

# Financial Services Guide

**This Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of the financial services we offer as outlined in this document.**

**This FSG contains information about:**

- who we are;
- how we can be contacted;
- what financial services we can provide to you;
- how we (and any other relevant persons) are remunerated;
- any of our associations or relationships that might be expected to influence our advice; and
- our internal and external complaints handling procedures and how you can access them.

**Other documents you may receive**

You are entitled to receive a Statement of Advice on the first occasion that we provide you with personal advice. Before we will provide you with any personal financial advice, we will collect certain personal information about you, your objectives, financial situation and needs. The Statement of Advice will set out our advice and the basis upon which it is given. It will also set out information about our remuneration (including commissions) and disclose any associations or relationships which we may have that might reasonably be expected to have the ability to influence us in providing the advice.

After providing you with our initial advice in a Statement of Advice, any subsequent personal advice that we provide to you will be documented in a Record of Advice, provided there has not been a significant change in your personal circumstances and the basis upon which our initial advice was provided.

Copies of the Statement(s) of Advice and Record(s) of Advice will be retained on your client file and you may ask us for a copy.

If, as part of our advice, we recommend that you purchase a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement issued by the product issuer that contains information about the benefits, risks and other features of the product which will enable you to make an informed decision about whether to purchase the product.

The distribution of this FSG was authorised by Consultum Financial Advisers Pty Ltd as Version 1.2 on 1 July 2008.

**Key information is set out in answer to the questions following:**

# Before you get our advice

## Who will be providing the financial service to me?

Consultum Financial Advisers Pty Ltd (ABN No. 65 006 373 995) (Consultum) an Australian Financial Services Licensee, holder of Licence No. 230323, will be providing the financial services.

Consultum Head Office is located at:

**Level 26, 303 Collins Street  
MELBOURNE, VIC 3000;**

and may be contacted on:

**Ph: (03) 8614 4666**

**Fax: (03) 8614 4902**

**Toll-free: 1800 062 134**

Your adviser is an authorised representative of Consultum. Details of your adviser are set out in the attached **Adviser Profile** that forms part of this FSG and they should be read together.

Consultum is a principal member of the Financial Planning Association of Australia (FPA) and is bound by its Professional Code of Conduct and Ethics.

## What kind of financial services are you authorised to provide me and what kind of products do these services relate to?

### Consultum can provide advice in the following areas:

- Risk Management & Protection of Assets;
- Retirement Planning;
- Retrenchment and redundancy;
- Wealth Creation;
- Access to direct share advice; and
- Social Security/Centrelink.

### Consultum can provide advice and arrange transactions in the following products:

- Deposit Products;
- Risk Insurance Products;
- Annuities and Pensions;
- Superannuation;
- Managed Investments (including Master Trusts);
- Securities;
- Government debentures, stocks and bonds; and
- Reverse Mortgage products\*

\* Reverse Mortgage products are not regulated as a financial product under the financial services law. You should seek independent legal advice prior to proceeding with a recommendation in relation to a reverse mortgage product.

Your adviser can advise you on the range of products detailed in the attached **Adviser Profile**.

You should ask your financial adviser to show you that the product your adviser is recommending is on our Approved Product

List. If it is not on this list, your adviser should show you a copy of the specific approval they are required to get from us to recommend such a product to you.

Your adviser may also have referral arrangements in place with solicitors to assist you with your estate planning needs.

### Consultum can offer two types of advisory services:

- 1. Personal advice** – this is advice based on your objectives, financial situation and needs; and
- 2. General advice** – this is advice that does not take into consideration your objectives, financial situation and needs.

#### Personal Advice

Any personal advice we provide to you will be based on your objectives, financial situation and needs. If you choose not to tell us certain personal information, our advice may not meet these requirements.

You can agree with your adviser to periodically review the advice we have given to you to ensure that it remains suitable for your objectives, financial situation and needs. Ask your adviser for information on this service.

#### General Advice

We will tell you when we give you general advice and warn you that it may not be appropriate to your objectives, financial situation and needs.

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

Your adviser acts as our representative when providing financial advice to you. Consultum is therefore responsible to

you for any advice given. Your adviser's primary duty is to you, the client.

## How will I pay for the service?

There are three ways that you may pay for services we provide to you. You should discuss these options with your adviser and agree on an option that best suits you.

The options are as follows:

1. You may pay our fees out of the product in which you invest. The product provider may pay to us commission out of:
  - a) A Contribution fee which will be deducted by the product provider from your initial investment amount when you proceed with a transaction; and/or
  - b) Management costs (Annual Administration Fee) which will be deducted by the product provider from your account on an ongoing basis (e.g. monthly, quarterly or annually); and/or
  - c) An Adviser Service Fee that you may agree to with your adviser for ongoing advice and service in relation to your investment in certain products.

