

Financial Services Guide

*Avery Financial Planning
Pty Ltd*

Our Mission

“To help our clients achieve financial and lifestyle security, through wealth creation and preservation, in a professional and ethical manner”

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Avery Financial Planning Pty Ltd
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Financial Services Guide

You have the right to ask us about our charges, the type of advice we will provide 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, along with how you can access them. It is intended that this FSG should assist you in determining whether to use any of the services described in this document.

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.

In the event we make a recommendation to acquire a particular financial product (other than securities), 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.

Before you get our advice

AFP will help you maintain your financial well being over time by modifying your Statement of Advice, if necessary, to meet the changing economic environment and your needs. 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. Key information is set out in answer to the questions below. If you need more information or clarification, please contact us.

Who is my Adviser?

Your adviser will be Anthony Avery, a Representative employed by Avery Financial Planning Pty Ltd

Education Qualifications and Experience

I have been providing financial planning advice to clients since 1977. I am the Principal of AFP and hold the following qualifications/Professional Memberships

- Certified Financial Planner
- Diploma of Financial Planning
- Diploma of Financial Services
- Practitioner Member of the Financial Planning Association
- Justice of the Peace (Qualified)

Who does the adviser act for when providing financial services to me?

Your Adviser will be acting for you on behalf of Avery Financial Planning Pty Ltd.

Who will be responsible for the advice given to me?

Avery Financial Planning Pty Ltd is responsible for the financial services provided to you.

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

Based on the volume of business placed in AssetChoice, Avery Financial Planning Pty Ltd may automatically receive rebates from Wrap Account Limited up to a maximum of 0.15% per annum which is applied to the aggregate of individual client balances (up to a maximum of \$250,000 per client) (excluding cash). For example, the maximum of \$250,000 would equate to \$375. These payments from Wrap Account Limited are made from their own funds and are not an additional cost to you.

Further advice

If our representative provides further advice to you, and that further advice is related to the advice we provided to you in a previous Statement of Advice and we do not give that further advice in writing you may request a copy of the record of that further advice at any time up to 7 years from the date our representative gave the further advice to you. You can request the record of the advice by contacting the representative or us in writing or by telephone or by email.

Professional Indemnity Insurance

We hold Professional Indemnity Insurance cover with QBE for the activities conducted under our AFS licence. The limit of the indemnity is \$2,000,000 for any one claim and \$4,000,000 in the aggregate for all claims arising out of our AFS licence activities. We believe that our Professional Indemnity Insurance cover satisfies the requirements for compensation arrangements under s.912B of the Corporations Act.

What advisory services are available to me?

- Retirement planning strategies
- Gearing strategies
- Centrelink Advice
- Estate Planning
- Redundancy Advice
- Wealth Creation
- Life Insurance services
- Superannuation Strategies
- Self Managed Superannuation Advice
- Direct Share Advice

We can provide advice and deal on the following products

- Deposit products
- Non-cash payment products;
- Government Debentures, Stocks & Bonds;
- Life Insurance Investment Products;
- Life Insurance Risk Products
- Managed Investment Schemes incl IDPS
- Securities
- Derivatives (limited to old law securities option contracts and warrants)
- Superannuation
- Retirement Savings Accounts

We can advise you in respect of Securities however we cannot provide a service to buy or sell Securities. We are able to place your instructions with a stockbroker who will arrange for your purchase or sale of securities.

Portfolio Monitoring

Internal databases are maintained detailing client's investments that were recommended by Avery Financial Planning Pty Ltd. This does not constitute portfolio monitoring. Portfolios are reviewed on a half yearly basis, subject to the client's discretion.

How will I pay for the service?

Avery Financial Planning Pty Ltd (AFP) may charge according to the following schedule and as negotiated with you;

- (1) Statement of Advice Preparation Fee: \$275 per hour inc GST
- (2) Implementation of Advice Fee: A maximum of 2.2% of funds invested. For example, on an investment of \$10,000, this would equate to \$220.
- (3) Hourly Rate for specific services: \$275 inc GST
- (4) AFP may also receive commission from product issuers as detailed below.
- (5) AFP also offers an ongoing Portfolio Review Service. The cost of this service is 1.1% with a minimum of \$110 per month.

