



Financial Services Guide



FPA

FINANCIAL PLANNING
ASSOCIATION
of Australia Limited

PRINCIPAL MEMBER

FINANCIAL SERVICES GUIDE

Before seeking our advice, you probably have a number of questions you would like to ask about us. You have the right to ask about our charges, the type of advice we will give and what you can do if you have a complaint about our services. Key information is set out in answer to the questions below. If you need more information or clarification, please ask us. This Financial Services Guide (FSG) is issued by Open Financial Services Pty Ltd. We are a Principal Member of the Financial Planning Association of Australia (FPA) and must comply with FPA's Code of Ethics and Rules of Professional Conduct.

You should also be aware that you are entitled to receive a Statement of Advice (SOA) whenever we provide you with any advice which takes into account your objectives, financial situations and or needs. The SOA 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.

If further advice is furnished, or when no financial product is recommended, a Record of Advice (ROA) may be provided to you instead of a SOA. You have the right to request a copy of the ROA (if you have not previously received a copy) within 7 years of that further advice being given. You can request the record of advice by contacting us or our representative in writing, by telephone or by email.

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.

In this document the terms 'we', 'us' and 'our' refer to Open Financial Services Pty Ltd, its employee representatives and authorised representatives.

Who will be providing the financial service to me?

Open Financial Services Pty Ltd will be providing the financial service.

Open Financial Services Pty Ltd is made up of a team of highly trained professionals dedicated to providing the very best financial planning and investment advice.

We are a Principal Member of the Financial Planning Association of Australia (FPA) and abide by the FPA's Code of Ethics and Rules of Professional Conduct.

All our advisers are Certified Financial Planner™ practitioners that have met stringent educational standards and continue to meet strict ongoing training requirements.

All our advisers have featured in Smart Investor Magazine's top 50 advisers in Australia.

Who is my adviser?

Our policy is that all our advisers will assist in formulating appropriate advice for your particular circumstances.

Jason Ennels CFP, Dip FP, SA Fin

Jason is a Director of Open Financial Services Pty Ltd and has worked in financial markets in England and Australia and has over 15 years experience in providing financial planning and investment advice to clients. He is a Certified Financial Planner through the Financial Planning Association, and is an affiliate of the Securities Institute of Australia.

Louis Geronazzo CFP, B.Bus (Acc), F Fin CA - Financial Planning Specialist

Louis is a Director of Open Financial Services Pty Ltd and is a Chartered Accountant with extensive professional experience in the financial planning industry. He has experience in management consulting and has worked in private practice and with a leading international accounting firm. He is a member of the Securities Institute of Australia and is a Certified Financial Planner.

Con Racicos CFP, Dip FP, B.Bus (Acc)

Con is a Director of Open Financial Services Pty Ltd with extensive professional experience in the financial planning industry. He has worked for one of Australia's leading investment and insurance companies. He is a Certified Financial Planner through the Financial Planning Association.

What kinds of financial services to you offer?

We offer the following broad range of services:

- Retirement Planning;
- Transition to Retirement Advice;
- Superannuation Advice;
- Investment & Savings Advice;
- Share Portfolio Advice;
- Managed Fund Advice;
- Tax Minimisation Advice;
- Salary Sacrificing Advice;
- Centrelink and DVA Advice;
- Home & Investment Loans; and
- Life & Disability Insurance Advice.

We are authorised to provide advice on and deal (arrange transactions for another person) in the following financial products:

- Deposit products;
- Non-cash payment products;
- Government Debentures, Stocks & Bonds;
- Life Insurance Investment Products;
- Life Insurance Risk Products;
- Managed Investment Schemes (managed funds);
- Securities (shares);
- Retirement Savings Account Products;
- Standard Margin Lending Facilities; and
- Superannuation.

Where advice in respect of Securities (shares) is provided and you accept that advice we can arrange for the transaction to be executed by our approved stockbrokers.

Who do you act for when you provide financial services to me?

Open Financial Services Pty Ltd is responsible for the financial services provided to you.

How will I pay for the service?

We operate on a fee-for-service basis and on some occasions receive commissions.

We charge for our written recommendations (Statement of Advice). This can range between \$550 and \$1,650 depending on the complexity of the advice.

For share transactions we charge a brokerage fee of up to 1.1% per transaction of the investment amount, with a minimum of up to \$110 per transaction.

Do you receive remuneration, fees, commission or other benefits in relation to providing the financial services to me and how is that commission calculated?

