



Business Profile and Financial Services & Credit Guide

Financial Solutions Geraldton Pty Ltd ABN 75 605 912 945 is an Authorised Representative No. 1009353 and Credit Representative No. 477548 of FYG Planners Pty Ltd (FYG Planners) as the authorising Licensee. Financial Solutions Geraldton's contact details are

Address:	289 Marine Tce, Geraldton WA 6530
Postal Address:	PO Box 7205, Geraldton WA 6531
Telephone:	(08) 9964 9000
Fax:	(08) 9964 9100
Email:	admin@fsgeraldton.com.au

Financial Solutions Geraldton helps people plan, invest & protect their wealth.

Without ties to any financial institution, we proudly offer financial advice free from product influence.

Financial Solutions Geraldton Services

Our clients are people with varying goals, incomes and lifestyles, but they all share one thing in common – they delegate to us so they can focus on what is really important to them.

Financial Solutions Geraldton will help identify ways to maximise the benefits from your existing financial resources. Our qualified advisers have extensive experience in the following:

- Advice on Ownership Structures
- Personal and Business Risk Insurance
- Responsible Asset Class Investing
- Centrelink and Social Security Benefits
- Self-Managed Superannuation
- Retirement Planning
- Superannuation
- Redundancy
- Estate Planning

Financial Solutions Geraldton has a vision of helping individuals, families and business owners achieve their lifestyle goals and improve their financial position by offering comprehensive financial planning advice and disciplined and ongoing investment management.

The personalised services available include needs based coaching and financial education tailored to the clients' personal objectives, whilst also applying the latest academic, market and legislative research.

Investment portfolio advice and planning favours academic evidence over market speculation – with a focus on achieving a reliable investment experience, efficient portfolio management, high quality portfolio administration, low fees, and disciplined portfolio review techniques.

Financial Solutions Geraldton has no links or ties to any financial institutions or product providers. This freedom from product influence provides our clients with the greatest potential for financial success.

We are licensed through the privately owned FYG Planners Group which has over \$1 billion in funds under advice.



Lisa Farnell

CFP®, JP, BCom, Dip FP

Adviser Profile

Lisa Farnell has been in the financial planning industry since 1999 after a varied career in retail and event management. She has a BCom and DFP, she is a CFP and was recently appointed as a JP in Western Australia. Originally hailing from Victoria, Lisa has called Geraldton home for over 18 years now.

Lisa loves that she gets to meet interesting clients that share her passion for a more ethical and sustainable way of living and investing.

Lisa enjoys the time she has with her clients and feels privileged to share their personal stories.

Outside the office, Lisa's favourite activities are bike riding, yoga, sailing, pottering in the veggie garden and spending time with her family.

Authorised Representative No 290056
Credit Representative No. 372631

“Lisa’s focus is on helping clients achieve their lifestyle goals and improve their financial position by offering comprehensive financial planning advice and disciplined and ongoing investment management.”



Norm Jupp
CFP®, Dip FP, Dip LI

Adviser Profile

Norm Jupp has been helping clients with their Financial Planning needs for over 30 years.

Norm is a Certified Financial Planner® which is internationally recognised for the highest education and ethical standards. He holds a Diploma of Financial Planning and Diploma of Life Insurance from Deakin University.

Norm keeps up to date with taxation, legislative and industry issues by adhering to the strict ongoing study requirements required of a Certified Financial Planning Professional. Norm has been a member of the Financial Planning Association of Australia (FPA) since 1995 and abides to the FPA Code of Professional Practice guidelines, which includes Ethical Principles, Practice Standards and Conduct Rules.

Norm highly respects the trust a client puts in him and his staff when they delegate the responsibility of helping them achieve their financial goals. He believes this close relationship is a journey over the lifetime of a client and therefore places great importance on the ongoing contact with clients to ensure their Financial Planning remains appropriate as personal circumstances change.

