



## INTERPRAC FINANCIAL PLANNING PTY LTD

ABN 14 076 093 680

An Australian Financial Services Licensee

Licence Number: 246638

Level 3, 29-33 Palmerston Crescent, South Melbourne Vic 3205

Ph: (03) 9209 9777 Fax: (03) 9209 9731

# FINANCIAL SERVICES GUIDE & PRIVACY POLICY

**Dated: 05/08/2011**

**Version 6.2**

**Adviser:** Chantal Rosser

**Adviser Office Address:** Suite 2, 708 High Street, Kew East, Vic 3102

Ph: (03) 1300 781 586 Fax: (03) 9859 3577

We are required by law to give you a **Financial Services Guide (FSG)**, which helps to educate and protect you and promote honesty and fairness in financial products and services.



Affiliated with the National Tax & Accountants' Association

### **Financial Services Guide (FSG)**

This document is a Financial Services Guide, and is designed to assist you in deciding whether to use any of the financial services that we provide. This Guide contains information on:

- How we provide you advice and make recommendations;
- Our Privacy Policy;
- Remuneration that may be payable in connection with the provision of financial services; &
- Our complaints handling procedures, should you have a complaint.

The named person on this Financial Services guide is the person that is providing you the advice.

### **The Planning Process**

InterPrac Financial Planning Pty Ltd requires that all representatives follow a process when meeting and advising customers of the services we offer. This process is summarised in 5 steps:

- Step 1: Meet the client, introduce the range of services that can be provided
- Step 2: Gather data; identify the clients goals and any financial issues
- Step 3: Prepare and present the financial plan
- Step 4: Execute the 'Authority to Proceed' and implement the plan
- Step 5: Agree with the client an ongoing service and review program

### **Statement of Advice (SOA)**

When you are provided with personal advice that takes into account your particular circumstances, you will receive a Statement of Advice. The Statement of Advice sets out the personal advice given to you, including any recommendations about particular financial products and the basis on which those recommendations are made

The Statement of Advice will provide information on the amount of any commissions and other fees payable in respect of financial products recommended to you in connection with this advice.

### **Record of Small Investment Advice (RSIA)**

If you receive advice where the total investment value in relation to that advice is less than \$15,000 you will not receive a Statement of Advice but will be given a Record of Small Investment Advice. The Record of Small Investment Advice is a concise document containing the following information:

- Brief particulars of the recommendations and the basis for those recommendations;
- Information on remuneration, fees and other benefits; and
- Replacement product information including exit fees and any loss of benefits.

### **Product Disclosure Statement (PDS)**

Before you purchase a financial product, you will be given a Product Disclosure Statement for each product that has been recommended, except for shares which are not required to have a PDS. A Product Disclosure Statement sets out information specific to the product, including product benefits, terms and conditions, as well as any fees and charges payable.

### InterPrac Financial Planning

InterPrac Financial Planning is dedicated to providing you with financial services and strategies suited to your personal circumstances and needs. InterPrac is not owned by any fund manager, bank, superannuation fund or life insurer. InterPrac Financial Planning Pty Ltd and its Authorised Representatives always act on behalf of you, the client. We hold an Australian Financial Services Licence No: 246638, issued by the Australian Securities and Investments Commission. We are responsible for the financial services provided by our Authorised Representatives and have authorised the distribution of this Financial Services Guide.

The contact details for InterPrac are:  
 InterPrac Financial Planning Pty Ltd  
 Australian Financial Services Licence Number: 246638  
 Level 3, 29-33 Palmerston Crescent, South Melbourne Vic 3205  
 Tel: (03) 9209 9777 Fax: (03) 9209 9731  
 Email: [olga.zingele@interprac.com.au](mailto:olga.zingele@interprac.com.au)

### Fees and Remuneration

Your Authorised Representative is a professional adviser who receives payment for the advice and services they provide. These payments are used to fund the cost of such things as:

- Ongoing education and development for the adviser;
- Running a business, including office rental, phone/fax, internet, stationery etc; and
- Providing an income for the adviser.

Your adviser will receive remuneration either by charging you a fee for service, receiving commissions, or a combination of both. Details of all fees will be clearly documented in the Statement of Advice you receive.

Fee for service only – Fees are charged according to the work undertaken by your adviser and may be charged on an hourly basis or as a flat fee. A fee may be charged for the initial work in developing and implementing a strategy, as well as for ongoing monitoring and reviews. Under a fee for service agreement, initial and ongoing commissions will generally be rebated back to you. A typical rate for fee for service arrangements is between \$200 and \$250 per hour plus GST.

