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# Financial Services Guide

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This Financial Services Guide version 2.4 was prepared on 31 March 2010 and its distribution has been authorised by iPlan Financial Services Pty Ltd

## The purpose of this guide

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:

1. Provision of written advice
2. Who we are and how we can be contacted
3. What services we are authorised to provide to you
4. How we (and any other relevant parties) are remunerated
5. Details of any potential conflicts of interest
6. Details of our internal and external dispute resolution procedures, along with how you can access them
7. Advisers' experience and qualifications

It is intended that this FSG should assist you in determining whether to use any of the services described in this document.

### 1. *Provision of written advice*

You should also be aware that you are entitled to receive a Statement of Advice (SOA) when we first provide you with personal advice that takes into account your objectives, financial situation and 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 our representative provides further advice to you and your personal circumstances have not significantly changed, and that further advice is related to the advice we provided to you in a previous SOA and we do not give that further advice to you 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.

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.

### 2. *Who we are and how we can be contacted*

#### **iPlan Financial Services Australia Pty Ltd (IFSA)**

IFSA is a Corporate Authorised Representative of iPlan Financial Services Pty Ltd (IFS). Our Corporate Authorised Representative number issued by the Australian Securities and Investments Commission (ASIC) is 291288.

Our address and contact details are:  
Level 1, 4 Park Road Milton Qld 4064  
P O Box 1969 Milton Qld 4064

Email: [info@iplan.net.au](mailto:info@iplan.net.au)  
Phone: 07 3367 6555  
Fax: 07 3368 3998

#### **iPlan Financial Services Pty Ltd (IFS)**

IFS is the holder of an Australian Financial Services Licence (AFSL No. 311824).

Our address and contact details are:  
Level 1, 4 Park Road, Milton Qld 4064  
P O Box 1969 Milton 4064

Email: [info@iplan.net.au](mailto:info@iplan.net.au)  
Phone: 07 3367 6555  
Fax: 07 3368 3998.

IFS provides assistance to Corporate Authorised Representatives and Advisers in the following areas:

- **Research**

To assist in making the right decision when buying financial products, IFS provides research and analysis to compile and monitor an approved product list.

- **Compliance services**

As an AFS licensee, IFS must monitor and supervise its representatives. The compliance officer works with Advisers to help them to meet regulatory requirements and IFS's own standards, via regular audits on all Advisers and Corporate Authorised Representatives.

- **Training and technical assistance**

IFS provides training and technical assistance to keep Corporate Authorised Representatives and Advisers up to date. These services are provided through on-line learning, professional development days and conferences.

### **3. What services we are authorised to provide to you**

We engage Advisers who are authorised by IFS to offer you the following services:

- Wealth Creation
- Retirement Planning
- Debt Management
- Superannuation
- Estate Planning
- Personal Risk Insurances

As Authorised Representatives of IFS, our Advisers can provide advice on and deal in the following financial products:

- Deposit products
- Life Insurance Risk Products
- Managed investment Schemes
- Retirement Savings Account Products
- Government Debentures, Stocks & Bonds
- Life Insurance Investment Products
- Securities
- Superannuation

We can advise you in respect of Securities however we cannot provide a service to buy or sell Securities. You will need to contact a stockbroker to arrange for your purchase or sale of securities.

Details of our individual Advisers and their specific areas of expertise and qualifications are included as part of this guide. Our Advisers will only provide advice to you in the areas where they are qualified.

Internal databases are maintained detailing client's investments that were recommended by us. This does not constitute portfolio monitoring. Portfolios are reviewed on an annual basis, subject to the client's discretion.

#### **Your privacy**

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 available from our website at [www.iplan.net.au](http://www.iplan.net.au).

If you wish to examine your file, we ask that you make a request in writing and allow up to thirty (30) 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.

#### **Professional Indemnity insurance**

We hold Professional Indemnity Insurance cover for the activities conducted under our AFS licence. The limit of the indemnity is \$3 million for any one claim and \$6 million in the aggregate for all claims arising out of our AFS licence activities. The insurance will cover claims in relation to the conduct of our current authorised representatives, representatives and employees of the Licensee and those who no longer work for the Licensee (but who did at the time of the relevant conduct). Our Professional Indemnity insurance cover is subject to the policy terms and conditions, however we believe that the cover generally satisfies the requirements of section 912B of the Corporations Act.

