

Financial Services Guide

Version 5, 1 July 2013

Purpose of this Financial Services Guide (FSG)

This FSG is an important document. It tells you about Consultum Financial Advisers Pty Ltd ('Consultum'), also referred to as 'we' or 'us' or 'our' and the financial services that we may provide to you.

This will help you decide whether to use any of the financial services outlined in this document.

This FSG contains information about:

- Who we are;
- How we can be contacted;
- What financial services and class of products we may provide to you;
- How financial advice is documented;
- How we, our Authorised Representatives (and any other relevant persons) are remunerated;
- Any of our associations or relationships that might be expected to influence our financial services; and
- Our internal and external complaints handling procedures and how you can access them.

Other documents you may receive:

When your Financial Adviser provides you with financial planning services you may also receive:

- A Statement of Advice (SoA) or Record of Advice (RoA) which contains information about the advice provided to you to help you decide whether to act on the advice;
- A Product Disclosure Statement (PDS) which provides information about a product to help you decide whether to purchase that product.

You are entitled to receive an SoA or an RoA in certain circumstances when we provide you with personal advice. Before we provide you with any personal financial advice, we will collect certain personal information about you, your objectives, financial situation and needs. The SoA will set out our advice and the basis upon which it is given. It will also set out information about our remuneration (including commissions if applicable) and disclose any associations or relationships which we may have that might reasonably be expected to influence us in providing the advice.

After providing you with our initial advice in an SoA, any subsequent personal advice that we provide to you will be documented in an RoA, provided there has not been a significant change in your personal circumstances or the basis upon which our initial advice was provided.

Copies of each SoA and RoA will be retained on your client file and you may ask us for a copy by contacting your Adviser.

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 PDS 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 (Consultum) ABN 65 006 373 995 AFSL 230323 as Version 5 on 1 July 2013.

Before you get our advice

Who will be providing the financial service to me?

Consultum is a subsidiary of IOOF Holdings Limited, a leading provider of wealth management products and services in Australia.

Consultum is the holder of an Australian Financial Services Licence No. 230323, and will be providing the financial services through Consultum and its representatives.

Consultum Head Office is located at:

Level 6, 161 Collins Street,
Melbourne, VIC 3000;

and may be contacted on:

Toll-free 1800 062 134

Fax (03) 8614 4902

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

Your Adviser may only advise on and deal in financial products for which they are accredited and are that are included in our Approved Product List.

Your Adviser may also conduct separate business activities such as accounting, mortgage advice and other services not provided under our licence. Consultum are only responsible for the financial products and services described in this FSG and our Approved Product List.

In all your dealings with your Adviser, you must satisfy yourself as to who is responsible for the specific advice or service provided. Please discuss any issues with your Adviser.

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:

- Investment planning;
- Superannuation;
- Risk management & protection of assets;
- Retirement planning;
- Retrenchment and redundancy;
- Wealth creation;
- Margin lending;
- 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);
- Standard margin lending facility;
- Securities;
- Government debentures; and
- Stocks and bonds.

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

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 you acquire. The product provider may pay us the fees 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 to you, please refer to the relevant PDS, or refer to the **Adviser Profile**.
2. You may agree to a fee, based on either the time we spend preparing your SoA or RoA 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.

The fees that you will pay will be set out in an ongoing service agreement or a fee schedule and any amounts payable will be outlined in your SoA.

The ongoing service agreement may cover items such as ongoing advice, newsletter updates, annual review and portfolio valuation reports. You and your Adviser should discuss the services to be included in your ongoing service agreement and the fee that you will pay for these services.

Any of the above fees will be charged as agreed with you or as permitted by law.

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

Details and amounts paid to Consultum and your Adviser will be documented in the SoA or other advice documentation given to you as a result of receiving personal advice. This will contain specific information on the remuneration, including commission (if applicable) and other benefits payable for the specific investments and insurance products recommended to you.

