

Financial Services Guide

The purpose of this Financial Services Guide (FSG) is to help you decide whether to use any of the financial services we offer. After reading this FSG, you will know:

- who we are
- what financial services and products we provide
- how we (and any other relevant persons) may be remunerated
- whether any relevant associations or relationships exist that may influence our advice
- details on how to get advice and give instructions
- how we protect your personal information
- how to access our internal and external complaints handling arrangements, and
- what we can do and what we expect from you.

About us

Condell Financial Pty Ltd (ABN 48 168 216 742) (Condell Financial) is an Australian Financial Services Licensee, Licence No 498434 and in this document is referred to as 'we', 'us' or 'our'.

Our contact details are as follows:

Condell Financial
Shop 2
22 Darley Road Manly NSW 2095
Telephone: 02 9011 7889

Statement of Advice

On the first occasion that we provide you with personal financial advice, you will receive a statement of advice (SoA) or, if the advice relates to amounts under certain thresholds, then you will receive a record of advice (RoA). These documents will:

- Explain the advice and the basis of the advice
- Provide information about our remuneration (including commissions), and
- Disclose any associations or relationships that could potentially influence us in providing the advice.

Once you have your SoA, any further ongoing personal advice that we may provide will be documented in

either a further SoA or an RoA depending on the nature of the advice.

Copies of all advice documents will be retained in your client file and, if you have not already been provided with one, you may ask for a copy of these documents at any time.

We will also provide you with, or explain how to access, a product disclosure statement (PDS) issued by the product issuer for any financial product we recommend. The PDS contains information about the costs, benefits, risks and other features of the recommended financial product. To help you make an informed decision, you should read this information before purchasing any recommended financial products.

The financial services and products we offer

We can offer financial services and advice that covers the following areas:

- Wealth creation including advice on securities.
- Retirement planning including superannuation and strategies for transitioning to retirement.
- Risk management and asset protection.
- Retrenchment and redundancy advice.
- Social security/Centrelink entitlements.

From these financial services, certain kinds of financial products may be recommended to you. We can provide advice and arrange transactions on the following classes of financial products:

- Superannuation and retirement savings account products
- Securities
- Managed investments (including an investor-directed portfolio service)
- Margin lending facilities (standard)
- Government debentures, stocks or bonds

- Deposit products
- Life insurance products including investment life and life risk.

Your financial adviser is a registered tax agent. He is authorised to provide a tax service where the advice is:

- provided in the context of the personal advice authorised by the licensee, and
- part of the financial advice which interprets and applies the tax laws (including tax, superannuation and SMSF laws) to your personal circumstances.

Registered tax (financial) advisers are not authorised to provide tax agent services (ie: those services in relation to the preparation and filing of tax returns and liaison with the ATO, etc).

Where tax agent services are provided (ie: those services in relation to the preparation and filing of tax returns, and liaison with the ATO, etc), these services constitute a separate business activity and are provided by Condell Accountants Pty Ltd. They are not provided under the Condell Financial's AFSL. Condell Financial is only responsible for advice relating to the financial products and services described in this FSG and our Approved Product List.

Providing instructions to your financial adviser

You may provide specific instructions to your financial adviser by letter, email, telephone, fax or other means as agreed.

Introducing your Financial Adviser.

Your financial adviser is: **Andrew Condell**. Andrew has the following qualifications, memberships and accreditations

- CERTIFIED FINANCIAL PLANNER® Practitioner
- Diploma of Financial Planning
- Bachelor of Business (Accounting)
- Registered Tax Agent
- SMSF accreditation
- Estate Planning Accreditation
- Listed Equities Accreditation
- Margin Lending Accreditation

Andrew Condell has over 25 years' experience as a Financial Adviser. Prior to starting Condell Financial he was the Founding Principal and Licence Nominee for Financial Keys Pty Ltd, a medium sized, CBD based, Australian Financial Services Licensee. He has also held previous Financial Adviser roles with Financial Wisdom Ltd and Hambros Bank. Before becoming a financial adviser Andrew was a Tax Manager for BDO Chartered Accountants and a Senior Tax Auditor with the Australian Taxation Office.

Products and services

Your financial adviser is authorised to provide you with general and personal financial product advice on the following class and types of products and can help you buy and sell these financial products.

