

Financial Services Guide

Version 8

Date: 1 July 2014



The documents you will receive from us

Financial Services Guide

This Financial Services Guide is designed to clarify who we are and what we do, and help you decide whether to use our services.

It also contains information on how you can pay for our services and how we ensure your satisfaction with our advice.

Other documents you may receive

In addition to this Financial Services Guide, when we provide you financial advice we will also present you with a written Statement of Advice (SOA).

This will describe the strategies, products and services we recommend and outline any fees or commissions we will receive and any associations we have with financial product providers or other parties that have not already been disclosed in this Financial Services Guide.

If you receive further financial advice from us, we will present you with either another Statement of Advice or keep our own written Record of Advice (ROA). You can request a copy of this by contacting us any time up to seven years from the date of the advice provided.

We will also provide you with a Product Disclosure Statement (PDS) or offer document for all financial products we recommend, where applicable, to help you make informed decisions.

Giving us instructions

If you want to make changes to your financial plan or provide other instructions, please contact us.

Generally, you will need to give us instructions in writing (eg fax, email or letter) or another method agreed with us.

About us

Who we are

Altus Financial is a fully integrated advice centre incorporating chartered accountancy, wealth management and business advisory services. Our aim is to be the only place you'll ever need to go for the right financial solution. Whether you're looking to maximise your business position,

About our Licensee

Apogee Financial Planning Limited is recognised as one of Australia's leading financial advice networks, managing over \$6 billion of investments.

Apogee Financial Planning won CoreData's Advisory Group of the Year award in 2009, 2010 and 2012. This award recognises the quality of customers' experiences when seeking financial advice.

Apogee Financial Planning is a professional partner of the Financial Planning Association, the professional body representing qualified financial planners in Australia, and therefore adheres to set standards in terms of ethics, conduct and continuing professional development.

Our associations and relationships

We are authorised representatives of Apogee Financial Planning Limited ABN 28 056 426 932, Australian Financial Services Licence Number 230689.

As a member of the National Australia Group of companies, Apogee Financial Planning Limited is responsible for the financial advice and services we provide. Apogee Financial Planning Limited support us with essential services and resources to ensure you receive sound financial advice.

A number of companies within the National Australia Group—including MLC Investments Ltd, Navigator Australia Ltd, NULIS Nominees (Australia) Limited, MLC Ltd, WealthHub Securities Ltd, Jana Investment Advisers Pty Ltd, PFS Nominees Pty Ltd, MLC Nominees Pty Ltd and National Australia Bank Ltd—are financial product providers whose products we may recommend.

We generally recommend products that are listed on our approved product list. In some categories these may be all NAB Group products. Before any products are added to this list a review process is undertaken and products are required to meet minimum standards. If these products are not appropriate for your circumstances then we may recommend a product outside of this list. At all times, we will ensure that our recommendations are in your best interests.

your personal finances or both we give you the perfect combination of advice tailored to suit your needs alone.

No matter what stage of life you're at, or how long you've been in business, we'll help you get the most from your finances so that everything flows just the way you want it.

We are representatives of and offer our services on behalf of Apogee Financial Planning Limited.

Rod Dickinson

Authorised Representative No is 242238

He has a degree in Economics and a Diploma of Financial Planning. Rod Dickinson is a member of the Financial Planning Association.

Rod Dickinson is an Authorised Representative of Apogee Financial Planning Limited.

Matthew Smith

Authorised Representative No 242317

He has a degree in Economics, a Diploma in Business and a Diploma of Financial Planning. Matthew Smith is a member of the Financial Planning Association.

Matthew Smith is an Authorised Representative of Apogee Financial Planning Limited.

Adam Montana

Authorised Representative No 328516

He has a degree in Economics, and a Graduate Diploma of Financial Planning. Adam Montana is a member of the Financial Planning Association.

Adam Montana is an Authorised Representative of Apogee Financial Planning Limited.