Outside of work Norm has a passion for helping kids develop to their full potential in sport and life. In 2007 he launched and ran the first regional soccer academy in WA and then in 2010 the first WA regional junior cricket academy. He was awarded life membership of Olympic FC in 2013 and the Geraldton Junior Soccer Association in 2015. Norm is married to Helen and has 4 fantastic children.

“Norm’s focus is to help clients achieve their lifestyle goals through a close and ongoing business relationship based on trust, respect and transparency.”

Authorised Representative No. 242572

Credit Representative No. 370326

This Financial Services & Credit Guide (FSCG) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with any financial service. The matters covered by the FSCG include who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, as well as details of our internal and external dispute resolution procedures and how you can access them. The distribution of this FSCG by Greeve Holdings Pty Ltd ATF The Greeve Family Trust trading as Financial Solutions Geraldton, has been authorised by FYG Planners Pty Ltd as the authorising Licensee.

This FSCG is provided to help you decide whether you wish to adopt any of the services we provide.

You should be aware that you are entitled to receive a Statement of Advice (SOA) whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees and any matters which may have influenced the provision of the advice. On an ongoing basis, a Record of Advice (ROA) will be provided in relation to minor specific advice instead of an SOA, if there have been no significant changes in your personal circumstances or the basis of our advice has not significantly changed since we last provided a SOA.

Key information is set out below:

Who will be providing the financial service to me?

Financial Solutions Geraldton ABN 75 605 912 945 is a corporate Authorised Representative (No. 1009353) and Credit Representative (No. 477548) of FYG Planners Pty Ltd (FYG Planners) as the authorising Licensee. Financial Solutions Geraldton contact details are:

Financial Solutions Geraldton, 289 Marine Tce, Geraldton WA 6530
Telephone: (08) 9964 9000
Fax: (08) 9964 9100
Email: admin@fsgeraldton.com.au

FYG Planners Pty Ltd, ABN 55 094 972 540, holds an Australian Financial and Credit Services Licence No. 224543. FYG Planner's contact details are as follows:

FYG Planners Pty Ltd, Level 2, 39-41 Alexander Street, Burnie TAS 7320
Telephone: (03) 6440 3555
Fax: (03) 6440 3599
Email: mail@fygplanners.com.au

Who is my adviser?

Your adviser will be Lisa Farnell or Norm Jupp. Lisa and Norm are specifically authorised by Financial Solutions Geraldton to act as its representative in providing financial services to clients and have specific formal industry qualifications. Please refer to their Adviser Profile.

Who do you act for when you provide financial services to me?

Financial Solutions Geraldton is an authorised representative of FYG Planners Pty Ltd and is therefore authorised to provide financial services to clients.

Financial Solutions Geraldton acts on behalf of FYG Planners as the authorised licensee. FYG Planners is responsible for the provision of any financial service that is given by any of its authorised representatives.

Financial Solutions Geraldton is bound by the Conflict of Interest Policy. Any conflicts of interest or potential conflicts of interest will be disclosed, avoided or controlled in the prescribed manner. This ensures that all Financial Solutions Geraldton clients will receive sound, objective advice.

Ultimately our goal is to act solely in our client's interests.

What kind of financial services are you authorised to provide to me and what kind of products do those services relate to?

Financial Solutions Geraldton is authorised by FYG Planners to offer you the following services:

- Financial planning and investment advice
- Superannuation and rollover advice
- Self-managed superannuation fund advice
- Retirement planning advice
- Estate planning advice of a general nature
- Life insurance advice
- Ongoing monitoring of your portfolio
- Investment portfolio management
- Centrelink benefits planning
- Margin lending & gearing strategies

How do you research products and service providers?

Each investment, insurance product or financial service that is recommended undergoes extensive research. FYG Planners undertakes extensive in-house analysis and sources qualitative research from a number of independent research houses. Only investments, insurance products and financial services that qualify for inclusion on our preferred product list will be recommended.

