

Financial Services Guide

Advice House Pty Ltd

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AFSL 539218

Shop 26 Centrepoint Plaza
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Caloundra Qld 4551
Telephone 07 5491 5911
www.advicehouse.com.au

LACK OF INDEPENDENCE

Advice House Pty Ltd is not independent, impartial or unbiased because we receive commissions for the advice we provide (have previously provided) on life risk insurance products. Several of our long-term clients pay for their advice costs via these commissions, and we offer this alternative to any of our new life risk insurance related clients. Because of this flexibility we provide for our valuable clientele, we are unable to use the term 'Independent'; as we do not meet the requirement for this under s923A of the Corporations Act 2001.

We do not receive or accept commissions on any other financial product we provide advice on. If you are not a life risk insurance client and do not hold a life risk insurance product with us, please be assured we do not receive and will not receive any commissions on any other financial product recommendations for which we have provided or will provide advice for you.

About this document

This Financial Services Guide (FSG) is an important document, in two parts, that we encourage you to read before engaging us or making any financial decision.

Part One introduces the Licensee, Advice House Pty Ltd (“ADVICE HOUSE”, “we”, or “us”). After reading Part One, you’ll understand:

- Who we are and how we can be contacted;
- What financial services and financial products we are authorised to provide to you;
- How we, our advisers and any other relevant parties are remunerated;
- Any relationships, arrangements or associations that may create conflicts between our duties to you and our own interests; and
- Details of our internal and external dispute resolution procedures and how you can access them.

In addition, Part Two is the Adviser Profile. This part includes information on your adviser, their background and the services they are authorised to provide on our behalf.

About Advice House

Advice House Pty Ltd is a privately owned and operated Australian company. We are not owned or associated with any Bank, Insurer or Funds Management business.

The Senior Financial Planners at ADVICE HOUSE are all Shareholders in the Licensee and so share the same agenda in managing ADVICE HOUSE, namely;

- Although ADVICE HOUSE is not independent, our objective is not to be subject to conflicts of interest, influence or control by product manufacturers.
- Clients must give informed consent in every aspect of ADVICE HOUSE’s dealings with them.

We believe this is the only way clients can be sure that the financial planning services they receive will be in their best interests on every occasion.

You can contact us by:

- Speaking to your ADVICE HOUSE Financial Planner
- Calling us on 07 5491 5911

You can find out more by visiting our website at:

www.advicehouse.com.au

Writing to us at:

Advice House Pty Ltd
Shop 26
Centrepoint Plaza
30 Minchinton Street
Caloundra
Qld 4551

Our financial services

ADVICE HOUSE holds its own Australian Financial Services Licence (AFSL) and is licenced to:

- Provide financial product advice to retail and wholesale clients; and
- Deal in financial products by applying for, acquiring or disposing of a financial product on behalf of others.

These services may be provided in relation to a range of financial products including:

- Basic deposit products
- Other deposit products
- Non-cash payment products
- Life products
- Government debentures, stocks or bonds
- Interests in managed investments schemes including investor directed portfolio services (IDPS)
- Securities
- Retirement savings accounts (RSA)
- Superannuation
- Self-Managed Super Funds (SMSF)
- Claims handling and settling service to retail and wholesale clients

Personal advice

Before we can give you advice, which is appropriate and in your best interests, you will need to give us details of your personal objectives, current financial situation, needs and any other relevant information. You can choose not to provide us with this information, but any advice we give you will be general in nature and may not be appropriate to your objectives, financial situation and needs. If you are a retail client, you should read the warnings contained in the SoA carefully before making any decisions relating to a financial product.

If we give you personal advice, we will maintain a record of your personal profile, including details of your objectives, financial situation and needs. We will also maintain records of any recommendation made to you. For information on how to access personal information about you, please refer to the section 'Your Privacy' below.

We will only give personal advice to you if you secure the services of one of our representatives.

Other documents you might receive

Statement of Advice (SoA)

Unless you're a Professional Investor, Sophisticated or Wholesale Client any financial advice we provide to you will be confirmed in writing in either a Statement of Advice (SoA) or a Record of Advice (RoA).

In these cases, unless we warn you otherwise, our advice will consider your personal circumstances, needs and goals. You should read the SoA or RoA carefully, to ensure that you fully understand any recommendations we make. Do not implement our advice unless you do.

Record of Advice (RoA)

In some cases, where we are providing supplementary recommendations consistent with the basis of our previous advice, we'll prepare a Record of Advice to document the advice and services we provided. We will retain the RoA for seven years and you can request a copy of the RoA, for free, at any time within this period.

Product Disclosure Statement (PDS)

A PDS is a document (or group of documents) that describes a financial product. A PDS (or other offer document) contains important information to assist you in making a decision about the product it describes. You should receive and review the PDS (or other offer document) provided by us before you make an investment decision about our products, or a product we recommend.