The Financial Services that the above advisers offer are provided by Altus Financial Pty Limited 62 081 162 843 Authorised Representative (AR) No. 242352.

Altus Financial Pty Limited is an integrated financial services firm that incorporates the skills of Accountants, Financial Planners and Business consultants. Our Financial Planners are authorised representatives of Apogee Financial Planning Limited.

Apogee Financial Planning Limited has authorised us to provide you with this FSG.

The Financial Services that the above advisers offer are provided by Altus Financial Pty Limited 62 081 162 843

Authorised Representative (AR) No. 242352

Apogee Financial Planning Limited has authorised us to provide you with this Financial Services and Credit Guide.

Quality Advice Program

Rod Dickinson and Matthew Smith have been Quality Advice accredited by Apogee Financial Planning Limited under their internal Quality Advice Program.

The Program involves a defined set of standards for measuring quality of advice.

In order to receive Quality Advice Accreditation, we were required to meet a number of essential criteria in relation to financial planning principles and have a number of our financial plans assessed against the Quality Advice standards.

What we do

We are authorised by Apogee Financial Planning Limited to provide financial advice in relation to:

- > Wealth Accumulation
- > Income & Asset Protection
- > Tax Strategies
- > Superannuation
- > Retirement & Redundancy Planning
- > Estate Planning
- > Government Benefits
- > Debt Management
- > Managed Discretionary Accounts

and to provide advice and deal in the following financial products:

- > Basic Deposit Products
- > Non-basic Deposit Products
- > Non-cash Payment Facilities
- > Life Products – Investment Life Insurance
- > Life Products – Life Risk Insurance
- > Services (IDPS)
- > Superannuation
- > Retirement Savings Accounts
- > Managed Investment Schemes, including Investor Directed Portfolio Services
- > Derivatives
- > Government Debentures, Stocks or Bonds
- > Securities
- > Standard Margin Lending Facilities

Managed Discretionary Account Services

Apogee Financial Planning Limited offers a Managed Discretionary Account Services through an agreement with clients called a Managed Discretionary Account (**MDA**) Contract.

By accepting the terms of a MDA Contract, you will be granting your adviser an authority to take action on your investment portfolio (eg, buy or sell investments) without first consulting you.

This will change the nature of the adviser-client relationship.

Normally, your adviser provides you with advice and recommendations supported by research or other information to assist you make an informed decision on those recommendations. Your adviser then implements whatever action you decide to take.

If you accept the terms of an MDA Contract, you will, to some degree depending on the limitations/restrictions detailed in the MDA Contract, provide your adviser with the authority to make decisions on your investment portfolio and to implement investment transactions without consulting you.

The decision to surrender full or partial control of your investment portfolio to your adviser is an important decision.

You should not accept the terms of a MDA Contract provided by your adviser unless you are confident that he/she has a clear understanding of your circumstances, needs and objectives.

The significant risks of accepting the terms of a MDA Contract provided by your adviser are:

Your adviser may make investment decisions that you disagree with. Provided your adviser's actions are within the law and the scope of the authority you have granted and the adviser has acted efficiently, honestly and fairly, you will have no right of recourse.

This means that you will have to accept the tax consequences, transaction costs and any capital loss resulting from any transaction validly executed by your adviser and any "reversal" of that transaction that you may request.

If you do not promptly inform your adviser of any changes in your situation, needs and objectives, there is a risk that your adviser may make inappropriate investment decisions.

You may only accept the terms of a MDA Contract where your investment portfolio is held via a regulated platform such as an investor directed portfolio service (IDPS), IDPS-like scheme, superannuation wrap or master trust.