Commission only – Your adviser may be remunerated for the services they provide by receiving commission. Commission rates vary greatly between products and providers. The following table illustrates the ranges of initial and ongoing commission payable for different product types. The example transactions illustrate the dollar range of commission that would be payable at both the low and high level. The Statement of Advice provided to you by your adviser will clearly set out all commissions payable.

Commission Type and Product Type	Commission Range		Example Transaction	Dollar Range	
	Low	High		Low	High
Initial Investment	0%	5%	\$100,000	\$0	\$5,000
Ongoing Investment	0%	2%	\$150,000	\$0	\$3,000
Initial Insurance	20%	120%	\$1,250	\$250	\$1,500
Ongoing Insurance	5%	33%	\$1,250	\$62.50	\$413
Initial Aggri Business	5%	12%	\$40,000	\$2,000	\$4,800
Ongoing Aggri Business	0%	0%	\$40,000	\$0	\$0

Please note that commissions are not an additional charge to you. Commissions are paid by the product provider from the fees paid on your investment, or from the premium you pay for your insurance.

All fees and commissions are paid directly to InterPrac Financial Planning on a fortnightly, monthly or quarterly basis. InterPrac retain a percentage in the range 10% to 20% of the fee income generated by each Authorised Representative. InterPrac then pay the net income to the Authorised Representative on a bi-monthly basis.

### Referral Fees

InterPrac Financial Planning Pty Ltd and its Authorised Representatives work closely with many professional people and organisations such as accountants and solicitors. Where we receive referrals from these sources, they may be paid a referral fee. Referral fees are generally in the range of 20% to 40% of the income we receive for developing and implementing our advice. Referral fees are not a separate charge to you, they are paid from the fees received by InterPrac.

### **Research and Recommended Products**

Any product that is recommended to you by your InterPrac Adviser must first be included on InterPrac's Recommended Product List. The list is constructed and maintained by our Investment Committee using ratings and reports from leading independent Australian research groups such as Lonsec, Standard & Poors, Van Eyk and Adviser Edge. The purpose of the list is twofold:

1. To ensure that the recommended product providers have the necessary skills, resources and experience to achieve their stated investment objectives; and
2. To ensure that our Advisers have a broad range of researched products to select from in meeting the diverse needs of their clients.

Where our Advisers provide recommendations in relation to direct shares, they are able to use research provided by a number of groups including Lonsec and Aspect Huntley.

### **Association and Relationships**

InterPrac Financial Planning Pty Ltd may from time to time receive marketing allowances from Companies within the Financial Services industry. These allowances are provided to assist InterPrac with the cost of developing marketing materials and for the training of Authorised Representatives. The value of any allowance is negotiated on a case by case basis and is paid solely to InterPrac Financial Planning Pty Ltd. InterPrac receives up to 0.2% of funds under management from the following providers; Netwealth, IOOF, Asgard, Colonial First State and Macquarie Wrap, and may receive up to 1% on gross applications from Gunns Plantations and Rewards Group. Please note that marketing allowances are not an additional cost to the client, they are paid by the fund manager.

### **Insurance and Security Bond**

As required by Corporations' Law, InterPrac Financial Planning holds an appropriate level of Professional Indemnity Insurance as well as a Security Bond with with the Commonwealth Bank.

### **Complaints**

If you do have a complaint, please contact your Authorised Representative, or InterPrac to obtain a copy of our Complaints Handling Policy and Procedures.

InterPrac are committed to providing quality financial services in an efficient and honest manner. We take all complaints seriously, and have developed a formal complaints handling process to deal with any complaints from our clients. If you do have a complaint, you should follow the steps outlined below:

1. Contact your Authorised Representative directly to discuss the issue and to seek a resolution.
2. If the complaint cannot be resolved by talking to your Authorised Representative, you should then contact InterPrac directly by writing to:

The Complaints Officer  
**InterPrac Financial Planning Pty Ltd**  
Level 3, 29-33 Palmerston Crescent, South Melbourne Vic 3205  
Tel: (03) 9209 9777 Fax: (03) 9209 9731

3. If InterPrac are not able to resolve your complaint to your satisfaction, you can then lodge a complaint with the Financial Ombudsman Service.

