

FINANCIAL SERVICES GUIDE

for financial products

This FSG was reviewed & approved by
Graeme Taylor, responsible officer on 19/10/12, version 2.6

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The purpose of this guide:

You have the right to ask us about our charges, the type of advice we will give you, & what you can do if you have a complaint about our services.

The Financial Services Guide ('FSG') is intended to inform you of certain basic matters relating to our relationship before we provide you with any financial service.

The matters covered by the FSG 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; &
Details of our internal & external dispute resolution procedures & how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described below.

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 & needs. The SoA will contain the advice, the basis of the advice, information about our fees & annual service fees & our service offering to you. Our service offering includes regular attendance at technical & financial workshops so that we can provide you with up to date tax & investment strategies, as well as providing you with a choice of a number of platforms & suggested sectors & managers. We also attend to an annual review of your portfolio, provide advice on any switches & prepare an SoA or RoA & this is also met from the annual service fee. A Record of Advice (ROA) may be provided for minor changes to your portfolio. You are provided with copies (and able to request a copy).

If we recommend a financial product to you (other than securities), we must provide you with the relevant Product Disclosure Statement (PDS). The PDS contains information about the product which will enable you to make an informed decision.

1. Before you get our advice

Who will be providing the financial service to you?

Financial Services Licensee: **Taylor Financial Planners Pty Ltd**

Australian Financial Services License No: 241 465

ABN: 18 080 273 276

Address: 57 Forrest St Subiaco, WA 6008

Phone: (08) 9382 1866

Fax: (08) 9381 2280

Who is your adviser?

Name: Graeme Taylor

Authorised Representative Number: 260 955

Phone: (08) 9382 1866

Fax: (08) 9381 2280

Mobile: 0401 686 788

Email: glt@iinet.net.au

Website: <http://www.taylorfinancialplanners.com.au>

Graeme Taylor has completed the following qualifications:

- CPA (Financial Planning Specialist), ACIS
- Passed RG 146 Competency Exams as required by ASIC

Graeme Taylor has the following industry experience:

Graeme Taylor has been a Licensed Dealer in securities & Financial Planner since May 1985. Graeme has been an authorised representative of Taylor Financial Planners Pty Ltd since June 2002.

He has over 21 years experience as a CPA accountant in practice & also holds a triennial real estate license & holds an Australian Credit Licence (ACL) as a licensed finance broker for home loans.

Graeme Taylor is authorised by Taylor Financial Planners Pty Ltd to offer you the following services:

- Financial Planning & Tax Planning Strategies
- Salary Packaging & Advice
- Superannuation & Strategy Advice
- Portfolio Monitoring & Reviews (and second opinions)
- Pre-Retirement Planning Advice & Allocated Pensions
- Retirement Planning & Investment Strategies
- Transition to Retirement Planning & Advice
- Centrelink Advice (where applicable)
- Estate Planning & Business Succession Planning
- Advice on Real Estate & Home Loans as well as borrowing for shares or managed funds
- Asset Protection Advice
- Risk Insurances.

We provide advice on the following types of product:

- Wrap Accounts
- Unit Trusts, Managed Funds & Cash Management Trusts
- Listed & unlisted property trusts & syndicates (which have independent research reports)
- Retail superannuation funds
- DIY Super & Investment Strategy Advice (SMSF'S)
- Life, trauma, total & permanent disability, income protection & business expenses Insurance.
- Home Loans & Mortgages (through Graeme Taylor)
- Fixed interest securities & mortgage trusts
- Listed shares.
- A Limited Range of Agribusiness Managed Investment Schemes

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

Graeme Taylor is an authorised representative of Taylor Financial Planners Pty Ltd. Taylor Financial Planners Pty Ltd is responsible for any advice given.

How am I charged for your Advice & Services & what are the Options for Payment?

(1) Where clients seek our advice &/or investments are transacted & implemented through our office, the time cost for this including preparing the SoA/RoA is charged as follows:

(a) Graeme Taylor's time at \$255/hr for time costs directly attributable to the client + the time to complete the SoA (the meetings with the client may take place over several time periods) + paraplanners time at \$108/hr for all work in downloading applications, any background research, competing applications, assisting with SoA preparation & following through to ensure the applications have been processed correctly. We take a holistic approach for all clients & put substantial time into investment research (but we cannot predict market direction or potentially adverse outcomes).

Generally the investment & strategy advice, SoA & implementation fee is \$2,350 including GST (may vary up or down depending on circumstances & complexities. All entry fees are rebated.

All fees for advice & implementation & SoA/RoA are disclosed in writing.

(b) The adviser service fee is usually capped at 0.9% pa including GST & this also covers the substantial commitment to investment research, seminars, following economic trends, tax & superannuation changes & being available to you throughout the year to provide advice & any switches & also covers the time for the review, implementing any changes & SoA/RoA. The minimum ASF fee is usually \$1,100 pa for the ongoing research, advice, reviews & these services.

(c) If we receive a rebate from a platform this is disclosed to you & we pass this on in full to reduce the service fee by the same percentage so the client gets the full advantage of any rebate in a reduction of the service fee charge.

All invoices are payable to Taylor Financial Planners Pty Ltd within 7 days of receipt. We accept payment by cheque or direct credit to TFP's Macquarie CMA.