How you can give us instructions

You can usually give us instructions by telephone, mail, email, or via our website. There may be special instruction arrangements for some financial products and financial services – details of which will be explained in the relevant PDS (or other offer document).

Unless you request otherwise, the email address you provide to ADVICE HOUSE or Representative of ADVICE HOUSE, may be used to provide notifications, information and important documents (including a FSG, PDS and SoA) about your account and/or financial products and/or services offered by ADVICE HOUSE. If you do not want to receive information via electronic methods, please contact us.

What ADVICE HOUSE may charge you

Initial consultation is complimentary and is an opportunity to get to know each other. At the conclusion of the initial consultation, you will know how we can help, and you will have an indication of the costs involved for your particular situation.

Advice preparation or establishment fees

The advice preparation fee or establishment fee will depend upon the complexity of the advice being provided. The minimum fee is \$3,500, and an indication of the fee will be provided to you at during the initial consultation.

Ongoing fee for advice:

If you elect to pay a fee for the ongoing review of your financial planning strategy, the fee is based upon the complexity of ongoing advice and the services being provided. The minimum fee charged is \$3,000 p.a.

Ad-hoc advice:

Should you choose not to enter into our Advisory Service Agreement you can request a review on an "ad hoc" basis at any time. In this situation our normally hourly rates will be charged. An indication of our costs will be provided and agreed to by you before any work is undertaken.

All fees disclosed are inclusive of GST.

How you can pay for our services

We offer a range of payment options. All fees and/or commissions charged will be fully detailed in any advice document you receive. You can pay in the following ways:

- A fee for advice that will be deducted from your investments as a one-off payment or in instalments;
- by direct invoice from us for initial and ongoing advice;
- A combination of the above.

This allows you to know that you are paying for our advice irrespective of any product we recommend and clarifies the services you are entitled to and ensures all recommendations are driven by your needs.

What monetary benefits are paid to us by product issuers or others

We do not receive commissions on investments, new superannuation, managed funds or retirement products. However, some products, particularly older products, may attract commissions.

Any commission amounts will be disclosed to you when providing our advice. Where possible it is our preference to update products to avoid investment commissions altogether. The following table is a guide of commissions we may receive.

Product/Service	Frequency of monetary benefits paid to us	Monetary benefit we may receive
Insurance Products	Upfront	Between 0% and 66%
	Ongoing	Between 0% and 33% of the annual premium for as long as you hold the product.
Pre-existing arrangements	Upfront	Between 0% and 5.5%
	Ongoing	Between 0% and 0.88% of the value of your investments for as long as you hold the product.

In the event commissions are received by ADVICE HOUSE, we will rebate these to you either as a direct payment or as a means of offsetting the advice/ongoing planning fees we will have previously disclosed to you.

How will my adviser be paid for the services provided?

All fees and commissions received for the services provided are made to ADVICE HOUSE and then paid to your adviser as either a share of the Partnership Income or Director's Fees or Salary if your Adviser is a direct employee of ADVICE HOUSE.

Referral fees and commissions

Should your circumstances require it, and if it is in your best interests, we may refer you to another party to obtain advice and services that we cannot provide.

If we refer you to another business to provide you with services, we will not receive referral fees.

Credit referrals

We can provide strategic debt advice regarding how to structure debt, suitability of existing loan structures and repayment options. We do not provide credit assistance. If you require advice involving mortgages or other lending products, we can refer you to an Accredited Mortgage Consultant.

Your Privacy

At ADVICE HOUSE, the privacy of your personal information is extremely important to us. Any personal information collected will be handled in accordance with our Privacy Policy.

To provide you with our services, we maintain a record of the information you provide to us, including your personal profiles and details of your objectives, financial situation and needs, as applicable. We will also maintain records of any recommendation made to you, as applicable.

Our Privacy Policy details how we handle your personal information. A copy of that policy, as amended from time to time can be obtained by visiting the ADVICE HOUSE website at www.theupdated.com.au

Compensation Arrangements

ADVICE HOUSE has a Professional Indemnity Insurance Policy in place which satisfies the regulatory requirements for compensation arrangements under section 912B of the *Corporations Act 2001 (Cth)*.

Subject to the terms and conditions, the Policy provides cover for civil liability resulting from third party claims concerning the professional services provided by ADVICE HOUSE, its employees and representatives.

The insurance arrangement continues to provide coverage for past employees and representatives in respect of professional services performed while engaged by ADVICE HOUSE.

How we handle complaints

We are committed to providing you with quality advice. If you are unhappy with our services, we would like you to tell us about it and let us know how you think we can fix it.

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

- Contact your adviser
- Contact us at our office on 07 5491 5911

Alternatively, if you prefer to submit a written complaint, please do so to:

The Complaints Officer
Advice House Pty Ltd
Shop 26 Centrepoint Plaza
30 Minchinton Street
Caloundra Qld 4551
Email: admin@advicehouse.com.au

We will assess your complaint and advise you of the outcome, either by telephone or in writing.