What type of advice do you offer me?

Prior to providing you with any advice, your adviser will review your situation and consider your overall financial strategy.

Financial Solutions Geraldton will provide two distinct types of advice to you in the course of preparing your financial recommendations.

1. Strategic advice is advice we will give to you to explain how best to structure your affairs relating to investment, retirement planning, superannuation planning, taxation, estate planning, borrowing, income and expenditure planning perspectives.

We can also assist clients to determine the suitability of new and existing loans/credit facilities. We do not arrange credit facilities but may refer clients on to mortgage brokers or other credit providers.

We will be happy to provide you with an assessment of your existing loan/credit facility and when assessing an existing loan/credit facility we will provide you with written advice of our recommendations.

2. Personal investment and/or insurance advice is advice that we will give to you when recommending specific types of financial products and services relevant to your circumstances that will assist in achieving your future objectives.

After our strategic advice has been provided, in order for you to achieve your stated goals and objectives, we will select the investment and or insurance products that have the relevant features to achieve your specific goals. We will only recommend investment and or insurance products to you after considering their suitability for your individual investment objectives, financial situation and needs.

To ensure that you have the peace of mind of knowing that your finances are appropriately structured, we strongly recommend that you take advantage of our ongoing review service. This service provides you with an ongoing review of your portfolio, regular reports on its performance and the financial strategies we have implemented for you.

How will I pay for your advisory services?

Fee for service: We will provide you with an invoice for the services we provide or arrange to debit your portfolio; the choice is yours.

or

Insurance Commission or Brokerage: Commission or brokerage payments come from commission brokerage paid to Financial Solutions Geraldton by FYG Planners, who in turn receives them from the life insurance companies whose products we recommend to you.

or

Loan/Credit Facility Commission or Brokerage: Commission or brokerage payments come from commission or brokerage paid to Financial Solutions Geraldton by FYG Planners, who in turn receive them from the lending organisations whose products you choose to purchase.

Where we are aware that you have used borrowed funds (i.e. funds that are either secured or unsecured) to invest through us, we will charge you a flat dollar advice fee.

If you charge me a fee for the service you provide, how are the fees calculated and paid?

Strategic Financial Planning Advice

All of the strategic planning work we undertake for you will be completed on a time cost or hourly rate basis. Our current hourly charge rates are noted below; they may vary in future.

Lisa Farnell:	\$330.00 per hour including GST
Norm Jupp:	\$330.00 per hour including GST
Para Professional:	\$220.00 per hour including GST
Support Staff:	\$165.00 per hour including GST

Wherever possible, we will provide you with an estimate of the costs you may incur for our strategic planning services before you agree to proceed. We will also keep a detailed record of the work we undertake for you. This record is always made available to our clients once our work is completed.

If we are requested to provide you with credit advice, we will provide you with an estimate of our fees before providing our advice.

Investment Portfolio Advice and Services

Any work developing and implementing an appropriately structured investment portfolio for you is undertaken on a time cost or hourly rate basis as noted above.

Wherever possible, all administrative work undertaken for you will be completed by support staff to ensure the lowest possible costs for you.

Annual Portfolio Investment Advice & Administration Service Fees

Our ongoing portfolio investment advice and administration service fees will not exceed:

- (i) 1.1% per annum (including GST) for amounts up to \$500,000
- and
- (ii) 0.55% per annum (including GST) for the excess above \$500,000

Annual Investment Portfolio Reviews

Your investment portfolio reviews are provided at no additional cost. Our annual investment advice and portfolio administration fees cover the cost of our portfolio review services, unless you request extensive additional work. If you make such a request, we will provide you with an estimate of costs you may incur before proceeding.

If it becomes apparent during an annual portfolio review meeting that changes to your overall circumstances suggest the need for further strategic advice, we will advise you accordingly. If agreed to by you, our standard hourly fees will apply to the additional work required.