- **Deposit products**
- **Life products, including:**
 - Investment life insurance products
 - Life risk insurance products
- **Superannuation products, including:**
 - Public offer superannuation funds
 - Account-based pensions and complying annuities
 - Corporate superannuation funds
 - Self-managed superannuation funds
- **Retirement savings accounts**
- **Managed investment products, including:**
 - Master trusts, wrap facilities
 - Property funds
 - Tax-effective investments
 - Managed trusts
 - Investor directed portfolio services (IDPS)
- **Government bonds, stocks or debentures securities:**
 - ASX listed shares, instalment warrants and fixed interest
- **Margin Lending (Standard)**

How will you pay for the financial services?

At the initial meeting, your financial adviser will explain the services that are available to you, what you can expect and the payment options that are available.

Before you become a client of Condell Financial, remuneration and payment will be agreed and the details of any fees and commissions' payable, and any other relevant remuneration and benefits, will be disclosed to you in the statement of advice (SoA). For any financial product that is recommended, the product disclosure statement (PDS) for that product will outline the fees payable to the product provider. Any of the payments listed below will be made as agreed with you or to the extent permitted by law.

You may be charged a fee based on the time spent implementing the recommendations and strategies. Fees may be paid directly to us by you or charged against an investment or superannuation account that you hold or via a direct debit on a nominated bank account that you hold:

Financial Planning Advice Fee

You may be charged a fee based on either the standard service fee that applies or the time spent developing the plan. The plan based fees (ie: SoA) start from \$3,300 for a limited advice plan and vary, depending on the scope and complexity of the advice provided.

During your initial discussion with your financial adviser, he should be in a position to provide you with a reasonable estimate of the financial planning advice fee and you are encouraged to discuss this during the meeting.

Financial Planning Implementation Fee

You may be charged a fee based on the time spent implementing the recommendations and strategies. The implementation fee starts at \$880 but will vary depending on the complexity of the advice and facilitation required, as well as the process to check and confirm that the correct action has been undertaken on your behalf.

You have a choice of how you can pay the implementation fee. It can either be invoiced directly or debited directly from funds invested.

Please note, should you choose not to proceed with the advice provided to you in your SoA, you will be invoiced for the cost of preparing your SoA. A summary of the way Condell Financial is paid is outlined below and all fees quoted are inclusive of GST.

Financial Planning Service Fee – Ongoing

If you engage us for ongoing services you may be asked to sign a service agreement. The service agreement will cover items such as ongoing advice, market updates, regular reviews and portfolio valuation reports.

An ongoing fee will be charged depending on the type of ongoing service provided to you. This will be agreed in advance with your financial adviser and may be paid annually, monthly or as per your agreement. This fee may be a percentage fee calculated on the funds invested or a fixed dollar amount. Where a percentage basis is used, the fee ranges from 0.11 percent to 1.1 percent per annum. However, the actual fee is determined after consideration of a number of factors such as the amount you elect to invest, the complexity of the structure involved, the number and types of investments and the level of ongoing service that is required.

The minimum ongoing fee payable is \$1,200 per annum.

To ensure that your situation is continuously reviewed, you are encouraged to take up an ongoing review service. A regular review will involve a review of your portfolio and your strategy. It will take into account changes in market conditions and also changes in your personal and financial circumstances. Generally, if you agree to an ongoing financial adviser service fee, you will sign a client service agreement which sets out the services that will be provided together with the cost. At all times, Condell Financial reserves the right to adjust the ongoing financial adviser service fee depending on the services used.

You have a choice of how you can pay the financial planning service fee – it can either be invoiced directly or debited directly from funds invested.

Financial Planning Service fee - One-off

If you are not on an ongoing review service, but would like to engage Condell Financial to provide you with One-off strategic or placement advice only, you may be charged an hourly rate of \$330 per hour.

Insurance Advice

For an initial Life Insurance analysis and advice our fee ranges up from \$1,250 depending on time taken and the complexity of the work required. This includes new quotes and placement of additional insurances.

We may bill you directly for our fee, however in most cases our fee is paid directly by the insurance provider in the form of a commission. Initial commissions are based on the value of the premium and maybe up to 70 percent of the value of the premium. Where the commission receivable exceeds our nominated fee we will rebate the excess back to you.

For ongoing insurance services we may receive up to 30 percent per annum. In most cases this is paid directly by the insurer in the form of a commission and is not an additional charge to you.

