets or a combination of these, and will reflect the complexity of your personal situation and the time and effort in our work for you. Fees for ongoing advice may also be based on a flat fee or an asset scale fee. These are outlined in FSG2 and if advice is provided it will be disclosed in writing to you.

### Retail Insurance Product Commissions

AAFP may be paid initial and ongoing commissions by retail insurance product issuers, in association with the placement of the recommended retail insurance products, and ongoing commissions may be paid for as long as you hold the product. Commissions will vary depending on the circumstances; however, they may be up to 77% initially, and 22% ongoing, of the premium for retail life insurance products. For example, the commission on an insurance premium of \$1,000 is up to \$770 upfront and up to \$220 each year thereafter.

### Intermediary Broker Commissions

AAFP has an Intermediary Broker Agreement with Patersons Securities Ltd. AAFP is paid a share of brokerage transactions by Patersons Securities Ltd on any listed equities transactions placed by AAFP directly into the stock market. The brokerage rate charged is usually \$100 minimum or 1% of the value of the transaction, whichever is the greater. Patersons charge AAFP a minimum of \$25 per order or 0.1%, whichever is the greater. For example, brokerage on a \$5,000 order would attract the minimum of \$100 – Patersons would retain \$25 and pay AAFP \$75; brokerage on a \$50,000 order would attract a brokerage rate of 1% or \$500 - Patersons retain \$50 and pay AAFP \$450. Commissions may vary depending on the circumstances or by mutual agreement of all parties.

### Referral Fees

If a third party referred you to us, we may forward referral payments or commissions to the third party. These amounts do not involve additional costs and will be disclosed in writing to you. All fees and commissions are subject to GST.

### Does AAFP have any relationships or associations with Financial Product Issuers?

From **1st July 2013**, all volume rebates and product overrides

are considered to be conflicted remuneration, and are banned, unless the arrangement is already in existence.

Some product providers may also give AAFP or your Financial Adviser non-commission benefits such as entertainment or sponsorship, up to a maximum value of \$300 per annum. Both AAFP and your Financial Adviser maintain a Register in line with industry standards to document any alternative forms of payment received. These registers are publicly available and must be provided within seven days after request.

### What information is maintained in your file? Can you examine your client file and who may access it?

Your Financial Adviser will maintain a record of your personal information including details of your objectives, financial situation and any recommendations made to you. If you wish to examine your file, please ask your Financial Adviser and they will make arrangements for you to do so.

Your Financial Adviser should provide you with a copy of our Privacy Policy, if not please ask or, download a copy from the AAFP website at [www.austasiagroup.com](http://www.austasiagroup.com).

### Compensation Arrangements

AAFP has in place Professional Indemnity (PI) Insurance cover in accordance with S912B of the Corporations Act 2001. Our PI insurance, subject to terms and conditions, provides indemnity up to our sum insured for AAFP, our Authorised Representatives and employees in respect to the services provided under our AFS Licence.

### What should you do if you have a complaint?

If you have any complaints about the services provided, please take the following steps:

1. Contact your Financial Adviser and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within 3 working days, please contact AustAsia Group – Client Services by telephone or in writing on the below listed contact details. AAG will try to resolve your complaint quickly and fairly.

AustAsia Group  
412 Newcastle Street  
West Perth WA 6005  
Phone: (08) 9227 6300  
Email: [clientservices@austasiagroup.com](mailto:clientservices@austasiagroup.com)

3. If you do not get a satisfactory outcome, you have the right to take your complaint to the:

Financial Ombudsman Service  
GPO Box 3  
Melbourne Vic 3001  
Toll free: 1800 367 287  
Email: [info@fos.org.au](mailto:info@fos.org.au)  
Website: [www.fos.org.au](http://www.fos.org.au)

# FINANCIAL SERVICES GUIDE

## PART TWO (FSG2)

**This document is Part Two of the Financial Services Guide and should be read in conjunction with Part One.**

This Financial Services Guide (FSG) contains important information about:

- Your Authorised Representative;
- The Financial Products and Services provided by your Authorised Representative;
- How your Authorised Representative charges for their services; and
- How AustAsia Financial Planning Pty Ltd and its Authorised Representatives are paid.

### Australian Financial Services Licence (AFSL)

<b>Australian Financial Services Licence Name</b>	AustAsia Financial Planning Pty Ltd
<b>Australian Financial Services Licence Number</b>	229454
<b>Trading Name</b>	AustAsia Financial Planning Pty Ltd
<b>Business Address</b>	412 Newcastle Street, West Perth WA 6005
<b>Postal Address</b>	PO Box 332, LEEDERVILLE WA 6903
<b>Telephone</b>	08 9227 6300
<b>Fax</b>	08 9227 6400
<b>Email</b>	clientservices@austasiagroup.com
<b>Web</b>	www.austasiagroup.com

### 1 Authorised Representative Profile

#### 1a Authorised Representative Profile

<b>Authorised Representative Name</b>	Denise Locantro
<b>Authorised Representative ASIC Number</b>	1006408
<b>Email</b>	deniselocantro@austasiagroup.com

Denise Locantro is an Authorised Representative of AustAsia Financial Planning Pty Ltd AFSL 229454.

#### 1b Authorised Representative Background

Denise Locantro is an experienced Wealth Manager with a history of high performance in the financial services industry. She has over 25 years experience as a stockbroker and is skilled in Portfolio Management, Investment Advice, Stocks and Equities, Superannuation, Exchange Traded Products and Asset Management. She is a strong finance professional with a Bachelor of Economics Degree from the University of Western Australia and is a Fellow of the Financial Services Institute of Australasia.

