

Financial Services Guide

The purpose of this **Financial Services Guide (FSG)** is to explain the financial services provided by Grampians Investment Services Pty Ltd. It is designed to help you make a fully informed decision about whether you want to use our services.

About this guide

Please take the time to read this guide carefully. Sound financial advice is based on open communication. Understanding our services and our fees is the cornerstone of this communication. It's also important that you know who authorises your adviser, the nature of their associations and relationships and what to do if you have a complaint. If you have further questions, or if there is anything that isn't clear, please ask us.

About us

Grampians Investment Services was established in July 2009. Our advisers offer professional integrated financial advice strategies to achieve peace of mind and help you achieve your goals.

Grampians Investment Services Pty Ltd (ABN 88 138 384 675) is an Australian Financial Services Licensee, Licence No 482800 and in this document is referred to as 'we', 'us' or 'our'. Our contact details are as follows:

Grampians Investment Services
62 Gray Street
Hamilton VIC 3300

Telephone: 03 55725488

Fax: 03 55725433

Our advisers have a legal obligation and an ethical duty to act with integrity and in the best interest of you and their clients.

The financial planner is responsible for the financial services provided which includes the distribution of this FSG.

Products and services we provide

Grampians Investment Services provide a range of financial services including investing, superannuation, retirement, and insurance.

We can offer financial services and advice that covers the following areas:

- Wealth creation including advice on securities.
- Retirement planning including superannuation and strategies for transitioning to retirement.
- Risk management and asset protection.
- Retrenchment and redundancy advice.
- Social security/Centrelink entitlements.

From these financial services, certain kinds of financial products may be recommended to you. We can provide advice and arrange transactions on the following classes of financial products:

- Superannuation and retirement savings account products
- Securities
- Managed Fund investments (including investor direct portfolio services)
- Managed Discretionary Accounts (MDA)
- Government debentures, stocks or bonds
- Deposit products
- Life insurance products including investment life and life risk.

Important documents you can expect to receive.

When the adviser provides personal financial advice for the first time, you will generally be given a Statement of Advice (SoA). The SoA sets out your personal advice, the basis on which it is given, the cost of the advice, and information about any associations or relationships that could influence the advice.

If you require further advice at a later time, providing your **circumstances have not changed significantly since your previous SoA**, the adviser may be able to provide the further advice verbally or in a written shorter Record of Advice (RoA). If you are given verbal advice, the adviser will document the discussion and a copy of this record can be made available to you on request. If you are given further advice and your circumstances have **changed significantly since your previous SoA**, you will generally be given another SoA.

To help make an informed decision about a financial product, you will generally be given a Product Disclosure Statement (PDS) which outlines the product features and costs in detail. In certain circumstances, there is no requirement to provide a PDS (including, for example, where you already have one).

If you ask the adviser to undertake a transaction without receiving advice from that adviser, you may be given a letter confirming your instructions and disclosing any costs payable by you in relation to that transaction.

Our Approved Product List (APL)

Our financial planners can only provide advice on financial products that are on our approved product list. The approved product list includes a large range of investment and insurance products for which the appropriate research and analysis has been undertaken.

Our financial planners cannot advise you on, or influence you in favour of, a financial product which:

- is not on the approved product list, or
- any arrangement where your financial planner can make changes to your portfolio before obtaining your consent unless they are specifically authorised to do so, or
- is a product on which they are not authorised to provide advice. The financial planner's will outline the class of financial products on which they can advise if it differs from the products specified on page 1. Alternatively, you can find details on the Australian Securities and Investment Commissions website at www.asic.gov.au

The adviser will source from the APL before providing any recommendations. This means any product or service the adviser recommends has been thoroughly researched. They will only recommend a product or service after considering its appropriateness in relation to your objectives, financial situation, needs and best interests.

While the financial planner may conduct a separate business, for example, as an accountant, we are only responsible for the financial products and services described in this FSG and included on our approved product list.