If any issue has not been resolved to your satisfaction, after 30 days you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides independent financial services complaint resolutions that is free to consumers.

You may lodge a complaint with AFCA if:

- Your complaint relates to an ADVICE HOUSE service; and
- You are not satisfied with our response.

ADVICE HOUSE is a member of AFCA. You can contact AFCA via the following, quoting membership number **TBA**:

Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001
Tel: 1800 931 678 (free call)
Email: info@afca.org.au Website: www.afca.org.au

About our Financial Planners

Senior Planners at ADVICE HOUSE are all Partners of ADVICE HOUSE and form the Management Committee. They therefore control all activities undertaken by ADVICE HOUSE and are responsible for setting out the future direction of the Licensee.

Partners at ADVICE HOUSE receive a share of the Partnership income and may also receive Director's Fees and dividends.

Partners at ADVICE HOUSE do not have holdings or interests in or associations with any organisation which could reasonably be expected to present a conflict of interest with regard to their dealings with clients at ADVICE HOUSE.

Associate Planners at ADVICE HOUSE receive salaries and bonuses at the discretion of the Partners.

What areas can ADVICE HOUSE Planners advise on?

Planners authorised by ADVICE HOUSE are able to provide you advice or services in the following areas:

- Investment strategies
- Budget and cash flow management
- Debt management (including borrowing for personal and investment purposes)
- Salary packaging
- Superannuation strategies and retirement planning
- Self-managed superannuation funds (SMSF)
- Personal insurance
- Retirement income streams, including pensions and annuities
- Estate Planning and facilitation
- Centrelink and other government benefits
- Ongoing advice services, including regular portfolio reviews
- Aged care
- Claims handling and settling services

How you can give your financial planner instructions

You may provide instructions to your financial planner by using any of the contact details provided in the relevant planners' contact details section.

Fees and Charges

All fees and commissions disclosed in this FSG which are attributed to the services provided to you by your ADVICE HOUSE Financial Planner are paid to ADVICE HOUSE.

Financial advice fee structure

As part of detailed financial planning, there are costs to you at various stages of the process. Before making any recommendations, your financial planner will discuss and agree the fees with you. Advice fees are inclusive of GST and payable by you at the following stages:

Advice preparation or establishment fees

The advice preparation fee or establishment fee will depend upon the complexity of the advice being provided. The minimum fee charged is \$550.

Ongoing fee for advice:

To recover our time costs, we will generally use an Advisor Service Fee based on the investment funds under our management ("FUM"). Where there is a significant shortfall (greater than 10%) between the time cost and the amounts we are able to collect from this fee, we reserve the right to negotiate additional payment from you remembering that at all times our goal is provide clients with value for money.

Adhoc advice:

Where you do not wish to participate in an ongoing service fee arrangement but require ongoing advice on an ad hoc basis, an hourly fee of up to \$330 will be applied.

Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Advice (RoA) and Product Disclosure Statements at the time of receiving any recommendation.

What other benefits can ADVICE HOUSE receive?

In addition to the remuneration detailed in this FSG, ADVICE HOUSE Financial Planners may receive other benefits and entitlements as detailed below:

From time to time, we may accept alternative forms of remuneration from product providers or other parties (up to a value of \$100), such as support connected with our professional development

(e.g., training sponsorship to attend conferences). We maintain a register detailing any benefit that we receive which can be reviewed at any time upon request.

Your Financial Planners at ADVICE HOUSE

Richard Scully

Richard is a Partner at ADVICE HOUSE and as such is Authorised under ADVICE HOUSE to give advice.

Richard has been a financial planner in Australia since 2002. His prior experience provided a strong background in financial services having worked in major institutions in London since 1990.

Conscious that too many people fall victim to a 'set-and-forget' routine, Richard believes that his clients want a more active approach - to be kept abreast of key events that take place in their financial world.

Richard focuses, in the main, on the needs of clients who find they have little time to devote to financial issues and seek instead to have them handled by a competent, experienced and dependable resource. This is precisely what Richard provides.

His promise is high-touch, personal service whether required for a specific one-off issue or on an 'at call' basis.

If you are seeking the promise of 'expectations exceeded', Richard Scully is here to provide it.

Richard's Qualifications

- 20 years working as a financial planner
- Bachelor of Business (QUT)
- Advanced Diploma of Financial Services (FPA)
- Certificate IV Financial Services (Finance/Mortgage Broking)

Richard's Professional Memberships

- Financial Planning Association of Australia – AFP.
- Mortgage & Finance Association of Australia - MFAA

Richard's Contact Details

Address: Shop 26
Centrepoint Plaza
50 Bulcock Street
Caloundra QLD 4551

Phone: 0403 391 432

Email: richard.scully@advicehouse.com.au