

FINANCIAL SERVICES GUIDE (FSG)

This Financial Services Guide ('FSG') must be read in conjunction with the "Authorised Representative Profile" or "Adviser Profile". Together these two documents form the full FSG.

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 Financial Services Guide ("FSG") is intended to inform you of certain basic 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 any of the services described below.

Financial Services of Australia only authorises its Authorised Representatives to distribute this FSG.

You should also 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, commissions and associations which may have influenced the provision of the advice.

On an ongoing basis, a Record of Advice (ROA) will be provided instead of an SOA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since the last SOA was provided.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also 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.

You have a right to request a Product Disclosure Statement (PDS), Statement of Advice (SOA), Statement of Additional Advice (SOAA) and/or Record of Advice (ROA).

Key information is set out in answer to the questions below.

1. Before You Get Our Advice

Who will be Providing the Financial Service to Me?

Your adviser is an Authorised Representative of Financial Services of Australia Pty Ltd,

Licensee: Australian Financial Services Pty Ltd
Licence No. 338 961, ABN 11 136 723 781.
22 Louise Street,
Nedlands WA 6009.

Telephone 08 9386 9921.

This FSG is issued with the authority of Financial Services of Australia on 1st May 2010.

What kind of Financial Services are you Authorised to provide me and what kind of Products do those Services Relate to?

Financial Services of Australia is authorised to provide financial product advice and arrange the following services:

- Financial Planning Advice
- Life Insurance Advice
- Superannuation and Rollover Advice and Strategies
- Tax Planning Strategies
- Wealth Accumulation Advice
- Retrenchment Service

- Estate Planning Advice
- Self Managed Superannuation Advice
- Share Market Investment Advice
- Asset Allocation Advice
- Ongoing Service
- Gearing Strategies
- Asset Management Advice
- Social Security Advice

Financial Services of Australia provides advice on a comprehensive range of products including Unit Trust Products, Superannuation, Rollovers, Annuities, Allocated Pensions, Shares, Debentures, Term Deposits, Trauma, Income Protection and a full range of Risk Insurance products (all of which are referred to in this document as 'products'). Your Adviser will explain the range of products they can advise on.

Financial Services of Australia can provide advice and arrange transactions in the following products relating to these services:

- Basic Deposit Products
- Non Basic Deposit Products
- Derivatives
- Risk Insurance Products
- Investment Life Insurance Products
- Annuities and Pensions
- Superannuation
- Managed Investments
- Securities
- Government Stocks and Bonds; and
- Retirement Savings Accounts

Your adviser is in turn authorised to advise on these services and products as an authorised representative of Financial Services of Australia. Within the attached Adviser Profile your adviser's specific authorisations are detailed.

In general, we only recommend a product to you after considering its suitability for your individual needs, objectives and financial circumstances. However, if you so instruct, we will just provide you with general securities advice or reports on products or simply execute transactions on your behalf. In these cases it is up to you to consider whether those products are suitable for your own needs, objectives and financial circumstances.

There are a vast number of investment and other financial products from which to choose and no financial planner can possibly undertake research on all of them. Accordingly, like other major financial planning organisations, the products we recommend are all selected from an approved list of products carefully researched and approved by a team of research experts.

Who do you Act for when you Provide Financial Services to Me?

As an Authorised Representative your adviser acts on behalf of you the client when providing financial advice to you.

Financial Services of Australia is therefore responsible to you for any advisory services your adviser provides.

How will I Pay for the Service?

Financial Services of Australia offers a range of payment options;

Fee for Service

This fee is based on an estimation of our timed costs. On implementation of any advice, any commissions paid are rebated under this arrangement. In the event that our quoted fee exceeds our timed-costs, you will be rebated accordingly. Our estimation of cost is based on our hourly rates (GST inclusive).

Commissions

We may receive up to 5% (GST inclusive) of the invested amount from fund managers and other product issuers who investment products we recommend to you, and up to 130% of the premium for insurance products we recommend. Some companies also pay us ongoing commission.

Combination of Fees and Commissions

Full disclosure of all fees will be contained in the Service Agreement or Statement of Advice that we prepare for you. However, you will not be charged unless you have agreed to engage our services, details of which are contained in your letter of engagement.

Portfolio Review Service Fee Scale

In general, our portfolio review service fee will range from 0.5% p.a. to 5% p.a. (GST inclusive) of your total funds under our advice. This fee will be inclusive of any previously disclosed ongoing brokerage that may be paid by any of the product providers that we have selected for you.

Share Management Service Fees

In general, our share market service fee will range from 0.5% p.a. to 3% p.a. (GST inclusive) of your total funds under our advice.

If relevant, these fees and commissions are set out in detail (including percentages or dollar amounts or both) in the Service Agreement or Statement of Advice you will receive and if you do not understand them, you should ask your Adviser for clarification.

You have the right to request further information in relation to the particulars and the range of amounts received by Financial Services of Australia and its Authorised Representatives.

Do you Receive Remuneration, Commission, Fees or other Benefits in Relation to Providing the Financial Services to me and how is that Commission Calculated?