Her qualifications and experience provide you with portfolio, investment, superannuation and asset allocation expertise to assist in helping you achieve your financial goals.



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## 2 Products and Services

### 2a Financial products offered

The Authorised Representative named in this Financial Services Guide has been authorised by AustAsia Financial Planning Pty Ltd to provide Financial Product Advice and deal in the following products:

- Cash Deposit and Payment Products;
- Government Debentures, Stocks and Bonds;
- Superannuation and Retirement Income Stream Products;
- Managed Investments;
- Securities and Exchange Traded Products (ETPs); and
- Standard Margin Lending Facilities.

Only products researched and approved by AustAsia Financial Planning Pty Ltd can be recommended by your Authorised Representative.

### 2b Services offered

The Authorised Representative named in this Financial Services Guide is able to offer you the following services:

- Wealth Accumulation Strategies;
- Investment Advice;
- Managed Investments, Securities and ETPs;
- Standard Margin Lending and Gearing;
- Term Deposits and Cash Products;
- Socially Responsible Investing;
- Financial Planning;
- Self Managed Superannuation Funds;
- Superannuation;
- Pre-Retirement Strategies;
- Transition to Retirement Strategies;
- Retirement Strategies;
- Estate Planning Strategies; and
- Salary Packaging.

### 2c Services and products not offered

Your Authorised Representative is unable to provide advice on the following financial strategies and products, and we may have referral arrangements in place for a service or financial product listed below:

- Personal Risk Insurance
- General Insurance
- Business Succession Planning
- Derivatives

Please inform us if you wish to receive advice in these areas and we will be happy to refer you to a suitably qualified Financial Adviser. It is important for you to understand that we do not endorse, recommend or accept responsibility for the services, strategies and/or products provided by external referral service providers.

## 3 How we get paid

AustAsia Financial Planning Pty Ltd receives all remuneration upon implementation of the products and services provided by your Authorised Representative.

Denise Locantro is an employee of AustAsia Financial Planning Pty Ltd and receives a fixed salary. She does not share in any commissions or fees paid to AustAsia Financial Planning Pty Ltd.

The following is a guide as to how commissions and/or fees may be charged by AustAsia Financial Planning Pty Ltd. If you choose to receive personal advice, the Statement of Advice you receive will detail the specific payments in relation to the products recommended. You have a right to request further particulars in respect to the remuneration received by AustAsia Financial Planning Pty Ltd.

**All fees are inclusive of GST.**

### 3a What are the costs

Your Authorised Representative may provide you with an initial meeting for which there is no charge. Further meetings, including the preparation, implementation and ongoing advice, will be charged by one or a combination of methods as outlined below. You may elect to be invoiced directly for these fees to be paid to AustAsia Financial Planning Pty Ltd, or you may elect to have these fees deducted from your investments. An estimated cost of services will be provided to you before commencing any work.

### Initial Appointment

We will collect information from you at this meeting and provide you with general advice only at this meeting. The costs in providing comprehensive advice services will be quoted to you at this meeting. To receive comprehensive advice, you will need to have a Statement of Advice (SOA) prepared. \$0

### Fee for Service Hourly Rate

We may charge an hourly rate for the services we provide. \$440 per hour

### Statement of Advice Preparation Fees

From (Min) To (Max)

Advice fees are charged based on the complexity of the advice provided. \$880 \$25,000  
Please note the SOA preparation fees still apply where you decide not to implement our advice.

### Implementation of Advice – Insurance/Risk Products 1st Year only

From (Min) To (Max)

Implementation fees for insurance products are charged per insurance type for each individual. \$935 \$50,000

### Commission - Insurance/Risk Products 1st Year only

The commission is a percentage of the insurer's base premium i.e. premium excluding stamp duty, fire services levy, GST, model loadings or any other government charges, taxes, fees or levies. 77%  
Example: if the annual premium is \$500, AustAsia Financial Planning Pty Ltd would receive up to \$385 in the first year based on the maximum commission rate.

### Ongoing Advice - Insurance / Risk Products Commission

AustAsia Financial Planning Pty Ltd will also receive a renewal commission from the product provider each year while your policy is in force. This is a percentage of the annual premium you pay. 22%  
Example: if your annual premium is \$500, AustAsia Financial Planning Pty Ltd would receive up to \$150 per annum based on the maximum commission rate.

### Implementation of Advice - Non Insurance

From (Min) To (Max)

Investment of superannuation and non-superannuation funds. \$0 \$30,000

### Ongoing Advice Fee - Non Insurance

From (Min) To (Max)

Ongoing Advice Fees will be determined by the complexity and requirements of the recommended strategy.

**Ongoing Advice Fee: Flat Fee** \$1,000 \$30,000

**Ongoing Percentage Fee** 1% 5%

#### Ongoing Advice: Transactional

An hourly rate for ongoing advice may also be charged with the agreement of AustAsia Financial Planning Pty Ltd. \$440 \$660

### Brokerage Fees/Rates

Minimum

Any transactions placed into the market by AAFP via the Intermediary Broker Agreement with Patersons Securities Ltd, attract brokerage. \$100 or 1%, whichever is the greater or otherwise agreed by all parties

### Premium Investment Portfolio Service Fees

Minimum

Ongoing fee 1.25% of the value of assets

### 3b Other Remuneration I may receive

Nil