



## **Financial Services Guide**

January 2010

## Financial Services Guide

This Financial Services Guide (“FSG”) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with any 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, as well as details of our internal and external dispute resolution procedures and how you can access them. The distribution of this FSG by JDFA has been authorised by FYG Planners Pty Ltd as the authorising licensee.

This FSG is provided to help you decide whether you wish to adopt any of the services we provide.

You should be aware that you are entitled to receive a Statement of Advice whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The Statement of Advice will contain the advice, the basis on which it is given and information about fees and any matters which may have influenced the provision of the advice. On an ongoing basis, a Record of Advice (ROA) will be provided in relation to minor specific advice instead of an SOA, if there have been no significant changes in your personal circumstances or the basis of our advice has not significantly changed since we last provided a SOA.

Key information is set out below:

<b>Your Questions</b>	<b>Our Answers</b>
<b>Who will be providing the financial service to me?</b>	<p>JDFA Wealth Advisers Pty Ltd (“JDFA”) ABN 47 078 649 092 is an authorised representative (No 314066) of FYG Planners Pty Ltd (“FYG”) as the authorising licensee. JDFA’s contact details are:</p> <p>JDFA Wealth Advisers Suite 2, 77 Asling Street, Brighton Vic 3186 Telephone: (03) 9596 2891 Fax: (03) 9596 2899 Email: <a href="mailto:jdfa@jdfa.com.au">jdfa@jdfa.com.au</a></p> <p>FYG Planners Pty Ltd ABN 55 094 972 540 holds an Australian Financial Services Licence number 224543. FYG’s contact details are as follows:</p> <p>FYG Planners Pty Ltd Level 1, 10 Wilson Street, Burnie TAS 7320. Telephone: (03) 6440 3555 Fax: (03) 6440 3599 Email: <a href="mailto:fygplanners@mfg.com.au">fygplanners@mfg.com.au</a></p>
<b>Who is my adviser?</b>	<p>Your adviser will be Daryl Forge. Daryl is specifically authorised by JDFA to act as its representatives in providing financial services to clients and has specific formal industry qualifications. (Please refer to the Personal Profile document attached.)</p>
<b>Who do you act for when you provide financial services to me?</b>	<p>JDFA is an authorised representative of FYG, and is therefore authorised to provide financial services to clients.</p> <p>JDFA acts on behalf of FYG as the authorised licensee. FYG is responsible for the provision of any financial service that is given by any of its authorised representatives.</p> <p>JDFA is bound by the Conflict of Interest Policy. Any conflicts of interest or potential conflicts of interest will be disclosed, avoided or controlled in the prescribed manner. This ensures that all JDFA clients will receive sound,</p>

	objective advice. Ultimately our goal is to act solely in our clients interests.
<p><b>What kind of financial services are you authorised to provide me and what kind of products do those services relate to?</b></p>	<p>JDFA is authorised by FYG Planners to offer you the following services:</p> <ul style="list-style-type: none"> <li>* Financial planning and investment advice</li> <li>* Superannuation and rollover advice</li> <li>* Retirement planning advice</li> <li>* Estate planning advice of a general nature</li> <li>* Life insurance advice</li> <li>* Ongoing monitoring of your portfolio</li> <li>* Investment portfolio management</li> <li>* Social Security benefits planning</li> </ul>
<p><b>How do you research products and service providers?</b></p>	<p>Each investment, insurance product or financial service that is recommended undergoes extensive research. FYG undertakes extensive in-house analysis and sources qualitative research from a number of independent research houses. Only investments, insurance products and financial services that qualify for inclusion on our preferred product lists may be recommended.</p>
<p><b>What type of advice do you offer me?</b></p>	<p>Prior to providing you with any advice, your adviser will review your situation and consider your overall financial strategy.</p> <p>JDFA will provide two distinct types of advice to you in the course of preparing your financial recommendation. Strategic advice is advice we will give to you to explain how best to structure your affairs from investment, taxation, estate, income and expenditure planning perspectives. Personal investment and/or insurance advice is advice that we will give to you when recommending specific types of financial products and services relevant to your circumstances that will assist in achieving your future objectives.</p> <p>After our strategic advice has been provided, in order for you to achieve your stated goals and objectives, we will select the investment and/or insurance products that have the relevant features to achieve your specific goals. We will only recommend investment and/or insurance products to you after considering their suitability for your individual investment objectives, financial situation and needs.</p> <p>To ensure that you have the peace of mind of knowing that your finances are appropriately structured, we strongly recommend that you take advantage of our ongoing review service. This service provides you with an ongoing review of your portfolio, regular reports on its performance and the financial strategies we have implemented for you.</p>