The financial planner is a registered tax (financial) adviser or a registered tax agent. They are authorised to provide a tax service, where the advice is:

- provided in the context of the personal advice authorised by the licensee, and
- part of the financial advice which interprets and applies the tax laws (including tax, superannuation and SMSF laws) to your personal circumstances.

Registered tax (financial) advisers are not authorised to provide tax agent services (i.e. those services in relation to the preparation and filing of tax returns and liaison with the ATO, etc.).

Where tax agent services are provided (i.e. those services in relation to the preparation and filing of tax returns, and liaison with the ATO, etc.), these services constitute a separate business activity and are not provided under the licensee's AFSL. We are only responsible for advice relating to the financial products and services described in this FSG and our APL.

Providing instructions to your financial planner

You may provide specific instructions to your financial planner by letter, email, telephone, fax or other means as agreed.

Advice that suits your personal situation, needs, goals and objectives

In relation to the personal financial advice and product advice provided to you, we are under an obligation to act in your best interests (ie the best interests duty). Within the subject matter of the advice provided to you, we must ensure that:

- the scope of the advice considers all the issues and meets your objectives, financial situation and needs (including your tolerance for financial risk)

- if the scope of the advice changes, the change is consistent with your objectives, financial situation and needs
- we consider whether or not to provide advice that recommends a specific product or whether you should dispose of a product or do nothing.

The advice that your financial planner provides will always be provided to you in writing in the SoA, unless it is further ongoing advice in which case it will generally be in the form of a RoA advice as outlined earlier.

You have the right not to tell us information about yourself however, if you still require your financial planner to provide you with financial product advice, then the SoA will contain a specific warning that draws your attention to the risks of not providing full information about yourself. This warning will state that if you do not provide your financial planner with accurate and complete information relating to your personal circumstances, then the advice you receive may not meet your intended objectives because your financial planner has not been able to determine whether the advice is appropriate.

Important relationships and other benefits

You should know about the following arrangements:

Service Providers

We have maintained our relationship with Lonsdale Financial Group who are providing a variety of services through their Dealer Support services. Lonsdale Financial Group are a wholly owned subsidiary of Insignia Financial Ltd and part of the Insignia group of companies which is listed on the Australian Stock Exchange (ASX : IFL)

Associated Businesses

Your adviser may have associations with other related businesses, such as accounting firms. Details of any such relationships will be disclosed in the Adviser Profile document.

Other benefits

We may be eligible to receive sponsorship in the form of cash payments from product providers listed on the approved product list. Amounts may vary per product provider. Your financial planner does not share directly in the sponsorship payments, but may benefit indirectly through the provision of subsidised conference and professional development training costs.

If you purchase or sell direct securities through us, we may receive a fee for these transactions. Details of which will be disclosed in either a SoA or a RoA.

Your financial planner may also receive a range of other benefits from product providers such as marketing support or sponsorship, entertainment, conferences, accommodation and travel which will be disclosed in your SoA.

In the main we will never accept any benefits with a value exceeding \$300. Where applicable any benefits we receive valued at less than \$300 are recorded in a register maintained in our office. This register is available for you to review upon request.

We maintain a public register outlining the forms of alternative remuneration that we both pay and receive. A copy of this register can be accessed upon request.

How we are paid

We receive remuneration from;

- Advice and service fees paid by you (fee for services)
- Commission from insurance providers
- Other payments and benefits as outlined above under the heading 'important relationships and other benefits'.

As the licensee Grampians Investment Services Pty Ltd collects all fees and commissions which are paid in conjunction with Lonsdale Revenue Collection. Grampians Investment Services Pty Ltd pays your adviser a salary and they may also be entitled to receive additional capital and profit related benefits.

Advice and service fees paid by you

Before providing personal advice, the adviser will agree on the fees and payment options with you. These fees will be based on your individual circumstances, the complexity of your situation and the time it takes to prepare your personal financial advice. Fees and commissions that are relevant to the advice being provided will also be disclosed in the written advice provided to you.

