



a guide to our relationship with you and others

*This Financial Service Guide (FSG) is an important document.
As an Australian Financial Services Licensee, APC is required to provide this information to you.*

Our Contact information:

Australian Private Capital Advisory Services Pty Ltd
Level 11, 379 Collins Street
MELBOURNE, VIC 3000

Phone: +61 3 9621 1000
Email: enquiries@apcas.com.au
Web: www.australianprivatecapital.com.au

This FSG is intended to inform you about:

- the services we offer you
- how we and our associates are paid
- any potential conflict of interest
- our internal and external dispute resolution procedures and how you can access them

Your Current Financial Situation:

To ensure personal advice is appropriate to you, we must make reasonable enquiries about your current financial situation and future needs.

This information assists us with establishing the most appropriate financial strategy and recommendations to you.

Your Statement of Advice (SOA) or Record of Advice (ROA):

You (the client) must be provided with a written "Statement of Advice" or "Record of Advice" whenever we provide advice that takes into account your objectives, financial situation and needs (personal advice).

The SOA/ROA will contain advice, the basis on which it is given, information about fees, implementation and your authority to proceed.

Product Disclosure Statement (PDS):

This will be provided when we make a recommendation to acquire a particular financial product.

This document contains significant information necessary for you to make an informed decision about that product.

Who is my adviser?

Any financial services offered by us are provided by qualified Representatives of Australian Private Capital.

Who is responsible for the financial services provided?

Australian Private Capital Advisory Services Pty Ltd (Australian Private Capital) is responsible for the financial service provided including the distribution of this Financial Services Guide (FSG).

Do you have any relationships or associations with Financial Product Issuers?

No.

Australian Private Capital is an independently owned company and as such APC is not influenced by Financial Product Issuers when providing advice, recommendations or product.

What kind of financial services are you authorised to provide me and what kinds of Financial Product/s do those services relate to?

APC is authorised to provide the following Advisory Services;

- Wealth Accumulation Advice
- Wealth Management Advice
- Retirement Planning Advice
- Tax Planning Advice
- Estate Planning Advice
- Risk Management (Life Insurance) Advice
- Salary Packaging Advice

Our Advisers are authorised to provide the following Financial Products relating to the above services;

- Managed Funds
- Superannuation and Rollovers
- Annuities and Pensions
- Life Products
- Direct Equities and Securities

What information should I provide to receive "personalised advice"?

In order to provide you with the most appropriate advice possible, Australian Private Capital will request that you complete a "Needs Analysis" that will detail:

- your personal objectives,
- your current financial situation, and,
- other relevant information required.

Australian Private Capital and its representatives have a responsibility under the Corporations Act (2001) to provide "personalised advice" based on your needs and circumstances.

In certain situations, advice of a limited nature can occur, say specific to a transaction or you (the client) providing limited information in the "Needs Analysis".

In these circumstances it is necessary for you to understand the limitations of the advice and we would confirm this in our *Statement of Advice* to you.

In situations of limited advice it is important for you (the client) to be aware that any recommendation(s) given may not be appropriate in satisfying all of your objectives or needs.

The *Statement of Advice* would detail a "Warning(s)" that should be read and understood. Written confirmation is obtained by way of a signed "Client Declaration" confirming your understanding to Australian Private Capital.

What information do you maintain in my file?

We maintain details of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

We have physical and IT network security in place to protect your personal information.

What Privacy arrangements are in place?

We promote and have implemented our Privacy Policy which ensures the privacy and security of your personal information.

A copy of our privacy policy will be provided on request and can also be accessed on our website.

What are APC's Obligations under the Anti Money Laundering and Counter Terrorism Financing (AML)/CTF Act 2006?

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licence. We will also retain copies of this information. We assure you that this information will be held securely. We cannot provide you with services if you are unwilling to provide this information.

How can I give you instructions about changes in my circumstances or changes to my underlying investments?

Contact Australian Private Capital by phone, fax or email and arrange to meet with us. In our experience, you will need regular advice and service in order to manage your financial affairs most effectively.

There will always be change(s) e.g. economic, legislative (tax and social security), personal and investment change.

When changes occur you will need to meet with us to thoroughly evaluate the effects of those changes. In this way your financial affairs will remain in good order.

What Advice Services do you offer?

Australian Private Capital will prepare a *Statement of Advice* personalised to your own circumstances and objectives.