Other Service Costs

Our firm may assist you in other ways such as arranging insurance applications, loan product applications, estate planning services or Centrelink applications & reviews.

In these instances, we will always advise you of our estimated fees prior to commencement of our work.

If you accept an insurance commission, how much commission do you get? How is it calculated and deducted?

The commission or brokerage paid by life insurance companies varies from product to product and company to company.

Any commission or brokerage payable to FYG Planners is paid by the life insurance company as a result of the premium you pay. It is not an additional cost to you.

Initial commission can range from 0% to 121% of the first year's premium. An example being for a \$100 premium, initial commission can range from \$0 to \$121.

Ongoing or trail commission brokerage can range from 0% to 33% of the annual premium. For a \$100 premium, the ongoing or trail commission can range from \$0 to \$33.

We will advise you of the specific commission brokerage applicable to any insurance recommendation prior to you applying for the insurance cover.

If you accept a credit commission, how much commission do you get? How is it calculated and paid?

If we refer you to a lending organisation, we will advise you of the specific referral commission or brokerage applicable to any loan recommendation, prior to you applying for the loan.

Any commission payable to FYG Planners is paid by the lending organisation to whom you were referred, as a result of the funds you borrowed. It is not an additional cost to you.

Initial commission can range from 0% to 2% of the funds borrowed. An example being for a loan of \$100,000, the initial commission can range from \$0 to \$2,000.

Ongoing or trail commission can range from 0% to 0.65% of the funds borrowed. For a \$100,000 loan, the ongoing or trail commission can range from \$0 to \$650.

Do you receive any other benefits in relation to providing financial services to me?

Details of any benefits exceeding \$300 that FYG Planners may receive are detailed in a publicly available register that is updated quarterly. Please ask Financial Solutions Geraldton for a copy as required.

FYG Planners may be paid a portion of the administration fee from the service providers. These payments are referred to as "commissions" and are detailed in any formal recommendation documents you receive.

FYG Planners pays this fee to Financial Solutions Geraldton on a monthly basis. FYG Planners also offers its authorised representatives the opportunity to become shareholders in FYG Planners.

What should I know about the risks of the investments or financial strategies you recommend to me?

We will explain to you any and all risks associated with investments and strategies that we recommend to you. You should ask us to clarify any risks that are not clear to you.

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my investment?

Yes. You may specify how you would like to give us instructions. For example, by telephone, fax or other means. If the execution is by telephone instruction we will require you to provide a letter of authorisation to serve as a record of the telephone instruction. This record will be kept on your file for future reference if required.

What information do you maintain in my file and can I examine my file?

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 we have made to you and any discussions of significance we may have with you. If you wish to examine your file, feel free to ask and we will make arrangements for you to do so.

We are committed to maintaining and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy follows.

Disclosure of information to third parties.

During the initial and/or ongoing provision of financial advice it may be necessary to disclose your information to certain third parties. These parties may include (but not limited to): registered tax or legal practitioners; superannuation or insurance providers; authorised AFS licensee or authorised representative; the Australian Taxation Office; Centrelink or other Government departments; offsite data storage systems.

In accordance with the Tax Agent Services Act 2009, we will obtain your signed consent to release the information to the third party. However, we are not responsible for any unauthorised use or disclosure of your information by the third party after it has been released to them.

How do you deal with the Anti-Money Laundering / Counter-Terrorism Financing (AML/CTF) Act?

FYG Planners adheres to all aspects of the AML/CTF Act. As such, we require clients and prospective clients to provide us with identification in accordance with the legislation.

How do you deal with ASIC's Professional Indemnity Insurance requirements?