Financial Services of Australia may receive commission, fees or other benefits from Fund Managers and Life Companies in relation to providing financial services to you. For investments this is calculated at various percentage rates ranging from 0% to 15% in the case of initial commissions and 0% to 5% in the case of trailing commissions. For insurance this is calculated at various percentages ranging from 0% to 130% in the case of initial commissions and 0% - 38.5% p.a. in the case of trailing commissions.

Financial Services of Australia may receive sponsorship of up to \$50,000.00 from Fund Managers or Life Companies. This money is paid out of the Fund Managers and/or Life Companies own resources. Sponsorship is paid to Financial Services of Australia to further educate advisers and enable Professional Development of advisers.

Financial Services of Australia may receive additional override commissions of up to 0.5% from Fund Managers. These overrides and/or rebates are paid out of Fund Managers own resources. These overrides can arise from volume based incentives and/or recognition of support for Fund Managers. Financial Services of Australia may receive up to 6% marketing commission from Fund Managers based on the amount of business placed with that Fund Manager.

Financial Services of Australia may receive a combination of any or all of the above when making a recommendation to you.

The initial plan preparation fee is a dollar amount agreed by you and your Adviser, as referred to above. It is usually invoiced to you after the plan has been submitted to you. In the case of investment products, where Financial Services of Australia is remunerated by commissions paid to it by Fund Managers or Life Companies, these are calculated on the amount of the initial investment (or if they are payable over time they may be calculated on the increasing value of assets under management) and are deducted from that investment (together with any initial fee chargeable by the Fund Manager or Life Company for its services) upon the investment being made. They are paid out of (and not in addition to) any initial entry fee charged by the Fund Manager or Life Company or included in the cost of the product.

Where Financial Services of Australia is remunerated by commissions or investment fees payable by you, these are calculated on the amount of the initial investment and are then either deducted from any amount due to be rebated to you from a Fund Manager or Life Company or are separately invoiced to you.

Your adviser will tell you in writing in the Statement of Advice what fees we may charge you, when you have to pay, and what payments we may receive from the Financial Product issuer/s. From time to time Fund Managers may provide financial support for training and conferences. They may also contribute to the costs associated with providing seminars and advertising.

In the case of Risk Insurance products (i.e. Insurance Policies for Death, Total and Permanent Disablement, Temporary Disability or Income Protection), the commission is usually calculated as a percentage of any premiums. In some cases these may be refundable by Financial Services of Australia to the Life Company if the policy is cancelled.

Do any Relationships or Associations exist which might Influence you in Providing me with the Financial Services?

Your adviser may also have referral arrangements or associations with other financial providers such as accountants or lawyers. Specific details of these associations are detailed within the attached Adviser Profile.

2. When you get our Advice

Will you give me Advice, which is Suitable to my Needs and Financial Circumstances?

It is your choice to determine the type of advice you receive from your adviser. The preparation of advice that takes into account your needs and financial circumstances requires divulging significant personal information and is referred to as personal advice. Should you prefer to receive information that is not specifically constructed to your circumstances this advice is referred to as general advice.

You have the right not to divulge 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 in the Service Agreement and Statement of Advice 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 in the financial report. If you require further clarification of the products and strategies we are more than happy to clarify these for 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 needs. We also maintain records of any recommendations made to you. If you wish to examine your file, you should ask us, and we will make arrangements for you to do so. We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.

Financial Services of Australia Privacy Disclosure Statement

We are required pursuant to the Corporations Act and certain regulations issued by the Australian Securities and Investments Commission to collect information about you for the purpose of providing you with the following services:

- Preparation of your Statement of Advice
- The provision of financial planning and risk insurance advice to you
- Making financial product recommendations
- Reviewing your investments and insurances
- Other activities as directed by you

We will from time to time disclose information about you to authorised representatives of Financial Services of Australia and to other professionals, insurance providers, superannuation trustees and product issuers in connection with the purposes detailed above. In the event we consider it necessary to use or disclose information about you for purposes other than those detailed above or related purposes, we will seek your consent. You are entitled to obtain access to the information which we hold about you and Financial Services of Australia's Full Privacy Statement by contacting the Privacy Officer on 08 9386 9921 or by writing to the Privacy Officer at 22 Louise Street, Nedlands WA 6009

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.

What do we expect from you?

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licence. We will also retain copies of this information. We assure you that this information will be held securely.

Who can I complain to if I have a complaint about the provision of the Financial Services to me?

We are members of the Financial Ombudsman Service Limited (FOS). 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 days please contact; Mr Bradley Howe, Complaints Resolution, Financial Services of Australia 22 Louise Street, Nedlands WA 6009 Ph: 08 9386 9921. Or put your complaint in writing and send it to us at this address. We will try to 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 Ombudsman Service Limited. GPO Box 3 Melbourne VIC 3001 Tel: 1300 780 808 Or email: info@fos.org.au Web: <http://www.fos.org.au/>
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What kind of compensation arrangements are in place and are these arrangements complying?

Financial Services of Australia confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). In particular our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the Sum Insured for Financial Services of Australia and our authorised representative / representatives / employees in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any authorised representative / representative / employee who has ceased work with Financial Services of Australia Pty Ltd or work done whilst engaged with us.
