



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: Susan Woodruff

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

Ph: 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.

InterPrac Financial Planning Pty Ltd has authorised the distribution of this Financial Services Guide by its Authorised representatives.



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.

If our Authorised 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 you in a previous Statement of Advice 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 advice by contacting the representative or InterPrac Financial Planning in writing, by telephone or by email.

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

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 and commission 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

InterPrac Financial Planning has in place Professional Indemnity Insurance that is required by the Corporations Act and which meets ASIC's requirements and covers present and past representatives.

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 Susan Woodruff 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. Susan'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

Susan Woodruff

Authorised Representative No: 308756

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

PO Box 207, Kew East, Vic 3102

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

Email: sue@lifetimeplanning.com.au

Background and Experience

Susan creates personalised financial planning strategies and tailored advice to suit each individual's personal circumstances and needs. Sue specialises in aged care, estate planning and risk insurance and has over 18 years experience in the financial services industry. Susan is able to assist you in all areas of financial planning that InterPrac offer. In addition, Sue is a Certified Financial Planner and holds an honours degree from Otago University and a Diploma of Financial Planning with Deakin University.

The products on which Susan can provide advice comprise:

- Deposit 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.....

