Financial Services and Credit Guide (FSG)

Version 7.4 (201509)

This guide is designed to help you evaluate our service offer and covers key information about:

- What services and financial products we are authorised to recommend;
- The costs associated with our services;
- How we and our associates are remunerated;
- Any potential conflict of interest; and
- Our internal and external dispute resolution process and how you can access them.

Financial planning process

Upon offering financial advice we will provide you with an advice/disclosure document that will help you assess our recommendations to you and determine whether you wish to rely on our advice. Prior to giving you advice we will make reasonable enquiries about your current financial situation and future needs to ensure we provide appropriate advice aligned to your particular circumstances.

Your Financial Adviser is required by law to record and verify details about your objectives, financial situation and needs. You are entitled to share with us as much or as little as you choose, however, should you choose not to provide full disclosure, we will need to make you aware of the following:

- Where the service relates to financial products, we will warn you about possible consequences of the advice limitations so that you can make up your own mind if you will proceed; and
- Where this service relates to credit products, we are unable to provide assistance.

The advice/disclosure document will set out:

- Our personal advice and the reasoning which led to the advice;
- Fees and commissions we may receive; and
- Associations we have with financial product issuers or other parties which may have the potential to influence the advice we give you.

We will not provide credit assistance where we determine that a credit contract is unsuitable. A contract will be unsuitable if we establish:

- That you will be unable to comply with the obligations under that contract without substantial financial hardship; or
- The contract does not meet your financial and personal needs in accordance with your objectives.

We can provide you with a copy of our assessment for up to 7 years, after you sought our advice. This assessment is provided at no cost and can be accessed within 7 business days for all requests made within 2 years of our service agreement or advice document. For engagements outside of this period, we require 21 business days' notice. Copies of assessments are provided at no charge.

Agreeing the subject matter of the advice

To make sure there is a clear understanding of the services to be supplied to you we will listen to your instructions, your reasons for seeking advice, we will determine your needs and objectives, in order of priority and their importance to you. Once we have taken these factors into account we will discuss and agree the subject matter of our advice to you along with the cost of providing that advice. Our advice document will outline the subject matter of advice, clarifying what has been included and what has been excluded as agreed.

Where we recommend a particular financial product to you, we will give you information about that product by providing you with a Product Disclosure Statement. This will help you make an informed decision when considering the product.

If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions on an "execution only" basis.

If you do not obtain advice, you face the risk that the financial product(s) you select will not fully take into account your objectives, financial situation or needs.

Who is responsible for the financial services provided?

Infocus Securities Australia Pty Ltd (Infocus) is responsible for the financial services provided by your Financial Adviser including authorising the distribution of this Financial Services/Credit Guide (FSG). Infocus holds an Australian Financial Services Licence and Australian Credit Licence No. 236523. The Infocus head office is located on Level 2, Corner Maroochydore Road and Evans Street, Maroochydore QLD 4558 and can be contacted on (07) 5458 9400 or by writing to PO Box 1856, Sunshine Plaza QLD 4558 or visiting www.infocus.com.au. Information about your Financial Adviser is detailed on the insert attached.

How can I give you instructions about services provided to me?

You can generally provide instructions to us either face to face, in writing, by telephone, fax or other agreed means such as e-mail. At the time, we will advise you which instructions must be provided in writing.

What kinds of Financial Services and Financial Products are Infocus authorised to provide me and what kinds of Financial Product(s) do those services relate to?

Infocus provides the following services:

- Advice
- Wealth creation
- Wealth preservation
- Gearing
- Retirement planning
- Estate planning
- Corporate & personal superannuation
- Debt reduction & mortgage management
- Self managed superannuation funds
- Life insurance & income protection

Infocus provides advice on, and deals in the following Financial Products:

- Deposit and payment products, limited to:
  - Basic deposit products
  - Deposit products other than basic deposit products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life Products, including:
  - Investment life insurance products
  - Life risk insurance products
- Interests in managed investment portfolios, including:
  - Investor directed portfolio services
  - Retirement savings accounts
- Securities
- Superannuation
- Managed investment schemes
- Margin lending products

Infocus provides Credit Services, including:

- Assistance with mortgages, personal loans & credit cards

Please refer to the Fee/Brokerage/Commission Schedule which is attached to this Financial Services Guide, as this will explain any restrictions your Financial Adviser has in providing advice to you. This Financial Services Guide is complete when the Fee/Brokerage/Commission Schedule is attached.

Further Advice

Where you are provided with further advice, this may be provided to you verbally and/or in writing as an advice document. An Advice Document will be in the form of a Record of Advice (RoA) or a Statement of Advice (SoA). Should you require additional copies of advice documents or a copy of a record of the verbal advice given, you may ask your Financial Adviser to provide you with a copy at any time within 7 years from the latest date advice was provided.

Does Infocus have any relationships or associations with Product Issuers?

Managing conflicts of interest

Infocus provides a comprehensive range of financial services. Our network of Financial Advisers bring specialist expertise to bear and apply this expertise to helping you understand and manage complexity.

Any recommendation will be based on an assessment of your personal circumstances, needs and objectives. In addition, all products approved for use by our Financial Advisers must first undergo a rigorous selection process. These factors underpin our advice but it is important for you to appreciate that our interests, associations, relationships and the benefits we receive – such as commissions, sponsorships or marketing allowances – may give rise to an actual or potential conflict of interest. We manage, and will clearly disclose any conflicts that we believe may influence our advice.

Related parties/entities

Infocus Wealth Management Limited is the parent company of Infocus Securities Australia Pty Ltd, Portfoliofocus Pty Ltd (Portfoliofocus), Portfolio Administration and Reporting Pty Ltd and Alpha Fund Managers Pty Ltd (Alpha). Alpha Fund Managers Pty Ltd operates as investment manager for the Alpha fund series of investments with Equity Trustees Ltd operating as the responsible entity.