<p><b>How will I pay for your advisory services?</b></p>	<p><b>Fee for service:</b> JDFA will provide an FYG invoice for services directly to you or arrange to debit your portfolio; the choice is yours.</p> <p><i>or</i></p> <p><b>Insurance Commission Brokerage:</b> Commission brokerage payments come from commission brokerage paid to JDFA by FYG, who in turn receive them from the life insurance companies whose products we recommend to you.</p>
<p><b>If you charge me a fee for the service you provide, how are the fees calculated and paid?</b></p>	<p><b>Strategic Financial Planning Advice</b></p> <p>All of the strategic planning work we undertake for you will be completed on a time cost or hourly rate basis. Our current hourly charge rates are noted below; although they may vary in future.</p> <p>\$275 per hour including 10% GST</p> <p>Wherever possible, we will provide you with an estimate of the costs you may incur for our strategic planning services before you agree to proceed. We will also keep a detailed record of the work we undertake for you. This record is always made available to our clients once our work is completed.</p> <p>At JDFA, we are absolutely committed to ensuring the quality of our strategic planning advice will always represent value to you. If you were ever dissatisfied with the quality of our advice, the actual cost to you would only be what you feel is fair... this is our quality guarantee.</p> <p><b>Investment Portfolio Advice and Services</b></p> <p>Any work developing and implementing an appropriately structured investment portfolio for you is undertaken on a time cost or hourly rate basis. Again our current hourly charge rates are noted below; they may vary in future.</p> <p>\$275 per hour including 10% GST</p>

<p>...</p>	<p><b>Annual Portfolio Investment Advice &amp; Administration Service Fees</b></p> <p>Our ongoing portfolio investment advice and administration service fees will be calculated as:</p> <ul style="list-style-type: none"> <li>• 0.99% of assets under management up to \$500,000;</li> <li>• 0.77% of assets under management from \$500,001 to \$1,000,000 and</li> <li>• 0.55% of assets under management above \$1,000,000</li> <li>• With a minimum annual fee of \$2,750</li> </ul> <p>(All including 10% GST).</p> <p><b>Annual Investment Portfolio Reviews</b></p> <p>Your investment portfolio reviews are provided at no additional cost. Our annual investment advice and portfolio administration fees cover the cost of our portfolio review services, unless you request extensive additional work. If you make such a request, we will provide you with an estimate of costs you may incur before proceeding.</p> <p>If it becomes apparent during an annual portfolio review meeting that changes to your overall circumstances suggest the need for further strategic advice, we will advise you accordingly. If agreed to by you, our standard hourly fees will apply to the additional work required.</p> <p><b>Other Service Costs</b></p> <p>Our firm may assist you in other ways such as arranging insurance applications, loan product applications, estate planning services or Centrelink applications &amp; reviews.</p> <p>In these instances we will always advise you of our estimated fees prior to commencement of our work.</p>
<p><b>If you accept an insurance commission, how much commission do you get? How is it calculated and deducted?</b></p>	<p>The commission brokerage paid by life insurance companies varies from product to product and company to company.</p> <p>Any commission brokerage payable to FYG Planners Pty Ltd is paid by the life Insurance Company as a result of the premium you pay. It is not an additional cost to you.</p> <p>Initial commission can range from 0% to 121% of the first years premium.</p> <p>Ongoing or trail commission brokerage can range from 0% to 33% of the annual premium.</p> <p>We will advise you of the specific commission brokerage applicable to any insurance recommendation prior to you applying for the insurance cover.</p>

<p><b>Do you receive any other benefits in relation to providing financial services to me?</b></p>	<p>Details of any benefits exceeding \$300 that FYG may receive are detailed in a publicly available register that is updated quarterly. Please ask JDFA for a copy as required.</p> <p>FYG may be paid a portion of the administration fee from the service providers. These payments are referred to as “commissions” and are detailed in any formal recommendation documents you receive. FYG pays this fee to JDFA on a monthly basis.</p> <p>FYG also offers all of its authorised representatives the opportunity to become shareholders in FYG.</p>
<p><b>What should I know about the risks of the investments or financial strategies you recommend to me?</b></p>	<p>We will explain to you any and all risks associated with investments and strategies that we recommend to you.</p> <p>You should ask us to clarify any risks that are not clear to you.</p>
<p><b>Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my investment?</b></p>	<p>Yes. You may specify how you would like to give us instructions. For example, by telephone, fax or other means. If the execution is by telephone instruction we will require you to provide a letter of authorisation to serve as a record of the telephone instruction. This record will be kept on your file for future reference if required.</p>
<p><b>What information do you maintain in my file and can I examine my file?</b></p>	<p>We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations we have made to you and any discussions of significance we may have with you.</p> <p>We are committed to maintaining and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy follows. If you wish to examine your file, feel free to ask and we will make arrangements for you to do so.</p>
<p><b>How do you deal with the Anti-Money Laundering/ Counter-Terrorism Financing (AML/CTF) Act?</b></p>	<p>FYG adheres to all aspects of the AML/CTF Act. As such we require clients and prospective clients to provide us with identification in accordance with the legislation.</p>
<p><b>How do you deal with ASIC’s Professional Indemnity Insurance Requirements?</b></p>	<p>FYG is required by law to ensure it has adequate professional indemnity insurance to cover certain losses which may be suffered by Retail Clients. We confirm FYG has obtained professional indemnity cover to ensure it can meet the following circumstances:</p> <ul style="list-style-type: none"> <li>• Losses or damage suffered by Retail Clients arising out of breaches of obligations under Chapter 7 of the Corporations Act 2001</li> <li>• Breaches by both the licensee and its authorised representatives / representatives</li> <li>• Fraud by the licensee and its authorised representatives / representatives, and</li> <li>• Any award made against FYG by an external dispute resolution scheme</li> </ul> <p>Subject to its terms and conditions, this insurance will continue to provide coverage for any authorised representative / representative who has ceased work with FYG for work done whilst engaged with FYG.</p>

