



# Your Financial Services and Credit Guide

Version 6 | April 2012

# The documents you will receive from us

This Financial Services and Credit 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.

In addition to this Financial Services and Credit 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 and Credit 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 your adviser 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.

## Credit Assistance

In some circumstances, we may provide you with credit assistance; this can occur when we recommend that you make a loan application, stay in your current loan or apply for a particular loan.

We must not provide you with credit assistance where the recommended contract is unsuitable for you. Our assessment of suitability will be detailed in your SOA.

To make this assessment, we must make reasonable inquiries about your requirements and objectives for the credit contract or credit limit increase. We must also make reasonable inquiries about your financial situation and take reasonable steps to verify this information.

## 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

## 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:

By Appointment:

**The Heritage AGM Building  
Suite 10, 849 South Dowling St  
Waterloo NSW 2017**

All Correspondence:

**Team Financial Advisers  
PO Box 425  
NEWTOWN NSW 2042**

Phone:

**02 8060 2175**

Fax:

**02 9319 3823**

Email:

**client\_services@teamfa.com.au**



## About Team Financial Advisers

Team Financial Advisers is a boutique financial services practice providing advice to a wide range of individuals and families. As well as our core offering to professionals we also have a specialist service providing advice to medical professionals.

Team Financial Advisers was established by Frank Johnson in the early 1970s and since the 1980s has operated throughout the Central West with an office in Orange. Advice has been provided to Sydneysiders since 1990.

In 2007 Lincoln Johnson took charge of the Sydney business and operates from an office in Waterloo close to Danks St.

Team Financial Advisers aims to build lifelong relationships with their clients. In fact we now deal with children of some of Frank's first clients, who are adults now with their own families and financial goals. Our client relationships are built on trust and respect for our client's needs and objectives.

We encourage you to visit our website [www.teamfa.com.au](http://www.teamfa.com.au) to learn more about us, how we operate and how you could benefit from our advice.

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

## Lincoln Johnson

Authorised Representative (AR)  
No. 318634 and Credit Representative  
No. 406340

The Financial Services that the above advisers offer are provided by

**Team Financial Advisers  
Pty Ltd** ACN 132 475

515, ATF Johnson Hanbury-Aggs Trust  
ABN 40 674 912 179 trading as Team  
Financial Advisers (AR) No. 411838 and  
Credit Representative No. 411837

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

Your adviser is limited to the product range of an approved panel of risk insurance providers for Life Risk Insurance Product recommendations

## What we do

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

- Wealth Accumulation
- Income & Asset Protection
- Tax Strategies
- Superannuation
- Retirement & Redundancy Planning
- Estate Planning
- Government Benefits
- Debt Management
- Credit Assistance

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
- Superannuation
- Retirement Savings Accounts
- Managed Investment Schemes, including Investor Directed Portfolio Services (IDPS)
- Derivatives
- Government Debentures, Stocks or Bonds
- Securities
- Standard Margin Lending Facilities

# About our Licensee

Established in 1994, Apogee Financial Planning Limited (Apogee FP) is a leader in the Australian financial services marketplace, offering a range of financial products and services.

As a member of the National Australia Group of companies and managing approximately \$2.7 billion, Apogee FP provides us with essential services and resources to ensure you receive sound investment advice.

Apogee Financial Planning Limited 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

At Apogee FP we pride ourselves on providing a comprehensive range of financial planning services, underpinned by unparalleled customer service and personal attention to our clients' needs.

Apogee FP is responsible for the financial services and advice we provide to you. We are authorised representatives & credit representatives of Apogee Financial Planning Limited ABN 28 056 426 932, Australian Financial Services and Credit Licence Number 230689. As credit representatives, we are authorised to engage in specified credit activities on behalf of Apogee FP.

A number of companies within the National Australia Group, including MLC Investments Ltd, Navigator Australia Ltd, NULIS Nominees (Australia) Limited, MLC Ltd, NAB OnLine Trading 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 can also recommend appropriate products from a broad range of financial product providers outside of the National Australia Group to help you realise your goals and objectives.