Share Brokerage

Should you wish to establish or maintain a share portfolio, the brokerage cost charged on sales and purchases may range from 0.15 percent to 2 percent of the value of the shares purchased including brokerage costs charged by the stockbroker.

Disclosure

The particulars of the fees, commissions and any other relevant remuneration and benefits applicable for financial advisory services will be disclosed to you in a Statement of Advice.

Product fees

All product providers are required by law to issue a PDS which outlines all the fees payable within the product.

Initial and ongoing commissions for investments entered into before 1 July 2013

You may receive our advice in relation to a product that you have entered into before 1 July 2013. Condell Financial may receive ongoing receive commissions from the product provider. This amount is not in addition to the cost of your entry fee. This commission may be up to 5.5 per cent (for initial commissions) and 1.1 per cent (for ongoing commissions) dependent on the product provider and the specific product that is recommended. These payments apply to initial and additional investments.

Through discussion, any combination of the above options may be negotiated.

How do we and your financial adviser get paid?

Your financial adviser is a salaried employee.

Condell Financial will receive the following fees that you are charged. These fees may be paid directly to us by you or charged against an investment or superannuation account that you hold or via a direct debit on a nominated bank account that you hold:

- Financial Planning Advice Fee
- Financial Planning Implementation Fee
- Financial Planning Service Fee – Ongoing
- Financial Planning Service Fee - One-off
- Insurance Advice
- Share Brokerage

Additional payments

We may also receive additional commission payments from insurance providers or from providers of pre 1 July 2013 products that you may hold. If these products are recommended to you, more detail will be provided in the SoA.

Advice that suits your personal situation, needs, goals and objectives

In relation to the personal financial advice and product advice provided to you, we are under an obligation to act in your best interests (ie: the best interests duty). Within the subject matter of the advice provided to you, we must ensure that:

- the scope of the advice considers all the issues and meets your objectives, financial situation and needs (including your tolerance for financial risk)
- if the scope of the advice changes, the change is consistent with your objectives, financial situation and needs
- we consider whether or not to provide advice that recommends a specific product or whether you should dispose of a product or do nothing.

The advice that your financial adviser provides will always be provided to you in writing in the SoA, unless it is further ongoing advice in which case it will generally be in the form of an RoA advice as outlined earlier.

You have the right not to tell us information about yourself however, if you still require your financial adviser to provide you with financial product advice, then the SoA will contain a specific warning that draws your attention to the risks of not providing full information about yourself.

Therefore, before acting on any advice you receive, you should consider the appropriateness of the advice and carefully read the warnings contained in the SoA before making any decisions as a result of the advice provided.

In all cases, when your financial adviser provides you with an SoA and a recommendation to acquire a financial product is included, an investment report or PDS for that financial product will be provided to you.

It is important that you read and understand this document before implementing any recommendation made in the SoA. Your financial adviser will readily explain any part of this document that you do not understand.

If you don't wish to receive our advice, we may still act on your instructions to deal in financial products. However:

- you face the risk that the financial product you select may not be appropriate for you, and
- we may require you to sign a document that records your intention not to seek advice from us for the particular financial product(s).

Are there any relationships or associations that may influence the financial advice provided?

No. Condell Accountants Pty Ltd is a related entity, however, the businesses are run separately. We do not make or receive referral fees to or from Condell Accountants.

What happens if you want to make a complaint?

If you have a complaint about the financial services provided to you, you should take the following action:

1. Speak to your financial adviser about your concerns, or
2. Call us on 02 9011 7889.

If, after speaking to us or your financial adviser, your complaint is not resolved within five (5) business days, please write to:

Compliance and Professional Standards Manager

Condell Financial
Shop 2, 22 Darley Rd Manly NSW 2095

Whilst every endeavour will be made to resolve the matter promptly and impartially, if you are not satisfied with how your complaint is handled, you can elect to refer the matter, free of charge, to the AFCA. AFCA can be contacted on 1300 56 55 62 or via mail:

Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001

Alternatively, other matters can be referred to the industry regulator, the Australian Securities and Investments Commission (ASIC) on free-call 1300 300 630 or via the website www.asic.gov.au

Professional indemnity insurance

Our professional indemnity insurance covers us and our representatives for the services we provide. This includes claims relating to the conduct of representatives who no longer work for us, but did so at the time of relevant conduct. We understand it is adequate to meet our requirements as a financial services licensee