Other relationships

Portfoliofocus and Portfoliofocus Administration and Reporting and/or Infocus provide services to product providers or act as the marketing entity for a number of providers including Australian Money Market Pty Ltd (Portfoliofocus Money Market), Praemium Australia Pty Ltd (Portfoliofocus Choices and Infocus Managed Accounts), SuperIQ Pty Ltd (Portfoliofocus SMSF), Oasis Asset Management Limited (Portfoliofocus Investment Service, Portfoliofocus Master Trust and Portfoliofocus Direct Share Trust) Avanteos Investments Limited (Ultimate Super and Pension Service, Ultimate Investment Service), HUB24 (Infocus Investment Hub and Infocus Super Hub), IOOF Pursuit Focus for Infocus, IOOF Pursuit Select for Infocus and Navigator Australia Limited (Portfoliofocus Premium and Portfoliofocus Essentials). Infocus Securities Australia Pty Ltd provides research services to Praemium Australia Pty Ltd through Portfoliofocus Choices.

In addition Infocus or its associated entities can receive various payments from financial institutions based on the average balance of all funds placed by Infocus Authorised Representatives in each relevant institution's investment or the value of insurance premiums. These payments include rebates, marketing arrangements etc from a number of preferred administrative platform/s or product providers. Payments can be received as a percentage of business placed/retained, profit share arrangement/s or an agreed dollar amount. Please note these payments are made by the product provider to Infocus and not charged to you.

Platform/Provider	Additional payment receivable if $10,000 was invested or $1,000 was paid as an administration fee/ service fee or insurance premium
Investment products	$44 pa
Administration platform/ service	$500 pa
Risk products	$255 pa
Corporate super	$27.50 per member pa

For example, the maximum additional payments we are entitled to receive are shown above. For example, if you had $10,000 invested for a year in an investment product that paid an additional 0.30% pa, the annual payment to Infocus would be $30 (0.30% of $10,000) and this payment would be paid as long as you continue to hold that product.

These payments are received from AIA Australia Limited, Asgard Capital Management Ltd, Asteron, BT Portfolio Services, Colonial First State, Colonial Geared Investments, Commonwealth Bank of Australia, HUB24 Custodial Services Limited, IOOF Investment Management, Macquarie Investment Management, Macquarie Bank Limited, Macquarie Life Limited, MLC Limited, Oasis Asset Management, OnePath Funds Management, OnePath Custodians Pty Ltd, Praemium Australia Pty Ltd, Russell Investments Group, TAL Life Limited, SuperIQ Pty Ltd, Symetry Limited, UBS Global Asset Management (Australia) Ltd, Zurich Australia Limited and Alpha Fund Managers. From time to time these administrative platform/s and product providers may be removed according to ever changing services and products being made available to the industry and their competitive position.

Where these payments are shared with our Authorised Representatives, we will provide further details in your advice document. In addition to the above payments, financial institutions may pay Infocus to attend the Infocus annual training conference or to sponsor other training days under an Alliance Partner Program (APP). These payments offset the costs associated with the delivery of training and support to our Authorised Representatives.

Infocus has the option of providing a buyer of first resort agreement to business owners of its offices. This provides the business owner with an option for sale of their financial planning practice to Infocus. The sale price is based on the practice's annual revenue with additional consideration provided for most Alliance Partner Program products.

How will I pay for the services provided?

You may pay us a fee. Alternatively, we may receive a payment called brokerage/commission, which is paid to us by the financial product issuer. We will give you a disclosure/ advice document containing details of our fees and any payments made to us by a financial product issuer.

The attached Fee/Brokerage/Commission Schedule outlines the costs you may incur if you decide to receive personal financial advice from us.

What information is maintained in my file and can I examine my file?

We maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you. We are committed to implementing and promoting a privacy policy, ensuring the privacy and security of your personal information.

Our privacy policy (available at www.infocus.com.au) sets out in detail our policies on the management of personal information. You can obtain a copy free of charge from any Infocus office or by contacting the Infocus Professional Standards Manager by telephone on (07) 5458 9400 or writing to PO Box 1856, Sunshine Plaza QLD 4558.

If you wish to review your file, please contact us and we will make your information available to you.

What should I do if I have a complaint?

If you have any concerns about the service provided to you, please contact the Infocus Professional Standards Manager on (07) 5458 9400 or put your complaint in writing and send it to the Professional Standards Manager, PO Box 1856, Sunshine Plaza QLD 4558. We will aim to resolve your complaint quickly and fairly. If the complaint cannot be resolved to your satisfaction within 45 days, you have the right to refer the matter to the Financial Ombudsman Service of which Infocus is a member. The Financial Ombudsman Service can be contacted by calling 1300 780 808 or in writing to GPO Box 3, Melbourne Vic 3001.

Infocus maintains Professional Indemnity (PI) Insurance which covers claims in relation to the conduct of Authorised Representatives who are no longer authorised by Infocus, but who were at the time of the relevant conduct.

Is Infocus a member of any associations?

Infocus is a corporate member of the Association of Financial Advisers Limited (AFA) and the Financial Services Council (FSC). As a member of these organisations, Infocus is required to adhere to the FSC and AFA's standards.

In addition, Infocus maintains and also requires its representatives to maintain registers for any alternative remuneration received, where such remuneration is material. The register is referred to as the 'Alternative Forms of Remuneration Register'. The register provides for the following:

- Details of alternative forms of remuneration received;
- It is maintained by fund managers, IDPS (platform) providers, representatives and licensees; and
- Registers are publicly available and will be provided upon request.

If you have any further questions about the financial services Infocus provides, please contact your Infocus Financial Adviser.