You must accept the terms of the MDA Contract provided by your adviser before he/she can provide you with MDA services. As part of your MDA Contract you will be provided with an Investment Program that complies with Division 3 of Part 7.7 of the Corporations Act and that will contain:

- > Statements about the nature and scope of the discretions your adviser will be authorised and required to exercise under the MDA Contract and any investment strategy that is to be applied in exercising those discretions;
- > Information about any significant risks associated with the MDA Contract;
- > The basis upon which your adviser considers the MDA Contract to be suitable for you; and

Warnings that the MDA Contract:

- > May not be suitable to you if you have provided limited or inaccurate information relating to your relevant personal circumstances;
- > May cease to be suitable if your relevant personal circumstances change.

Note that your adviser will exercise, on your behalf, all rights that relate to your portfolio arising from corporate actions and communications about your portfolio assets.

The suitability of the Investment Program that forms part of your MDA Contract to your relevant personal circumstances will be reviewed by your adviser at least once every thirteen (13) months unless terminated earlier by you.

This FSG complies with the relevant requirements of ASIC Class Order 04/194 'Managed discretionary accounts'.

We are not authorised by Apogee Financial Planning Limited to provide financial product advice in the following financial products:

- > General Insurance Products

Contact us

For more information on anything you have read in this document or if there is anything else we can help you with, please contact us at:

Level 12, 10 Spring Street
Sydney NSW 2000

GPO Box 49
Sydney NSW 2001

P 02 8908 3444
F 02 8908 3455

mail@altusfinancial.com.au

How we manage your personal information

This Privacy Notification tells you how we collect your information, what we use it for and who we share it with. It also points out some key features of our Privacy Policy. For a copy of our Privacy Policy, ask us.

Collecting your personal information

We need to collect your personal information for a variety of purposes, including to provide you with the financial services you have requested and to contact you about other products and services that may be relevant to you. It is also necessary for us to collect personal information in order to prevent or investigate any fraud or crime, or any suspected fraud or crime.

We'll collect your personal information from you directly whenever we can. Sometimes we collect your personal information from other sources or third parties such as your Accountant. We do this only if it's necessary to do so, for example where:

- > we can't get hold of you and we rely on publicly available information to update your contact details;
- > we need information from an insurer about an insurance application you make through us;
- > at your request, we exchange information with your legal or financial advisers or other representatives.

You may not be aware that we have done so. If we collect information that can be used to identify you, we will take reasonable steps to notify you of that collection.

We may collect information about you because we are required or authorised by law to collect it. There are laws that affect financial institutions, including company and tax law, which require us to collect personal information. For example, we require personal information to verify your identity under Commonwealth Anti-Money Laundering law.

What happens if you don't provide your information to us?

If you don't provide your information to us, we may not be able to:

- > provide you with the product or service you want;
- > manage or administer your product or service;
- > verify your identity or protect against fraud; or
- > let you know about other products or services that might better meet your financial and lifestyle needs.

Protecting your privacy

Protecting your privacy is essential to our business. Your file, containing your profile, personal objectives, financial circumstances and our recommendations, is kept securely.

Disclosing your personal information

We may provide your personal information to the following types of service providers:

- > other advisers, paraplanners and organisations who work with us to provide the financial services you have requested;
- > insurance providers, superannuation trustees and product providers related to the financial services you have requested;
- > organisations that help us operate our business, such as those that provide administrative, financial, accounting, insurance, research, legal, strategic advice, auditing, computer or other business services;
- > your representatives, service providers, or other organisations, such as your accountant, solicitor, tax agent, stockbroker or bank;
- > organisations involved in a business restructure or a transfer of all or part of the assets of our business; and
- > government authorities and other organisations when required by law.

In order to provide you with our services, we may share your information with organisations outside Australia (for example information technology service providers). You can view a list of the countries in which those overseas organisations are located in our Privacy Policy.

Consent to marketing activity

We presume you consent to being contacted by us about suitable products and services via the contact details you have provided. We may continue to contact you for these reasons until you withdraw your consent. You can do this at any time by contacting us.

Gaining access to your personal information

You can gain access to your personal information that we hold about you. This is subject to some exceptions allowed by law. We will give you reasons if we deny access. You can find out how to access your information by reading our Privacy Policy.