Where general advice or an execution only instruction is provided, you may request particulars of remuneration (including commission) payable to Consultum and your Adviser, directly from your Adviser.

Any of the above remuneration, commissions, fees or other benefits will be paid to the extent that such amounts are permitted by law.

Investment products

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

Consultum may receive initial (upfront) commission from the product provider in respect of additional amounts invested in products you held prior to 1 July 2013. 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. Details of such commissions will be set out in your SoA.

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

Any of the above payments will be made as agreed with you or to the extent permitted by law.

Risk insurance products

Consultum may receive initial commission from the life insurance company for risk insurance products, to the extent permitted by law.

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

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

Applicable risk insurance commissions are included in the **Adviser Profile** and will be detailed in your SoA.

Other benefits

Adviser Recognition Program

Your Adviser is eligible to participate in the Consultum Adviser Recognition Program. Participation entitles the Adviser to qualify for certain awards such as free or subsidised attendance at the Consultum Annual

Conference (valued up to \$5,500 per Adviser), as well as business coaching, marketing and advertising support, up to a maximum value of \$3,300. The awards are based upon the Adviser's total revenue production as well as the increase in their revenue production over the course of a year in addition to their adherence to Consultum's professional standards, and practice development.

Product Provider Sponsorship Program

Consultum may 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 \$66,000 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 which will be disclosed in your SoA.

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.

Any of the above payments will be made to the extent permitted by law.

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

We may provide you with financial services from related and non-related product providers. Our related companies include Australian Executor Trustees Limited, IOOF Investment Management Limited, IOOF Ltd and Perennial Investment Partners Limited. Our related companies are the registrable superannuation entity licensee and/or responsible entity, operator or investment manager of financial products we may recommend.

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 **Adviser Profile** and may be referred to in any advice document provided to you.

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, the risk is that 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 are under an obligation to act in your best interest in relation to the personal financial product provided to you (ie the 'best interests duty'). Generally, we must ensure, within the subject matter of the advice provided to you that:

- the scope of the advice includes all the issues for the advice to meet your objectives, financial situation and needs (including your tolerance for financial risk);
- if the scope of the advice changes, the change is consistent with your objectives, financial situation and needs;
- we consider whether or not to provide advice that recommends a specific product, whether you should dispose of a product or do nothing.

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

If you are unclear about anything, please ensure that you ask your Adviser to explain it further.

Can I provide you with instructions on how 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. However, in some instances we will require your instructions to be in writing.

For your own protection, you should not:

- sign any blank forms or documents;
- appoint any financial planner to act as your attorney or authorised signatory ;
- nominate any financial planner to receive your statements without you also receiving a copy; and
- give us unclear or misleading instructions or false information.

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 the SoA or RoA provided to you when you initially received personal advice, as well as any subsequent 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 any advice document 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

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

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter-Terrorism Finance Act 2006 to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licence. We will also retain copies of this information.

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

If your Adviser leaves Consultum and starts providing 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

Professional Indemnity (PI) Insurance Cover

Consultum has arrangements in place to maintain adequate compensation arrangements including professional indemnity 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?

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 Complaints Officer about your complaint.

If your complaint is not satisfactorily resolved within five days, please put your complaint in writing and send it to:

Complaints Officer
Consultum Financial Advisers Pty Ltd

GPO Box 2544W
Melbourne, VIC 3001

We will try and resolve your complaint quickly and fairly. If your complaint cannot be resolved with us to your satisfaction or within 45 business days, you may refer your complaint to the Financial Ombudsman Service Limited (FOS) of which Consultum is a member. FOS can be contacted on 1300 78 08 08. This service is provided to you free of charge.

The Australian Securities and Investments 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.

Partner with a Consultum financial adviser today.

Phone

1800 062 134

Email

info@consultum.com.au

Website

www.consultum.com.au

Postal

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Melbourne VIC 3001



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