

Barchester Financial Services Pty Ltd – Justin Fraser

Financial Services Guide

Version 1.0 January 2017

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we offer and whether they are suited appropriately to meet your needs. This FSG provides you with important information on how to engage with one of our advisers.

This FSG should be read in conjunction with the Adviser Profile and covers the following:

- Information about Barchester Financial Services as a licensee
- Details on how you may instruct your adviser
- Who will be responsible for providing the financial services
- Details of the financial services and/or products Professional Investment Services can provide
- The documents you may receive
- Remuneration received by your adviser
- Other forms of remuneration or benefits
- Privacy
- The complaints procedure
- Compensation arrangements in place

Throughout this FSG, Barchester Financial Services is referred to as “we”, “us”, “our” or any variations. The term “adviser” refers to Barchester Financial Services’ Authorised Representatives.

Welcome and thank you

We know how important financial advice is in providing you with peace of mind and want to thank you for considering an engagement with one of our advisers to assist you in identifying and achieving your needs and objectives.

Your adviser provides financial advice and services on behalf of Barchester Financial Services and accordingly we are responsible for the financial advice and services they provide to you.

Our advisers are required to provide you with an FSG and an Adviser Profile to you prior to providing any personalised financial advice, products and/or services. The FSG, together with the Adviser Profile, is a disclosure requirement under the Corporations Act 2001(Cth). If you have not received an Adviser Profile, please ask your adviser for a copy or contact us.

The Adviser Profile contains important information about your adviser. This includes their Authorised Representative number and Corporate Authorised Representative number, accreditations, qualifications and experience, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

Before seeking our advice, you probably have a number of questions you would like to ask about us and how we can help you. To help you get to know us and decide whether to use our services, we have prepared this FSG which is designed to explain:

1. Who we are
2. Matters we can help you with
3. How we are paid
4. Privacy
5. If you have a complaint
6. Other matters you might want to know
7. Our relationships

If you need more information or clarification, please contact us.

Your adviser is obliged by law to act in your best interests and provide appropriate advice when providing financial advice to you. To be in a position to provide effective advice, your adviser will need to determine your needs, objectives and relevant financial circumstances.

You will be asked to provide accurate information and to keep your adviser updated on any changes to your relevant circumstances to ensure the advice provided and financial products recommended remain relevant to your personal situation. You do have the right not to divulge such information. However, in this case, your adviser will warn you about the possible consequences and how this may impact the quality and reliability of the advice provided. Additionally, your adviser may also decline to provide advice if they feel they have insufficient information to proceed.

Before providing any financial products and/or services to you, we will need to verify your identity in accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/ CTF Act). Your adviser will let you know what documentation you will need to present to allow them to provide you with appropriate advice and to meet the relevant customer identification requirements under the AML/CTF Act.

To ensure that you remain on track to meet your short to long-term needs and objectives, it is vital to periodically review your financial plan. Your adviser will offer a review service appropriate to your circumstances. A fee may be charged for the ongoing advice and management of your financial affairs. Your adviser will provide you with details of any such fees which are applicable to you.

Who we are

This FSG is given to you by your adviser with the authority of Barchester Financial Services. When a member of our team provides financial services to you, they will be acting for you on behalf of Barchester Financial Services.

Matters we can help you with

Your adviser will be able to help you with the following:

- Retirement planning strategies
- Wealth creation
- Superannuation strategies
- Self-managed superannuation fund advice
- Salary packaging
- Insurance services
- Social security advice
- Estate planning
- Tax (financial) advice
- General advice

In addition, your adviser can offer you an on-going monitoring and review service for your investment portfolio or life insurance policies.

We are licenced to provide financial product advice and deal in some or all of the following financial products:

- Deposit Products
- Government Debentures, Stocks and Bonds
- Life Products (Investment Life Insurance and Life Risk Insurance Products)
- Managed Investment Schemes (including IDPS)
- Securities
- Superannuation (All)

If we provide personal advice to you, we are required under the law to act in your best interests and prioritise your interests ahead of our own.

You may specify how you would like to give us instructions. For example by telephone, email, fax or other means. But in all cases we must receive a written confirmation of these instructions.

How we are paid

Initial & On-going Commissions and Fees

Product providers may pay a commission directly to us for some financial products. Commission payments may be either initial or ongoing. Initial commissions are generally a once off payment made when new business is placed or additional contributions are made to a financial product. Ongoing commissions are paid whilst you hold the product. Where possible we may agree to refuse to receive these commissions, rebate these commissions to your account, or use the commissions to offset some or all of your agreed fee for service.

Commission on Life Insurance Products Initial commission may be up to 130% of the initial annual premium. Ongoing commission may be up to 50% of the ongoing annual premium. Should you cancel an insurance contract within the first year the Adviser reserves the right to invoice you an amount equal to the costs incurred as a result of the provision of financial services to you. All commissions are exclusive of GST.

OR

Fee for Service

- Fee for service may be up to \$20,000
- Implementation fee may be up to \$20,000
- Transaction fees
- Ongoing service fees may be a flat dollar fee which may be up to \$8,800 or a % of amount invested (excluding investments using geared funds). For example, if we charge a 1% ongoing service fee and you invest \$100,000, your ongoing service fee will be \$1,000
- We may charge an hourly rate for the advice we provide up to \$440 per hour. Depending on your requirements and circumstances the above range of fees may not be applicable, we will work with you to come to a separate arrangement where we will disclose any relevant fees prior to commencing any work. You will be invoiced directly for these fees and may elect to pay Barchester directly or have these fees deducted from your investments.

Further details about fees, commissions and or other benefits your adviser receives for recommending investments will be available to you when specific recommendations are made in the SoA or Record of Advice (RoA).