How are the fees/commissions calculated?

- (1) I receive a salary from Avery Financial Planning Pty Ltd.
- (2) The managers of the products I recommend may pay Avery Financial Planning Pty Ltd an initial and/or ongoing commission. This commission can vary depending on the product and manager and is calculated in a range of between 0% and 10% for initial commission and between 0% and 1% on the balance of your account for ongoing commission. For example, on an investment amount of \$10,000, 10% initial commission would equate to \$1,000 and ongoing commission would equate to \$100. This commission is usually paid monthly or quarterly.
- (3) Where a life insurance company product has been recommended the issuer of the product will pay Avery Financial Planning Pty Ltd an initial and/or ongoing commission. This commission which can vary depending on the product and is calculated in a range of between 0% and 123.75% of your first years premium for initial commission and between .25% and 14.3% for ongoing commission. For example, on an annual premium of \$1,000, 123.75% initial commission would equate to \$1,237.50 and ongoing commission would equate to \$143. This commission is usually paid monthly or quarterly.
- (4) Where the services of a stockbroker are utilised to deal in shares the licensee will receive between 0% and 1.25% of the brokerage amount paid to the stockbroker by you. For example, on an investment of \$10,000, the maximum rate would equate to \$125.
- (5) I may be entitled to a bonus from the licensee based on income generated by me. At this time I am not aware if I will receive that bonus. I am not aware of any other incentive that I may receive from the licensee or any product issuer.

When you get our advice

Will you give me advice which is suitable to my investment needs and financial circumstances?

Your adviser is focused on providing advice personalised to your particular financial circumstances and needs. To deliver such personalised advice, your adviser needs to find out your current financial situation and clarify your future objectives. You have the right not to divulge private information to us. However this may compromise the effectiveness of your Statement of Advice. In that case, your adviser is required to warn you about the possible consequences of not having your full personal information. Please take the time to read these warnings carefully and fully understand the impact this may have on the effectiveness of your Statement of Advice and recommendations provided.

What should I know about any risks of the investments or Investment strategies you recommend to me?

Your adviser will explain to you any significant risks of investments and strategies which are recommend to you. If your adviser does not do so, you should ask your adviser to explain those risks to you.

What information do you maintain in my file and can I examine my file?

Your adviser will maintain a record of your personal profile which includes details of your investment objectives, financial situation and needs. Records of any recommendations made to you are also kept on file. Personal and sensitive information used for the purpose of financial plan preparation will be treated confidentially by your adviser and AFP staff. This means it will be held in secure files and will not be communicated to anyone not entitled to receive it. If you wish to examine your file, you should ask your adviser, and make arrangements to do so. We ask that you make a request in writing and allow up to 14 working days for the information to be forwarded.

Can I tell you how I wish to instruct you about my investment?

Yes. You may specify how you would like to give your adviser instructions. For example, by email, fax or other means. This instruction should be provided in writing to your adviser.

Who can I complain to if I have a complaint about the advisory service?

If you are not satisfied with the service that you receive or the advice that you are given now or in the future then we welcome your suggestions and complaints and are committed to ensuring that your concerns are genuinely, cordially and speedily resolved. A systematic process has been established to ensure that your concerns are dealt with fairly. This process is as follows:

1. You can telephone me on (07) 3349 5544 to express your concerns and I will do all I can to resolve your complaint as soon as possible.
2. If I cannot resolve the matter to your satisfaction within 3 days then you can contact
Avery Financial Planning Pty Ltd.
Suite 6/7, Professional Suites, Kessels Road,
Garden City, Upper Mt Gravatt Qld 4122
Tel: (07) 3349 5544
Fax: (07) 3349 5987
3. If after this you feel your complaint has not been dealt with to your satisfaction you can consult the Financial Ombudsman Service. They can be contacted on 1300 780 808 or by post at GPO Box 3, Melbourne, Vic. 3001. 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.

We are a member of this scheme. The Australian Securities & 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.