



# Financial Services Guide

This Financial Services Guide (FSG) provides you with information about Planning Partners before providing you with a financial service. This FSG covers matters including who we are, our contact details, services for which we are authorised to provide, how we are remunerated for these services, and the procedures available to you if you have a complaint about our services.

This FSG is issued with the authority of Planning Partners Pty Ltd (the Licence Holder).

## Our Services

Planning Partners is authorised to provide advice on a range of services, in the main including (but not limited to) the following areas:

- Financial Planning
- Investment Portfolio Management
- Personal Superannuation
- Self-Managed Super Funds
- Retirement Planning
- Estate Planning
- Inter-Generational Wealth Transfer
- Life Insurance, TPD, Trauma, Income Protection
- Business Succession Planning
- Lending & Credit Advice
- Aged Care Advice
- Centrelink Assistance

## Our Fees

### 1. Advice and Implementation

Planning Partners Pty Ltd provides a transparent fee structure. During your initial consultation, we will examine your situation and advise you of the likely course of action should you wish to proceed with us. At the conclusion of this meeting, your Adviser will provide a quote of the costs of providing a written Statement of Advice and the implementation of this advice. This amount is based on the estimated time likely to be spent completing the work involved.

### 2. Ongoing Review Service

Planning Partners provides an ongoing review service to monitor the performance of your portfolio and make strategic recommendations for changes in your financial situation. You will have the option of formal review meetings on an annual, half-yearly or quarterly basis and your Advisor will recommend the appropriate option. Our fees for these services will be outlined in writing and agreed by you. These may be charged in (one or more) of the following methods:

- Percentage of funds under advice, varying between 0.88% and 1.1% (GST inclusive) of the value of your portfolio, depending on the complexity of your situation and need for ongoing advice and services.

- Flat dollar annual fee for particular services.

- Quoted fee should you require us to undertake specific work outside of the scope of a review service. This will be subject to the provision of a written quote which will be agreed upon prior to commencement.

We may also by agreement with you, give you the option of paying for our services on an hourly rate at a fee of \$275 per hour (GST inclusive).

### 3. Commissions and Brokerage

Life Insurance companies pay Planning Partners Pty Ltd commissions calculated as a percentage of the yearly premium. Initial commission varies from 30% up to 70% and ongoing Commission varies from between 20% and 30%.

The details of these commissions will be fully disclosed in your Statement of Advice.

We may also have referral agreements where we pay providers for referrals to us. We will disclose these referral fees if they occur.

Your adviser may hold an interest in a financial product. Any significant interest/ownership will be recorded in a register of financial product holding and where appropriate, this holding will be disclosed to you in the SOA or ROA.

## Privacy Policy

We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you.

We keep copies of all advice documents, letters, emails, file notes and copies of product application forms for at least 7 years.

We are required, pursuant to the Corporations Act, National Consumer Credit Protection Act and certain regulations issued by the Australian Securities and Investments Commission, to collect information about you for the purpose of providing you with the services outlined in this document. If you do not provide us with the information requested by us, we may not be able to provide you with the services you require of us.

We will from time to time disclose information about you to representatives of this firm and to other professionals such as financial product issuers, insurance providers, credit providers and your accountant in connection with providing you with financial advice, financial services or credit assistance.

You are entitled to obtain access to the information which we hold about you, or any preliminary assessment about the suitability of a credit contract or lease provided to you, by contacting Planning Partners on (03) 9830 0366 or by writing to us.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information.

## Complaint Resolution Process

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

1. Contact your adviser and tell your adviser about your complaint.
2. If your complaint is not satisfactorily resolved within 7 days please contact Planning Partners Pty Ltd on 03 9830 0366 or put your complaint in writing and send it to us at PO Box 8192, Camberwell Nth, Vic, 3124. We will try and resolve your complaint quickly and fairly.
3. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA has a freecall service on 1800 931 678. Alternatively, you can email [info@afca.org.au](mailto:info@afca.org.au) or in writing to Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001. Their website is [www.afca.org.au](http://www.afca.org.au)
4. The Australian Securities & Investments Commission (ASIC) also has a free Infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights.
5. If your concerns involve unethical conduct, you may wish to raise these concerns with the Financial Planning Association of Australia (FPA), PO Box 109 Collins Street West, Melbourne, Vic, 8007.
6. Planning Partners also holds a Professional Indemnity Insurance policy. The level of this policy is in accordance with the statutory requirements in RG126.