# How we manage your personal information

To give you appropriate advice, we will need to ask you about your current financial situation, what you are looking to achieve and other personal information.

Without this information, we may not be able to provide you with advice relevant to your circumstances.

## 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.

## 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.

You are entitled to obtain access to any preliminary assessment about the suitability of a credit contract by contacting us. In some circumstances, permitted by law, we may deny you access and in that event we will explain the reason why.

## 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;
- government authorities and other organisations when required by law.

## 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.

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](http://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 your adviser know so we can act on it immediately.

## Our complaints procedure

If your adviser has 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 your 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](http://www.fos.org.au)**, by email to **[info@fos.org.au](mailto:info@fos.org.au)** or in writing to:

**The Manager  
Financial Ombudsman Service  
GPO Box 3  
Melbourne VIC 3001**

Apogee FP 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 FP 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 investment;
- 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 subsidised in whole or part by product providers. Eligibility to attend may be based on business revenue targets as well as achieving our internal quality standards and accreditations. Apogee FP may also receive sponsorship payments from product providers to subsidise conferences and professional development events.

## Non-monetary benefits

We keep a register detailing any non-monetary benefit (greater than \$300 value) that may be received from a product provider. You can view this register by contacting us.

## Referrals

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

This is generally:

- a fixed fee;
- a proportion of any initial and/or ongoing fees or commissions; or
- a combination of both.

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

# How we charge for our services

<b>Initial consultation</b>	At our expense / Free of Charge
<b>Advice preparation</b>	<p>Our initial advice fee ranges between \$825 and \$2200 for a single strategy and \$1650 and \$5500 for multiple strategies.</p> <p>If, in developing your financial plan, we identify that you have a complex situation that requires extensive planning and development, our initial advice fee will change. In this case, we will provide you with an upfront quote of the amount payable before we proceed with developing your financial plan.</p> <p>Our initial advice fee covers the cost of researching and preparing your financial plan. Before providing you with initial advice we will prepare an initial advice agreement.</p>
<b>Implementation</b>	<p>Our implementation fees range between \$275 and \$1100 for single advice strategies and \$1100 and \$2200 for multiple and complex advice strategies.</p> <p>This covers the administrative time spent implementing the recommended strategies and products.</p>
<b>Ongoing fee for advice</b>	<p>If you elect to pay a fee for the ongoing review of your financial planning strategy, the ongoing service fee is based on the complexity of ongoing advice and the services provided.</p> <p>Ongoing advice fees range between \$275 and \$1375 for single advice strategies and \$825 and \$5500 for multiple and complex advice strategies per annum.</p> <p>Our ongoing advice fees ensure your strategy and products are reviewed to help you take advantage of opportunities as they become available.</p> <p>If, during our assessment of your ongoing needs, we identify that you require ongoing advice outside of our standard advice offer, our ongoing advice fee will change. In this case, we will provide you with a quote of what you will be required to pay to receive these services.</p> <p>Before providing you with ongoing advice we will prepare an ongoing advice agreement. The ongoing advice agreement will set out what our ongoing advice will cover, your payment method, and how much it will cost.</p> <p>The ongoing service fee may be collected monthly through the product issuer or paid directly by you via credit card, direct debit or cheque.</p>
<b>Ad hoc advice</b>	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 \$275 will apply.
<b>Pre-existing arrangements</b>	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 a direct cost to you.
<b>Credit contracts</b>	We do not receive commissions either directly or indirectly from any credit contract or lease.
<b>Credit provider with which we provide credit assistance</b>	National Australia Bank Limited ACN 004044937
<b>Notes</b>	<p>All commissions and fees are inclusive of GST.</p> <p>Fees could be greater than those disclosed above in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.</p>



# Other benefits we may receive

## 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 provides a buyer of last resort option called BEV. This helps manage the transition of ownership to ensure you continue to receive advice.

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.