Financial Ombudsman Service  
GPO Box 3, Melbourne VIC 3001  
**Telephone: 1300 780 808** Fax: (03) 9613 6399  
Email: info@fos.org.au

## **Privacy Policy**

The privacy of our clients and their personal information is an important issue for InterPrac Financial Planning Pty Ltd. The following policy describes how InterPrac complies with the National Privacy Principles, and how we collect, use, disclose and manage personal information.

### Confirming your identity

InterPrac are required by law to collect and maintain identification documents such as Drivers' Licences and Passports that allow us to satisfactorily confirm your identity.

### Collection of Information

- InterPrac collects and holds your personal information for the sole purpose of providing financial services to you, and discharging our legal obligations.
- If the information you provide to us is inaccurate or incomplete, it may impact the quality and appropriateness of our recommendations.
- Where we are arranging insurance and/or investment products for you, we will be required to collect and lodge relevant information for the purposes of those applications.
- Where you provide us with information about another person, such as your nominated beneficiary, you must ensure that they are aware information has been provided to us and of the existence of this document.

### Use and Disclosure

We will only use or disclose your personal information in the following circumstances:

- For the purpose of providing you with financial services, or in arranging for the application of insurance or investments on your behalf;
- Where you provide your consent, either expressly or implied by your behaviour, for information to be provided to a third party (eg your accountant);
- Where we are required by law;
- Where we are using the information in a direct marketing communication (you will have the option of electing not to receive direct marketing materials).

### Quality of Information

We will make every effort to ensure that the personal information we collect is accurate, complete and up-to-date, however we will rely on you informing us if your personal details change.

### Security of Information

We will take reasonable steps to protect the personal information we hold from misuse, loss, and from unauthorised access, modification or disclosure. Where your personal information is no longer needed, and we are not required by law to maintain it, we will ensure that it is securely and permanently destroyed.

### Access to Personal Information

You may at any time request access to your personal information that we hold. We will endeavour to comply with your request as soon as possible, which would normally be within a period of 14 days. In most cases there will be no charge for providing such information; however requests involving large amounts of information may incur a fee.

### Contacting InterPrac

If you have a complaint in regards to the collection or use of your personal information, or have an enquiry about this Privacy policy, please write to:

Privacy Officer  
**InterPrac Financial Planning Pty Ltd**  
Level 3, 29-33 Palmerston Crescent, South Melbourne, Vic 3205  
Tel: (03) 9209 9777 Fax: (03) 9209 9731

### **Your Authorised Representative**

Your financial adviser is Chantal Rosser and she is an Associate Authorised Representative of EQT Aged Care Services Pty Ltd. EQT Aged Care Services Pty Ltd is a Corporate Representative of InterPrac Financial Planning Pty Ltd. Chantal's contact details are as follows:

**Lifetime Planning** is a registered business name of

EQT Aged Care Services Pty Ltd

ABN 54152197825

Corporate Representative No: 409438

**Chantal Rosser**

Authorised Representative No: 339843

Suite 2, 708 High Street, Kew East, Vic 3102

PO Box 207, Kew East, Vic 3102

Phone: (03) 1300 781 586 Fax: (03) 9859 3577

Email: [chantal@lifetimeplanning.com.au](mailto:chantal@lifetimeplanning.com.au)

### **Background and Experience**

Chantal specialises in the development of personalised financial planning strategies and advice focusing on assisting Senior Australian's with their aged care needs. Her role as a Financial Planner enables her to provide financial advice to new and existing clients and is able to assist you in all areas of financial planning that InterPrac offer. Chantal has completed a Bachelor of Commerce in Financial Planning and also holds a Diploma in Business Accounting.

### **The products on which Chantal can provide advice comprise:**

- Deposit and Payment Products;
- Margin Lending;
- Managed Investment Schemes including Unit Trusts, Investment Bonds, Direct Shares, Property Trusts, Growth Funds, Balanced Funds, Indexed Funds and Cash Management Accounts;
- Share Market Investments;
- Tax Effective Investments;
- Mortgage Lending;
- Superannuation, including Allocated Pensions, Rollovers, Personal Superannuation, Company Superannuation and Self Managed Superannuation Funds;
- Life Insurance Products, including Annuities, Term Insurance, Income Protection, Trauma and Total and Permanent Disability Insurance.

The InterPrac network also provides access to a number of associated entities that can provide advice and assistance with:

- Finance, including leases, mortgages and refinancing;
- Investment Property;
- Wills; and
- Trusts.



# Client File Copy

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MY ADVISER HAS PROVIDED ME WITH AN **FSG** AND EXPLAINED ITS CONTENTS.

Name.....

Signed.....Dated.....