1. The directors receive salaries from Open Financial Services Pty Ltd.
2. We charge a service fee. This fee is charged to your investment account/s and is paid to us by the manager/s of the investment product/s recommended. This service fee is calculated on your investment balance at the rate of up to 1.10% per annum.
3. On some occasions where an investment product has been recommended the issuer of the product may pay us an ongoing commission/bonus. This commission/bonus varies depending on the issuer and the product, but is in a range of between 0% and 1.1% per annum based on your investment balance.
4. On some occasions where an investment product has been recommended the issuer of the product may pay us an initial commission. This commission varies depending on the issuer and the product, but is in a range of between 0% and 5.5% of your investment amount.
5. On some occasions where a margin lending facility has been recommended the issuer of the product may pay us an ongoing commission/bonus. This commission/bonus varies depending on the issuer and the product, but is in a range of between 0% and 1.1% per annum based on your loan balance.
6. Where a life insurance company risk product has been recommended the issuer of the product will pay us an initial commission. This commission varies depending on the issuer and the product, but is in a range of between 0% and 130% of your first year's premium.
7. Where a life insurance company risk product has been recommended the issuer of the product will pay us an ongoing commission. This commission varies depending on the issuer and the product, but is in a range of between 0% and 40% per annum of the premium.
8. If you have been referred to us by another party, we may pay that party a referral fee. The amount of that fee is disclosed in the Statement of Advice.
9. The amount of and methods of calculating the fees, commissions, bonuses and other incentives that we may receive for the advice, will be disclosed at the time our advice is provided or as soon as practical after that time.
10. We maintain a register which outlines the alternative forms of remuneration which are provided to Open Financial Services Pty Ltd and/or its representatives. The register details the nature of the remuneration along with who has received it and who has provided it. This register is publicly available and can be accessed by contacting us on ph (03) 9663 3477.

Do any relationships or associations exist which might influence you in providing me with the financial services?

Neither Open Financial Services Pty Ltd, nor its directors, nor its representatives, nor any related bodies corporate have any relationships or associations with any product issuer that could be expected to influence us in the provision of our financial services.

2 When you receive our advice

Will you provide me advice, which is suitable to my needs and financial circumstances?

Yes. But to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you.

You have the right not to divulge this 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 carefully.

What should I know about the risks of the financial products or strategies you recommend to me?

We will explain to you any significant risks of financial products and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to 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.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our privacy policy is enclosed for your information.

If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise of the likely cost in advance and can help to refine your request if required.

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, email or other means.

3 If you have any complaints

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

We are a member of the Financial Ombudsman Service (FOS).

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

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, please contact our Complaints Manager on ph (03) 9663 3477 or put your complaint in writing and send it to PO Box 58 Carlton South Victoria 3053. We will seek to resolve your complaint quickly and fairly.
3. If the complaint cannot be satisfied to your satisfaction you have the right to complain to the FOS. They can be contacted on 1300 780 808. This service is provided to you free of charge.

Stage 1 of the FOS process is where FOS facilitates 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 “on the papers” taking into account the relevant law, fairness and reasonableness. If you accept the adjudicator’s decision it is binding on the member.

The Australian Securities and Investments Commission (ASIC) also has a freecall infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

What kind of compensation arrangements do you have in place?

We hold Professional Indemnity Insurance cover for the activities conducted under our Australian Financial Services Licence. The insurance will cover claims made in relation to the conduct of representatives / employees of Open Financial Services Pty Ltd who no longer work for the Open Financial Services Pty Ltd (but who did at the time of the relevant conduct). We believe that our Professional Indemnity Insurance cover satisfies the requirements of s.912B of the Corporations Act.

4 Privacy Policy

In this Document

'We', 'us' and 'our' refer to: Open Financial Services Pty Ltd, its Employee Representatives and its Authorised Representatives.

'You' and 'your' refer to: The individual whose information we collect and hold for our purposes.

Collection of personal information

We collect personal information (including customers' full name, address and contact details) so that we may administer our customer relationships and provide customers with the products and services they request.

Where it is necessary to do so, we also collect information on individuals such as company directors and officers (where the company is our customer), as well as customers' agents and persons dealing with us on a 'one-off' basis.

The law can also require us to collect personal information, eg. Commonwealth legislation requires us to identify persons who open or operate accounts.

You must provide us with accurate and relevant information

If you provide us with incomplete or inaccurate information, we may not be able to provide you with the products or services you are seeking.

Other Disclosures

Personal information may be disclosed to:

- if you have life insurance arranged by us; the life insurance company and its officers who you are applying for cover with or already hold cover with.
- if you have superannuation or managed investments; external product providers into which you might direct some of your investment, other product providers to which your investment might be transferred.

In all circumstances where our advisers and staff may become aware of personal information, confidentiality arrangements apply. Personal information may only be used by our advisers and staff for our purposes.

We may be allowed or obliged to disclose information by law, eg. Under Court Orders of Statutory Notices pursuant to taxation or social security laws.