FYG Planners is required by law to ensure it has adequate professional indemnity insurance to cover certain losses which may be suffered by Retail Clients. We confirm that FYG Planners has obtained professional indemnity cover to ensure it can meet the following circumstances:

- Losses or damage suffered by Retail Clients arising out of breaches of obligations under Chapter 7 of the Corporations Act 2001
- Breaches by both the licensee and its authorised representatives / representatives
- Fraud by the licensee and its authorised representatives / representatives, and
- Any award made against FYG Planners by an external dispute resolution scheme

Subject to its terms and conditions, this insurance will continue to provide coverage for any authorised representative / representative who has ceased work with FYG Planners for work done whilst engaged with FYG Planners.

OUR PRIVACY POLICY

How will you collect personal information from me and how will you use it?

Our business is to provide financial planning advice and other services to enable individuals to understand their financial needs and make financial and investment decisions. To do this effectively, we need to collect certain personal information.

The type of personal information we may collect can include (but is not limited to) name, address, date of birth, contact details, income, assets and liabilities, account balances, account numbers, tax file number, tax and financial statements, photo identification and employment details.

We obtain most of the information directly from our clients through applications and other forms. We may also obtain information from other sources.

If we are arranging applications for death, sickness and disability insurance, we usually need to collect sensitive information. Sensitive information is subject to greater restrictions.

If you choose not to provide the information we need to ensure our advice is appropriate to your situation, we may not be able to provide you with advice or recommend a service or product.

How will you protect and safeguard my personal information that is supplied to you?

Safeguarding the privacy of your information is important to us whether you interact with us personally, by phone, mail, over the internet or other electronic medium.

We hold personal information in a combination of secure computer storage facilities, paper-based files, and other records and we take steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure. Subject to your authorisation, your personal and financial data will be regularly and automatically downloaded from Fund Managers, Administration Platforms and Insurers to our electronic client management database providers.

If I have a complaint in regard to my privacy, to whom do I direct my complaint?

If you consider that any action by FYG Planners breaches this Privacy Policy Statement or the Australian Privacy Principles or otherwise does not respect your privacy, you can make a complaint. This will be acted upon promptly.

To make a complaint, please telephone FYG Planners Pty Ltd on (03) 6440 3555.

If you are not satisfied with the response to your complaint, you can telephone the Commonwealth Privacy Commissioner's hotline on 1300 363 992.

FYG Planners Pty Ltd
ABN 55 094 972 540
AFSL / ACL 224543

Level 2, 39-41 Alexander Street,
Burnie TAS 7320

Phone: (03) 6440 3555
Fax: (03) 6440 3599

IF YOU HAVE A COMPLAINT

Who can I complain to if I have a complaint about the provision of the financial services offered to me?

We are members of the Financial Ombudsman Service.

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

Contact us and tell us about your complaint.

If your complaint is not satisfactorily resolved within 30 working days, please put your complaint in writing. This will ensure that the issues are fully documented and understood by all parties. Your complaint should be addressed to The Compliance Manager, FYG Planners Pty Ltd, Level 2, 39-41 Alexander Street, Burnie TAS 7320. We will try to resolve your complaint quickly and fairly.

If the complaint cannot be satisfied to your satisfaction, you have the right to complain to the Financial Ombudsman Service (FOS). They can be contacted on 1300 780 808.

Stage 1 of the FOS process sees FOS facilitate discussions and negotiations between the parties. All relevant documents are exchanged and the issues in dispute are identified.

Stage 2 is conciliation and the parties come face to face with a conciliator from the FOS national panel. The role of the conciliator is to assist the parties to explore options for settlement of the dispute and to help parties to agree on their own outcome.

Stage 3 is where the independent adjudicator is requested to make a decision based on the relevant facts taking into account the relevant law, fairness and reasonableness. If you accept the adjudicator's decision it is binding on the member.

You may wish to contact the Financial Planning Association of Australia (FPA). You can write to:

PO Box 109
Collins Street West
Melbourne VIC 8007

Alternatively you can phone the Australian Securities and Investments Commission (ASIC) toll free Infoline on 1300 300 630. Infoline consultants will talk to you about your rights as well as how to make a complaint which is suspected to be a breach of the law.