<b>OUR PRIVACY POLICY</b>	
<b>How will you collect personal information from me and how will you use it?</b>	<p>Our business is to provide financial planning advice and other services to enable individuals to understand their financial needs and make financial and investment decisions. To do this effectively, we need to collect certain personal information.</p> <p>The type of personal information we may collect can include (but is not limited to) name, address, date of birth, contact details, income, assets and liabilities, account balances, tax and financial statements and employment details.</p> <p>We obtain most of the information directly from our clients through applications and other forms. We may also obtain information from other sources.</p> <p>If we are arranging applications for death, sickness and disability insurance we usually need to collect sensitive information. Sensitive information is subject to greater restrictions.</p> <p>If you choose not to provide the information we need to ensure our advice is appropriate to your situation, we may not be able to provide you with advice or recommend a service or product.</p>
<b>How will you protect and safeguard my personal information that is supplied to you?</b>	<p>Safeguarding the privacy of your information is important to us whether you interact with us personally, by phone, mail, over the internet or other electronic medium.</p> <p>We hold personal information in a combination of secure computer storage facilities, paper-based files, other records and we take steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure.</p>
<b>If I have a complaint in regard to my privacy, to whom do I direct my complaint?</b>	<p>If you consider that any action by FYG breaches this Privacy Policy Statement or the National Privacy Principles or otherwise doesn't respect your privacy, you can make a complaint. This will be acted upon promptly.</p> <p>To make a complaint, please telephone FYG on (03) 6440 3555.</p> <p>If you are not satisfied with the response to your complaint, you can telephone the Commonwealth Privacy Commissioner's hotline on 1300 363 992.</p> <p>FYG Planners Pty Ltd ABN 55 094 972 540</p> <p>Australian Financial Services Licensee No 224543</p> <p>Level 1, 10 Wilson Street Burnie Tasmania 7320</p> <p>Phone: (03) 6440 3555 Fax: (03) 6440 3599</p>

## IF YOU HAVE A COMPLAINT

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

We are members of the Financial Ombudsman Service.

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

Contact us and tell us about your complaint.

If your complaint is not satisfactorily resolved within 30 working days please put your complaint in writing. This will ensure that the issues are fully documented and understood by all parties. Your complaint should be addressed to The Compliance Manager, FYG Planners Pty Ltd , Level 1, 10 Wilson Street Burnie Tas 7320. We will try to resolve your complaint quickly and fairly.

If the complaint can't be satisfied to your satisfaction you can have the right to complain to the Financial Ombudsman Service (FOS). They can be contacted on 1300 78 08 08.

Stage 1 of the FOS process sees FOS facilitate discussions 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 from the FOS national panel. The role of the conciliator is to assist the parties to explore options for settlement of the dispute and to help parties to agree on their own outcome.

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

You may wish to contact the Financial Planning Association of Australia (FPA). You can write to the FPA at PO Box 109, Collins Street West, Melbourne VIC 8007.

Alternatively you can phone the Australian Securities and Investments Commission (ASIC) toll free Infoline on 1300 300 630. Infoline consultants will talk to you about your rights as well as how to make a complaint which is suspected to be a breach of the law.

## Personal Profile

Your JDFA Wealth Adviser is

### **Daryl Forge**

(Representative Number 314336)



### **Your Adviser**

#### **Experience & Industry Credentials:**

Daryl Forge graduated from Monash University with a Degree in Economics (Accounting) and became a qualified Chartered Accountant (CA) during his 5 years with Touche Ross, now known as KPMG.

For the next 18 years, Daryl worked in the stockbroking industry with UBS and NAB. The last three years were spent as head of NAB's online stockbroker.

In addition to being a Chartered Accountant, Daryl has completed the Diploma of Financial Services (Financial Planning) and is ASIC RG 146 compliant.

#### **Service & Advice Focus:**

Daryl Forge provides financial and tax planning services to assist clients achieve their lifestyle goals.

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