This will incorporate all (or part) of the following components dependent upon your personal requirements:

- | | |
|------------------------------|------------------------|
| a) Needs Analysis | g) Estate Planning |
| b) Personal Risk Profiling | h) Financial Modeling |
| c) Cash flow/Net Asset Mgmt. | i) Statement of Advice |
| d) Superannuation Strategy | j) Strategy Meeting |
| e) Investment Strategy | k) Implementation** |
| f) Personal Risk Strategy | |

**Any unbudgeted and/or additional work with respect to implementing our strategic recommendations will be agreed with you in advance of work being undertaken and invoiced to you separately on a time cost basis.

Australian Private Capital offers a number of Ongoing Advice Services;

1. *Private Client Service*
2. *Wealth Advisory Service*

1. Private Client Service

Designed for clients requiring a proactive, ongoing advice relationship inclusive of Portfolio Management. This service incorporates;

- a) Regular Planning Meetings
- b) Regular Portfolio Reviews
- c) Comprehensive Reporting
- d) Online Portfolio Valuations
- e) Regular Communication
- f) Access to our Advice Team

2. Wealth Advisory Service

Designed for clients requiring a proactive, ongoing advice relationship.

These clients elect to "self manage" their own investment portfolio and do not require our Portfolio Management expertise.

Clients receive a proactive service (as per our Private Client Service) exclusive of Portfolio Management.

How will I pay for the services provided?

All fees will be detailed and disclosed to you in your *Statement of Advice*.

Your first meeting with Australian Private Capital (APC) is free of charge and without obligation.

1. Initial Advice Fee

The minimum fee for Initial Advice is \$2,200.

The Initial Advice Fee is a time based flat dollar fee based on the complexity of the Advice required. We prepare an individual quote for your consideration, and will only commence work once we have your signed approval to proceed.

2. Ongoing Service Fee

2.1 Private Client Service

The minimum ongoing fee for this service is \$5,500 per annum (inclusive of GST).

The Ongoing Service Fee is a tiered % fee linked to a client's total portfolio holdings.

The tiered scale ranges from 1.1% down to 0.11% (inclusive of GST) and it is deducted monthly from the portfolio.

2.2 Wealth Advisory Service

The minimum ongoing fee for this service is \$5,500 per annum (inclusive of GST).

The Ongoing Service Fee is a flat dollar fee agreed in advance and dependent on the scope of advice required and the complexity of the clients' situation.

The fee is invoiced annually in advance for the period 1 July to 30 June each financial year.

In some circumstances, APC may charge a time based fee.

How are commissions, fees and other benefits calculated for providing the financial services?

Australian Private Capital will detail in writing all commissions, fees and other benefits in your *Statement of Advice*.

We will provide you with the relevant *Product Disclosure Statement(s)* issued by the Product Issuer, detailing fees relating to any investment products recommended.

We will also gain your signed authorisation before we proceed to act on the recommendations detailed in your *Statement of Advice* and implement any investment product.

APC may from time to time receive a benefit from preferred product providers by way of sponsorship of educational seminars, conferences or training days. Details of all such benefits will be recorded and maintained on a Register.

Will anyone be paid for referring me to you?

No.

We do not pay referrers, nor do we expect payment from other professional firms to whom we direct clients.

Can you request further Remuneration information?

Yes.

You have a right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or representative.

Does APC hold Professional Indemnity (PI) Insurance?

Yes.

APC confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). In particular our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to \$2 million for any one claim and in the aggregate during the insurance period for APC and representatives / employees in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any representative / employee who has ceased work with APC for work done whilst engaged with us.

What should I do if I have a complaint?

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

1. Contact your Adviser and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 45 days, please contact *Michael Tratt* on (03) 9621 1000 or put your complaint in writing to us.

We will endeavor to resolve your complaint quickly and fairly.

3. If the complaint cannot be resolved to your satisfaction you have the right to refer the matter to:

Financial Ombudsman Service Ltd
Ph: 1300 780 808,

or...

The Australian Securities Commission (ASIC),
Ph: 1300 780 885.

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

1. *Contact your adviser and tell your adviser about your complaint.*
2. *If your complaint is not satisfactorily resolved within 7 days please contact Australian Private Capital on +61 3 9621 1000 or put your complaint in writing and send it to us at,*

Australian Private Capital
Level 11, 379 Collins Street
Melbourne
AUSTRALIA

We will try and resolve your complaint quickly and fairly.

3. *If we cannot reach a satisfactory resolution, you can raise your concerns with the Financial Ombudsman Service on 1300 780 808.*

Australian Private Capital is a member of this complaints resolution service. The Australian Securities & Investments Commission (ASIC) also has a free call Info line on 1300 300 630 which you may use to make a complaint or obtain information about your rights.