Privacy

We will need to find out your individual objectives, financial situation and needs before we recommend any financial product to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

We keep a record of the personal information, which may include details of your investment objectives, financial situation and particular needs, you provide to us. On your request, we can provide you with a copy of your personal information and advice documents, which we keep on record for no less than 7 years. Please note that a fee for this service may apply.

We are committed to promoting a Privacy Policy which will ensure the privacy and security of your personal information

If you have a complaint

We are committed to providing quality advice to you. This commitment extends to providing accessible complaint resolution mechanisms for you.

We hold professional indemnity insurance cover for the activities conducted under our AFS licence which we believe satisfies the requirements of s.912B of the Corporations Act 2001 for compensation arrangements. The insurance will cover / will not cover claims in relation to the conduct of authorised representatives,

representatives and employees who no longer work for the Licensee (but who did at the time of the relevant conduct).

If you have any complaint about the service provided to you, you should contact The Complaints Manager at Barchester Financial Services Pty Ltd on (07) 3510 3510 about your complaint and we will try and resolve your complaint within 45 days.

If after 45 days we cannot reach a satisfactory resolution to your complaint, we are a member of the Credit and Investments Ombudsman and you can raise your concerns with them through the contact details below:

Credit and Investments Ombudsman

- By Telephone: 1800 138 422
- By Fax: 02 9273 8440
- By Post: Credit and Investments Ombudsman Ltd, PO Box A252 South Sydney NSW 1235
- By Email: info@cio.org.au

Other matters you might want to know

When your adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)

The SoA will set out the advice that has been tailored to your specific circumstances and 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.

The RoA may be provided in situations where further advice is provided. The RoA streamline the documentation process by avoiding unnecessary duplication of information already provided in previous advice documents.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, 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.

An FDS will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your adviser for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you actually received and the fees you paid during the period.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

If you have any questions about this FSG or the financial advice, investment and/or risk insurance products or services provided, please contact your adviser.

Our relationships

Neither your Adviser nor the Licensee have any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

YOUR ADVISER

Marjade (Qld) Pty Ltd is a Corporate Authorised Representative of Barchester Financial Services Pty Ltd and has been given permission to provide you with this FSG.

Financial Services are provided to you by:

Corporate Authorised Representative	Marjade (QLD) Pty Ltd
Trading Name	Bayside Financial Planning
Australian Company Number (ACN)	123 055 783
Corporate Authorised Representative (CAR) ASIC Number	358683
Authorised Representative	Justin Fraser
Authorised Representative (AR) ASIC Number	292086
Business Address	Shop 5 116 Wellington St Ormiston Qld 4160
Telephone	07 3822 3437
Email	justin@baysidefp.com.au

Justin Fraser

Justin has been in the financial services industry since 1992 and holds the following qualifications:

- Advanced Diploma of Financial Services (Financial Planning)
- Certificate IV in Finance and Mortgage Broking
- ASX Listed Product accredited
- Certificate III in Finance

Justin is an Authorised Representative of Marjade (Qld) Pty Ltd and is authorised to advise and deal in the following products:

- Deposit Products
- Government Debentures, Stocks and Bonds
- Life Products (Investment Life Insurance and Life Risk Insurance Products)
- Managed Investment Schemes (including IDPS)
- Securities
- Superannuation (All)

Justin is **not** authorised to advise and deal in relation to the following products:

- Derivatives
- Margin Lending
- Managed Discretionary Accounts
- Self Managed Super Funds

Remuneration

Barchester Financial Services receives all remuneration paid upon the provision of services by Justin and under contract pay Marjade (Qld) Pty Ltd 100% of the amounts received. Marjade (Qld) Pty Ltd then pays Justin a salary and directors distributions.

All fees and charges will be discussed and agreed with you prior to commencing any work.

Fee for Service

- Fee for service may be up to \$20,000
- Implementation fee may be up to \$20,000

- Transaction fees
- Ongoing service fees may be a flat dollar fee which may be up to \$8,800pa or a % of the amount invested (excluding investments using geared funds). For example, if we charge a 1% ongoing service fee and you invest \$100,000 your ongoing service fee will be \$1,000
- We may charge an hourly rate for advice we provide up to \$440 per hour.

Depending on your requirements and circumstances the above range of fees may not be applicable, we will work with you to come to a separate arrangement where we will disclose any relevant fees prior to commencing any work.

You will be invoiced directly for these fees and may elect to pay Barchester Financial Services Pty Ltd directly or have these fees deducted from your investments.

Commission

Product providers may pay a commission directly to Barchester Financial Services for some financial products.

Commission payments may be either initial or ongoing. Initial commissions are generally a once off payment made when new business is placed or additional contributions are paid whilst you hold the product.

Where possible we may agree to refuse to receive these commissions, rebate these commissions to offset some or all of your agreed fee for service.

Commission on Life Insurance Products

Initial commission may be up to 130% of the initial annual premium. Ongoing commission may be up to 50% of the ongoing annual premium.

Should you cancel an insurance contract within the first year the Adviser reserves the right to invoice you an amount equal to the costs incurred as a result of the provision of financial services to you.

Commission on Investment Products from July 1 2013

There is no commission payable on new investments products. Ongoing commission for existing investment products at 30 June 2013 may be up to 5% of the account balance.

All commissions are exclusive of GST.

Referral arrangements

Justin may have referral arrangements with the selected referral partners.

Should you engage the services of any of his referral partners Justin may obtain a benefit in the form of a fee, a commission or a combination of both.

If a referral arrangement applies to you, Justin will provide you with further details on the benefits received.