Correcting your Information

You can ask us to correct information we hold about you. You can find out how to correct your information by reading our Privacy Policy or by contacting us.

Complaints

If you have a complaint about a privacy issue, please tell us about it. You can find out how to make a complaint and how we will deal these complaints, by reading our Privacy Policy or by referring to the 'Your confidence in our advice' section'.

Contacting us

If you would like to know more about our privacy policy, please contact us. For more information about your privacy, you can visit the Federal Privacy Commissioner's website at

www.privacy.gov.au

Your confidence in our advice

Your satisfaction is very important to us and we have procedures in place to resolve any concerns promptly and fairly.

If you are unhappy with the advice you receive or other aspects of our service, please let us know so we can act on it immediately.

Our complaints procedure

If we have not satisfactorily resolved your complaint, please put your complaint in writing or contact our Advice Dispute Resolution Team on **1800 611 950**.

Please address the envelope 'Notice of Complaint' and send it to:

Advice Dispute Resolution Team
Apogee Financial Planning Limited
PO Box 1086
North Sydney NSW 2059

If your complaint isn't resolved within 45 days or to your satisfaction, then you may refer the matter to the Financial Ombudsman Service (FOS), an independent complaints handling body. We are a member of FOS. FOS provides a free, accessible, fair and independent dispute resolution service to consumers.

You can contact FOS on **1300 78 08 08**, at www.fos.org.au, by email to info@fos.org.au or in writing to:

The Manager
Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001

Apogee Financial Planning Limited holds professional indemnity insurance that satisfies the requirements (Section 912B) of the Corporations Act. This insurance also covers the conduct of advisers who were authorised by Apogee Financial Planning at the time of providing the advice, but are no longer representatives at the time of your complaint.

How you can pay for our services

You can pay for the services you receive on a fee for advice basis. This allows you to know that you are paying for our advice irrespective of any product you use, clarifies the services you are entitled to, and ensures all recommendations are driven by your needs.

We will agree with you the amount you pay based upon:

- > a flat dollar fee;
- > an hourly rate;
- > the amount you invest; or
- > a combination of the above.

You can pay in the following ways:

- > as a fee for advice that will be deducted from your investments as a one-off payment or in instalments;
- > by direct invoice from us for initial and ongoing advice;
- > via commission we may receive from a financial product provider when you commence an insurance contract, or loan product; or
- > a combination of the above.

If you are not already on a fee for advice package, you can move to this payment at any time.

Other payments we may receive

We will provide you with details of all fees, commissions or other benefits we may receive when we provide advice to you and, where possible, will give actual dollar amounts. If we cannot provide this accurately, we will provide worked-dollar examples.

Even if you don't receive personal financial advice from us, you can still request the details of any fees, commissions or other benefits we receive in relation to any other financial service we provide you.

Benefits we may receive

Sometimes in the process of providing advice, we may receive benefits from product providers.

Conferences

We may attend conferences and professional development seminars that have a genuine education or training purpose. Apogee Financial Planning Limited, or our employer, may pay for the costs of our travel and accommodation, and events and functions held in conjunction with the conference or seminar.

Non-monetary benefits

We keep a register detailing certain non-monetary benefits that we receive e.g. benefits valued between \$100 and \$300, and those that relate to genuine education or training and technology software or support.

You can view an extract of the register by contacting us. Please be aware that Apogee Financial Planning Limited may charge you for the cost of providing this information to you.

Referrals

If you have been referred to us or we refer you to someone else, we may have arrangements in place to or receive a referral fee, commission, or other benefit.

Details of any arrangement will be provided in our advice to you.

Business Equity Valuation (BEV)

In the event of our death or permanent disablement, or if we were to leave the financial planning industry, Apogee Financial Planning Limited provides a buyer of last resort option called BEV. This helps manage the transition of ownership to ensure you continue to receive advice.