### **4. How we (and any other relevant parties) are remunerated**

IFSA may charge for the services provided to you through several means, which will be explained by your Adviser before proceeding to act on your instructions and disclosed in your SOA.

IFS may charge for services provided through any one or combination of the following:

	<b>Incl GST</b>
Initial consultation:	\$250
Initial report:	From \$550 based on the complexity of the advice and time required
Implementation fee:	Up to \$6,600 based on the complexity of the implementation and time required and/or up to 5.50% of investment value
Ongoing service fee:	Up to \$9,900 pa based on a fixed amount and investment value and/or 1.1% of investment value
Hourly rate:	Up to \$350 per hour

As an example, if you were investing \$100,000 in a strategy involving a Managed Investment Scheme we may charge:

- \$250 Consultation fee, and
- \$2,200 to prepare a Statement of Advice, and
- \$1,100 and /or \$1,100 (if we charged 1.1%) Implementation fee, and
- \$2,300 and/or \$1,025 (if we charged 1.025%) Ongoing service fee

All fees and commissions are paid to IFS. IFS retain 10% of those fees and commissions and passes 90% to IFSA from which IFSA pays your adviser a salary and/or up to 2% of total revenue.

Fees that are directly payable by you should be by paid by electronic means or by cheque made out to "iPlan Financial Services Pty Ltd".

#### **Details of other remuneration we receive**

IFS have agreements with certain product providers whereby we will receive a share of fees charged by those providers.

<b>Product provider</b>	<b>Benefit (% of investment or loan value) incl GST</b>
Synergy Investment Plus and Retirement Service	Up to 0.1% per annum
Bank of Queensland - new business - ongoing	Up to 0.385% Up to 0.275% per annum
CBA - Colonial Geared Investments new business - Colonial Geared Investments ongoing	Up to 0.66% Up to 0.55% per annum
Westpac - new business - ongoing	Up to 0.27% Up to 0.25% per annum
Macquarie Cash Management	Up to 0.275% per annum
Macquarie Wrap Account	Up to 0.47% per annum
Russell Investment Group	Up to 0.35% per annum
Agentia	Up to 0.77% per annum

For example:

An investment value of \$100,000 could provide ongoing remuneration to us of up to \$820 pa.

A loan facility of \$100,000 could provide initial remuneration to us of up to \$660 and ongoing remuneration of up to \$550 pa.

#### **Details of discounts we may receive**

Our advisers may receive up to 0.50% interest discount from Colonial Geared Investments and 0.62% fee discount from Aviva Navigator PIP.

#### **Payments to your adviser**

Our Advisers are paid a salary and/or up to 2% of total Revenue.

#### **Payments for Insurance services**

Remuneration paid to IFS where you purchase or retain a risk insurance policy on our recommendation is funded by brokerage payments received from the Insurer who issues the policy. Insurers currently offer brokerage payments between 0% and 125% of the first year's premium (initial brokerage) and between 0% and 37% of each subsequent year's premium (ongoing brokerage).

For example:

If the insurer paid IFS 125% of your first year premium and that premium is \$500 IFS will receive \$625 initial brokerage; And

If the insurer paid IFS 37% of the second and subsequent years premiums and those premiums were \$500 IFS will receive \$185 ongoing brokerage for as long as you hold the policy.

#### **Payments to other parties**

If you have been referred to us by someone else, we may pay a benefit, fee or commission in relation to that referral.

We have referral arrangements with parties to whom we pay up to 10% of upfront fees as a referral fee to them for the work they perform in referring clients to us.

#### **Full details**

The SOA document will contain full details of all fees, brokerage, commissions or other benefits that we or any other related party receive as a result of recommendations made to you.

### **5. Potential conflicts of interest**

#### **Companies associated with iPlan Financial Services Pty Ltd (IFS)**

No institution, such as a bank, investment or insurance provider has any ownership or material interest in IFS. IFS is privately held.