In relation to risk insurance products, the product provider may pay commission to us out of the premiums paid to it.

For information on the fees applicable to the financial products recommended for you, please refer to the relevant Product Disclosure Statement, or ask your adviser.

2. You may agree to a fee, based on either the time we spend preparing your Statement of Advice or on the value of the funds you invest. If this option is agreed we will invoice you for the fee at the same time as we provide you with our written recommendations.
3. You may agree to pay for the service by means of a combination of the above two options.

Specific details on the payment structure for your adviser's services are detailed in the attached **Adviser Profile**.

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

Details and amounts paid to Consultum and your adviser will be detailed in the 'Statement of Advice' given to you when you are provided with personal advice. This will contain specific information on the remuneration, including commission and other benefits payable for the specific investments recommended for you. Where personal advice is not provided, you may request particulars of remuneration (including commission) payable to Consultum and your adviser, directly from your adviser.

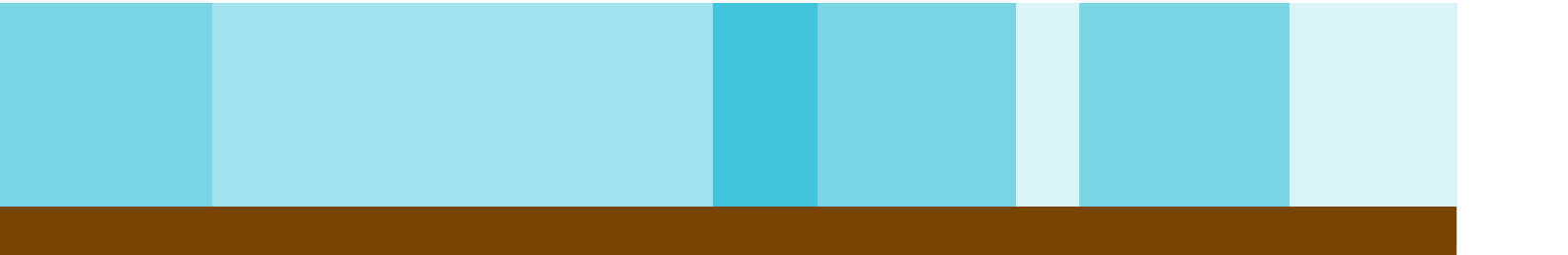
### Investment Products

Consultum may receive initial (upfront) commission from the product provider in respect of investments that you make.

Initial commission is included in the contribution fee charged by the product provider or is paid by the product provider where there is no contribution fee. Generally the commission will be a percentage of the amount you invest and may vary from product to product.

Consultum may also receive ongoing (trail) commission from the product provider on a regular periodic basis, paid monthly in arrears, for the duration of your investment.

Ongoing commission is paid out of the product provider's management costs and is generally a percentage of your account balance.



You and your adviser may also agree to an Adviser Service Fee for ongoing advice and service in relation to your investment in certain products. This fee is calculated on your account balance and is deducted by the product provider monthly in arrears and paid to your adviser.

### **Risk Insurance Products**

Consultum may receive initial commission from the life insurance company for risk insurance products.

Consultum may also receive ongoing commission from the life insurance company, when you renew your policy.

The commission payable from life insurance companies does not form part of your premium and is not a separate charge to you.

### **Additional commission**

Consultum may also be entitled to receive additional commission payments from investment platform providers on the Consultum Approved Product List, including IOOF Investment Management Limited.

The additional commission payments are based on total client investment monies that are invested with certain platform

providers by Consultum advisers. These additional commission payments are paid by the platform provider out of its management costs and are not an extra cost to you.

Your adviser will be entitled to receive a proportion of the commission payable to Consultum, as remuneration for providing you with the financial services.

Your adviser is eligible to receive the additional remuneration or commission payments if their clients have monies invested with certain platform providers. This is based on a percentage of the total revenue your adviser generated for Consultum from the additional commission payments received from the approved investment platform providers. These payments will be made on a quarterly basis in arrears.

### **Other Benefits**

Consultum will be eligible to receive 'sponsorship' in the form of cash payments from product providers listed on the Approved Product List. Amounts may range up to \$55,000 per annum per product provider (incl. GST). Your adviser does not share directly in the sponsorship payments,

but may benefit indirectly through the provision of subsidised conference attendance and training costs.

Your adviser may also receive a range of other benefits from product providers such as marketing support or sponsorship, entertainment, conferences, accommodation and travel.

Your adviser may be eligible to receive shares in IOOF Holdings Limited. One of the conditions for this is based on your adviser's total revenue generated from all products (including revenue received from IOOF products).