In addition, we are part of a corporate structure and have a succession agreement in place to manage the transition of ownership should we leave the business.

Our business operates in a corporate structure. This model is less likely to be eligible for BEV as all the Principal Advisers in our business would have to either leave the industry, die, or become permanently disabled.

The value of a sale under BEV is based on a multiple of ongoing revenue received by the business on an annual basis. The multiple can range from 2.5 to 4 depending on the proportion of the ongoing revenue that comes from clients who hold MLC group financial products.

Here are some examples to help you understand the potential benefit to us of our clients holding MLC group product:

- > If the ongoing revenue of the business was \$100,000 and 50% of our clients held MLC group products, the sale value for the financial planning business would be between \$250,000 and \$350,000;
- > If the ongoing revenue of the business was \$100,000 and 85% of our clients held MLC group products, the sale value for the financial planning business would be up to \$400,000;

Importantly, BEV is subject to us meeting certain compliance requirements and standards.

How we charge for our services

All fees and commissions are inclusive of GST and the fees could be greater than those disclosed below in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

Initial consultation	At our expense: The aim of the initial consultation is for us to outline our services and to jointly decide whether you would benefit from our service offering. We do not charge a fee for the initial consultation, and we ask you to complete a short "Needs Analysis or Client Profile" prior to this meeting. At the end of the first interview, we will quote a fee for the provision of the following services. The fee will be based on the complexity and scope of the work undertaken.
Advice preparation > Collation of Financial Records > Preparation and Presentation of Statement of Advice	Your initial Advice Fee will range from \$2,500 - \$25,000 (Incl GST) depending on the level of complexity of your situation and the advice provided. This fee will be quoted after your initial consultation in the form of a Professional Services Agreement (PSA) prior to you proceeding.
Implementation > Fee for advice	Your Plan will have an implementation fee quoted in the engagement letter. This Fee will range from \$2,500 - \$25,000 (Incl GST) depending on the level of complexity of your situation and the advice provided. These fees may be paid by cheque, credit card (Visa, MasterCard or Bankcard), direct debit or collected as an investment product entry fee (see commissions on all products*). Credit card and direct debit payments include an administration fee of \$2 per transaction set up, \$1 per transaction plus a merchant fee of 0.86% for credit card transactions.
Implementation of Initial Advice Fee > Commission on life insurance products	Unless you have agreed to a fee for service arrangement for insurance-related advice we will receive commission for our initial services to you. Where we arrange a life insurance product for you, the relevant insurer will pay us an initial commission. The rate of commission is between 0% and 130% and is calculated as a percentage of the annual premium you pay.
Ongoing fee for advice > Fee for advice	The ongoing service fee for this package is \$2,500 per annum (minimum fee) or a maximum of 1.1% (Incl of GST) of total funds invested (collected monthly from your investments. The level of ongoing service required will determine the type of ongoing service fee charged). If we recommend you acquire investments using borrowed funds then the ongoing fee in relation to this portfolio will be a minimum of \$500 and a maximum of \$25,000.
Ad hoc and Ongoing advice	Where you do not wish to participate in an ongoing service fee arrangement but require ongoing advice on an ad hoc basis, an hourly fee of between \$165 and \$330 may apply.
Ongoing service > Commission on life insurance products	Unless you have agreed to a fee for service arrangement for insurance-related advice, we will receive commission for our ongoing services to you. Annual commission will also be paid when you renew your policy each year. The rate of ongoing commission is between 0% and 33% of the annual premium for as long as you hold the product. Commissions are paid to us by the product provider and are not a direct cost to you.
Margin loans	We do not receive commissions either directly or indirectly from any margin lending products.
Pre-existing arrangements	For existing clients already in an established commission arrangement, we may receive commission on investment products held. The relevant product issuer will pay initial commission between 0% and 5.5% and ongoing commission between 0% and 0.88% of the value of your investments for as long as you hold the product. Commissions are paid to us by the product provider and are not an additional cost to you.