Alternatively if you do not proceed with the advice or require advice only then Graeme Taylor's charges of \$255/hr including GST for all discussions, meetings, communications & drafting the SoA/RoA shall apply. A further cost of \$108/hr incl GST applies for paraplanner support & input in any research & preparation of the SoA/RoA.

TFP Fees can be deducted from the investment or paid separately (clients choice)

The minimum fee for basic advice is \$540 (incl. GST).

Do you receive remuneration, commission, fees or other benefits in relation to providing the financial services to me & how is that commission calculated?

Graeme Taylor is paid as an employee of Taylor Financial Planners Pty Ltd, who in turn provides the entire service, including reviews & derives income from the advice & implementation fees as well as the annual service fees. This fee income is paid either by the client direct or deducted from the clients investments (clients choice). If the fund MER has a built in adviser fee (eg 0.6% pa) then TFP charges an additional adviser service fee to bring this total fee to 0.9% pa (eg extra 0.3% pa).

The annual adviser service fee usually covers the cost for the ongoing reviews which we suggest the client meets with us annually (although we are always able to assist as needed). In some situations an additional fee may be payable for more complex aspects of the review which could include estate planning & rolling to allocated pension (but would only be based on time costs).

We strongly recommend that clients meet with us for annual reviews, irrespective of market returns & this also gives us the opportunity to update their current position & needs.

Do any relationships or associations exist which might influence you in providing me with financial services?

Taylor Financial Planners Pty Ltd has no ownership or contractual links or any obligation to any financial institution that could compromise our ability to choose products & strategies that are most suitable to you. We usually offer a range of platforms & seek to offer the best value that we are aware of in the market place.

2. When you get our advice

Will you give me advice that is suitable to my needs & financial circumstances?

Yes, but to do so we need to find out your individual objectives, financial situation, needs & risk profile before we recommend any financial products or services 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 not having your full personal information. You should read the warnings carefully.

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

We will explain to you any significant risks of financial products, strategies & investments which we recommend to you. We also suggest that investment meetings be attended with your partner (in some cases family members) so that all investment risks can be discussed. We consider all share market based investments to be aggressive & to be invested over a time period of 7 years to allow for fluctuations (volatility) that can occur in markets. We will also answer your questions & concerns, if we do not do so, or you do not understand the information provided, you should ask us to clearly to explain those risks to you.

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

We maintain a record of your personal details which includes details of your objectives, financial situation, needs & risk profile. This may involve obtaining financial statements from your accountant, & holding your tax file number/s on file together with our file notes & recommendations we have made to you (and SoA's or RoA's).

We are committed to implementing & promoting a privacy policy that will ensure the privacy & security of your personal information. A copy of our privacy policy is available on request. If you wish to examine your file, you should ask us, & we will arrange for you to do so. Your file may be kept for up to 7 years & a copying fee may apply if details of the file are requested.

How can I provide you with instructions as to how I wish to instruct you to buy or sell my financial products?

You may specify how you would like to give us instructions. For example by telephone, letter, fax, email or other means, noting client would need to sign any redemptions & provide up to date ID

Do you have Professional Indemnity (PI) Insurance?

Yes, PI insurance is maintained by Taylor Financial Planners Pty Ltd to cover advice, actions & recommendations which have been authorised by & provided by our Advisers. The limit of the indemnity is \$2,000,000 for any one claim & \$2,000,000 in the aggregate of all claims arising from out of AFSL licensed activities & meets the requirements of Corporations Act 2001 & CPA Australia.

3. If you have any complaints

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

If you have any complaint about the service provided to you, you are entitled to take the following steps:

1. Contact your adviser, Graeme Taylor & talk to him about your complaint.
2. If Graeme Taylor does not resolve your complaint satisfactorily within 5 working days, put your complaint in writing & send it to Taylor Financial Planners Pty Ltd at 57 Forrest St Subiaco WA 6008. We will try to resolve your complaint quickly & fairly.
3. Taylor Financial Planners Pty Ltd has Professional Indemnity cover & any complaint if not resolved would be referred to our insurer.
4. Taylor Financial Planners Pty Ltd is a member of The Financial Ombudsman Services Limited. The contact details for this service are: Phone: 1300 780 808
GPO Box 3, Melbourne VIC 3001

Stage 1: FOS facilitates discussions & negotiations between the parties. All relevant documents are exchanged & the issues in the dispute are identified.

Stage 2: 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 & to help parties to agree on their own outcome.

Stage 3: An independent adjudicator is requested to make a decision 'on the papers' taking into account the relevant law, fairness & reasonableness. If you accept the adjudicator's decision it is binding on the member.

5. If you have a complaint in relation to superannuation matters, you can contact the Superannuation Complaints Tribunal on 131 434.
6. As an FPA member, our firm is bound by a Code of Ethics. If you are concerned that an adviser may have breached this code, you may wish to consider raising your concerns in writing with the Financial Planning Association of Australia Limited (FPA). They can be contacted at: Phone: 1800 626 393
PO Box 109 Collins Street West, Melbourne Vic 8007
7. If you still do not get a satisfactory outcome you can contact the Australian Securities & Investments Commission (ASIC) at their toll free info line on 1300 300 630 to find out which industry complaints scheme may be available to assist you to settle your complaint.