#### **The receipt of incentives**

Advisers and Corporate Authorised Representatives cannot receive incentives that could materially influence recommendations. From time to time Advisers and Corporate Authorised Representatives may also receive indirect benefits such as tickets to sporting events, business lunches and promotional materials from product providers. As members of the Financial Planning Association of Australia (FPA), our Advisers are required to keep separate registers of any material incentives or indirect benefits received, which is available for viewing at your request.

## **6. Internal and external dispute resolution procedures**

IFS is a member of the Financial Ombudsman Service.

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

1. Contact your adviser and discuss your concerns.
2. If your complaint is not satisfactorily resolved within 7 days, please contact the Compliance Manager of IFS on 07 3367 6555 or put your complaint in writing and send it to Compliance Manager, PO Box 1969, Milton, QLD, 4064. We will seek to resolve your complaint quickly and fairly.
3. If the complaint cannot be resolved to your satisfaction you have the right to complain to the Financial Ombudsman Service (FOS). They can be contacted on 1300 78 08 08. This service is provided to you free of charge.

Before FOS can act on a complaint it requires from the complainant an Authority to Proceed and Summary of Complaint completed. On receipt of these documents the assigned case manager will contact the Licensee and request a report. The Case Manager will attempt to resolve the complaint by conciliation between you and the Licensee.

If the dispute is not solved, it goes to the Chief Executive Officer of FOS who can:

- Order a conciliation conference between you and the Member with a view to resolving the matter; or
- Refer your case to an Adjudicator if the amount in dispute is less than \$30,000 and of a non-complex nature; or
- Refer your case to an independent Panel who will make a determination.

Any decision made by the Adjudicator or the Panel is binding on the Licensee but not you. If you wish you can reject the decision and seek legal restitution through the Courts.

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.

## **7. Our Advisers**

All our advisers specialise in giving advice in Wealth Creation, Retirement Planning, Debt Management, Estate Planning and Risk Insurance.

### **GRANT LOECHEL Senior Financial Adviser**

Grant Loechel has over 14 years experience as a Financial Planning professional. His Authorised Representative Number issued by ASIC is 239788. He is a principal of IFS and IFSA.

Grant is a Certified Financial Planner (CFP), having completed both his Masters in Financial Planning and Diploma of Financial Planning (DFP). Grant is also an active member of the Financial Planning Association of Australia (FPA).

### **DAVID WARD Senior Financial Adviser**

David Ward has extensive experience in the financial services industry. His Authorised Representative Number issued by ASIC is 239858. He is a principal of IFS and IFSA.

David is a fully qualified Financial Planner and an active member of the Financial Planning Association of Australia (FPA) and the Australian Lifewriters Association.

### **SCOTT STENDRUP Financial Adviser**

Scott Stendrup has been in the financial services industry for 6 years and a financial planning adviser for 2 years. Scott's Authorised Representative Number issued by ASIC is 310584 and is a fully qualified Financial Planner, having completed the Advanced Diploma of Financial Services (Financial Planning).

### **JOHN HORGAN Business Development Manager**

John Horgan has a strong business-to-business background, 14 years in senior management roles and over 8 years experience in the financial services industry as a financial planning adviser. His Authorised Representative Number issued by ASIC is 239765.

John holds an Advanced Certificate in Business Management and has successfully completed both the Diploma of Financial Services (Financial Planning) and the Advanced Diploma of Financial Services (Financial Planning). John is also an active member of the Financial Planning Association of Australia (FPA).

### **LAUREN SMITH Paraplanner**

Lauren Smith has a strong background in both property and finance. Her Authorised Representative Number issued by ASIC is 317136. Lauren is a fully qualified financial adviser having completed a Bachelor of Business, majoring in Financial Planning / Finance Tax. Lauren has also completed a Bachelor of Business - Property Economics majoring in Commercial Valuation.

### **ANDREW WILSON Senior Paraplanner**

Andrew Wilson has over 8 years experience in financial planning with a focus on strategy development and technical issues. His Authorised Representative Number issued by ASIC is 334913. Andrew has completed a Bachelor of Business majoring in Accounting (B.Bus(Acc)) and a Diploma of Financial Planning (DipFP).