The types of fees you may be asked to pay can include:

- **Statement of Advice (SoA) fee** – a fee to gather information, analyse your situation and prepare your SoA. If you choose this option, you will be invoiced for the agreed fee when you are provided with your SoA or other advice document.
- **Implementation fee** – a fee to implement the recommendations contained in your SoA.
- **Review Service Fee** – A fee for the provision of review services if you enter into a Fixed Term Service Agreement with your adviser. The service agreement is an arrangement that may cover items such as review of strategies, products and investments held within your portfolio and an annual portfolio review document. You and your financial planner should discuss the services to

be included and the fee that you will pay and this will be set out in the service agreement provided by your financial planner either before, or at the time, you are presented with your SoA.

Other fees

Your adviser may also charge other fees for ad hoc provision of advice or services, including if you instruct your adviser to complete a transaction on your behalf such as buying or selling specific financial products.

We offer additional services and there may be an additional cost for these services, which we will agree with you prior to delivery.

Commissions from insurance providers

Insurance providers may pay us commissions if your adviser recommends insurance products to you. Commissions are based on a percentage of your insurance premium.

If these products are recommended to you, more detail will be provided in the SoA.

How we protect your personal information

The Australian Privacy Act 1988 and Australian Privacy Principles apply to the collection of personal or sensitive information. This means that information provided by you in the course of receiving financial planning services must only be used:

- to provide you with information, products or services that you might reasonably expect or request
- to fully understand or anticipate your needs during our relationship
- to manage rights and obligations under any laws applying to the services provided, or
- to conduct research, or planning and marketing, which includes direct marketing, although you do have the right to specifically instruct that your details aren't used for these purposes.

The type of information which will usually be requested will include details about your financial, taxation, health, employment, and estate planning matters. This may include details relating to your partner or family members.

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter-Terrorism Finance Act 2006 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 and we will retain copies of this information.

You are entitled to request access to your file for the purpose of reviewing and correcting the information held. However, you cannot access information where it would have an unreasonable impact on the privacy of another person or if the information is relevant to legal obligations or legal proceedings.

In providing services to our clients, from time-to-time we will disclose information about you to other professionals, including insurance providers, superannuation trustees, product issuers as well as our service providers. It is generally unlikely that we will disclose your personal information to overseas recipients.

However, any overseas disclosure does not affect our commitment to safeguarding your personal information and we will take reasonable steps to ensure any overseas recipient of your personal information complies with Australian Privacy law. Should your adviser utilise an overseas service provider, these arrangements will be detailed in their Adviser Profile.

You are entitled to obtain access to the information we hold about you by contacting the Privacy Officer on 03 55725488 or by writing to:

Privacy Officer, Grampians Investment Services Pty Ltd
P.O. Box 881 Hamilton VIC 3300

For more information about how we collect, use, store and disclose your personal information please contact our office for a copy of our Privacy Policy.

If you have a complaint

If you have a complaint about the financial services provided to you, your complaint should be directed to your adviser in the first instance.

1. Speak to your financial planner about your concerns, or
2. Call us on 03 55725488.

Email: reception@grampiansinvest.com.au

In writing to; **Compliance and Professional Standards Manager**
Grampians Investment Services Pty Ltd
P.O. Box 881
Hamilton Vic 3300

Phone: 03 55725488

We will investigate and endeavour to resolve your complaint promptly and fairly. If your complaint has not been resolved to your satisfaction within 30 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA is an external resolution scheme which provides fair and independent financial services compliant resolution that is free to consumers. AFCA contact details are;

AFCA Website: www.afca.org.au

AFCA Email: info@afca.org.au

AFCA Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority
GPO Box 3
MELBOURNE Vic. 3001

The Australian Securities and Investments Commission (ASIC) has an information line 1300 300 630 which you may use to obtain information about your rights, and to make a complaint. For more information, please visit their website www.asic.gov.au

Professional indemnity insurance

Our professional indemnity insurance covers us and our representatives for the services we provide and satisfies the requirement under the Corporations Act for compensation arrangements. This includes claims relating to the conduct of representatives who no longer work for us but did so at the time of relevant conduct.