As a Principal Member of the Financial Planning Association (FPA) Consultum complies with the provisions of the Code of Practice of Alternative Remuneration. We maintain a public register outlining the alternative forms of remuneration that are payable to, and by Consultum (including those outlined above). A copy of this Register may be accessed upon request to us.

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## **Do any relationships or associations exist which might influence you in providing me with financial advice?**

Consultum is a member of the IOOF Group, comprising IOOF Holdings Limited (ABN 49 100 103 722) and its subsidiaries. IOOF Investment Management Limited is also a member of the IOOF Group. IOOF products, are included on our Approved Product List.

Your adviser may also have referral arrangements or associations with other financial providers such as accountants. Specific details of any such associations are detailed in the attached **Adviser Profile**.

# When you get our advice

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

Yes, we can give you personal advice, but in order for us to do so you need to provide us with information about your objectives, financial situation and needs.

You have the right not to tell us this personal information. However, if you choose not to tell us, our advice may not be appropriate to your objectives, financial situation and needs.

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

We will explain to you any significant risks associated with investing in various financial products and strategies which we recommend to you. These risks are also disclosed in the Product Disclosure Statement issued by the product provider.

If you do not understand something please ensure that you ask your adviser to explain it further.

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

We retain the following personal information on your client file:

1. A record of what you tell us about your objectives, financial situation and needs to enable us to give you personal advice;
2. A copy of all personal advice provided to you. This includes both the Statement of Advice provided to you when you initially received personal advice, as well as any subsequent advice which is recorded as a Record of Advice; and
3. Other records relating to the provision of financial services and advice given to you.

Please ask us if you would like to examine your client file and we will make arrangements for you to do so. You can request a copy of a Record of Advice from your adviser either by phone or in writing. Please allow us 7 working days to process your request.

### Your Privacy

Consultum is committed to maintaining the privacy and security of your personal information. For more information regarding our collection, use, storage and disclosure of your personal information, please read our Privacy Policy which can be accessed on our web site [www.consultum.com.au](http://www.consultum.com.au)

We are required to collect certain information about you for the purpose of providing you with the services described in this FSG.

We will, from time to time, disclose information about you to our Authorised Representatives and to other professionals, insurance providers, superannuation trustees, product issuers and our service providers in connection with providing our services to you.

If your adviser leaves Consultum and commences to provide financial services under another licensee, your information may be transferred to the new licensee. You will be advised of any such transfer prior to it taking place.

You are entitled to obtain access to the information which we hold about you by contacting the Privacy Officer on free-call 1800 062 134 or by writing to:

Privacy Officer  
Consultum Financial Advisers Pty Ltd  
GPO Box 2544W  
Melbourne, VIC 3001.

## Can I provide you with instructions and tell you how I wish to instruct you to buy or sell financial products?

Yes, you may specify how you would like to give your adviser instructions. For example, in writing, by telephone, fax or other means.

## Does Consultum have Professional Indemnity (PI) Insurance cover?

Yes. Consultum has arrangements in place to maintain adequate compensation arrangements including PI insurance as required by the Corporations Act. This insurance provides cover for claims made

against Consultum and its representatives/ employees including claims in relation to the conduct of representatives/employees who no longer work for Consultum but who did so at the time of the relevant conduct.

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

Consultum is a member of the Financial Ombudsman Service (FOS).

If you have any complaints about our service, you may access the Complaints Handling Procedures by:

1. Speaking with your Adviser about your concerns, or
2. Contacting us on 1800 062 134 and speaking with the Customer Care Manager about your complaint.
  - a) If your complaint is not satisfactorily resolved within three days, please put your complaint in writing and send it to:

Customer Care Manager  
Consultum Financial Advisers Pty Ltd  
GPO Box 2544W  
Melbourne, VIC 3001

We will try and resolve your complaint quickly and fairly.

- b) If your complaint cannot be resolved to your satisfaction, you may refer your complaint to FOS. The FOS can be contacted on 1300 78 08 08. This service is provided to you free of charge.

### The FOS Complaint Process

Stage 1 – 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 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. If unsuccessful at this stage, then you will proceed to the next stage.

Stage 3 – is where an independent adjudicator(s) is requested to make a decision taking into account the relevant law, fairness and reasonableness. If you accept the adjudicator's decision it is binding on us.

You may also wish to bring the matter to the attention of the Financial Planning Association of Australia Limited (FPA). You may write to the FPA at:

PO Box 109  
Collins Street West  
Melbourne, VIC 8007

The Australian Securities and Investment Commission (ASIC) also has a free-call information line on 1300 300 630 which you may use to make a complaint or obtain information about your rights.