



Financial Services Guide

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
Fax: +61 3 9621 1177
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 a privately 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 "Key Information Document" 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 "Key Information Document".

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.

How will Australian Private Capital Communicate with you?

Australian Private Capital will primarily make contact with you electronically with regard to our services and important disclosures.

We will use the email address provided by you for electronic delivery and notifications, including availability of items via a link on our website. You may contact us at any time to request correspondence by another method such as 'post'.

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 / Goals 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.

Ongoing Service – Private Client Service

Designed for clients requiring a proactive, ongoing advice relationship inclusive of Portfolio Management.

The Private Client 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

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 (Inclusive of GST).

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 – Private Client Service

The Ongoing Service Fee is an invoiced flat dollar fee agreed in advance and is determined by the scope of advice required and the complexity of the your (the client's) situation.

The Ongoing Service Fee can be reviewed should financial circumstances change. Any changes to the Ongoing Service Fee will be detailed to you in writing with your (the client's) agreement sought.

Your Private Client Service fee will be adjusted for inflation (as measured by the official CPI rate as published by the Australian Treasury) annually.

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

If we have an ongoing fee arrangement with you (the client) which exceeds 12 months, then you will receive from us a Fee Disclosure Statement annually setting out the fees paid, the services that we contracted to provide and what we did provide to you over that period.

Every two years we will send you a renewal notice requesting your consent for us to continue to provide services to you. We must have your consent within 30 days of that notice in order for us by law to continue to provide services to you.

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 and its Representatives may from time to time receive non-cash benefits with a cash value less than \$300. Details of benefits between \$100 and \$300 will be maintained on a register. These benefits will normally be one off and will not be received from a product provider on a regular basis.

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 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 the sum insured 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?

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.