

Part One: Financial Services Guide

Version 1, 1 May 2018

This Financial Services Guide (FSG) is issued by Claringbold Financial Services (Claringbold) ABN 11 620 125 279 AFSL 501725, referred to as "Claringbold", "we", "us", and "our".

There are two parts to this FSG. Please make sure that you read both parts before making a decision based on our advice. This document is Part one and Part two is the Adviser Profile which includes information about your financial adviser ("adviser"), who is one of our Authorised Representatives. Your adviser is authorised by us to distribute this FSG.

This FSG is an important document that is designed to help you decide whether to use the financial services offered. It also provides you with the following information.

- About us
- The financial services and products we offer
- The process we follow to provide financial services
- How we, our Authorised Representatives (and any other relevant persons) are remunerated
- Are there any of our associations or relationships that might influence the financial services we offer?
- How we collect, use and disclose the information you provide to us
- Our complaints handling procedures.

About us

Our contact details

Claringbold Financial Services Pty Ltd
Suite 2, 410 Burwood Highway
Wantirna South, Victoria, 3152
Telephone: 1300 300 844 or 03 9801 7605
Email: info@claringbold.com.au
Web: www.claringbold.com.au

The financial services and products we offer

We are authorised to provide personal advice and arrange transactions on the following classes of financial products:

- Deposit products
- Government debentures, stocks or bonds
- Life insurance products including investment and risk products
- Managed investments including investor directed portfolio services
- Managed Discretionary account (MDA) investment programs (product advice only – not transactional)
- Superannuation and retirement savings account products
- Securities
- Margin lending facilities (standard)

We can also offer financial services and advice following retrenchment or redundancy and on social security/Centrelink entitlements.

Your adviser may only advise on, and deal in, the financial products for which they are authorised and that are included in our Approved Product List (APL). Your adviser cannot advise you on, or influence you in favour of, a financial product which:

- is not on the APL,
- is part of an arrangement where your financial adviser can make changes to your portfolio before obtaining your consent unless they are specifically authorised to do so, or
- is a product on which they are not authorised to provide personal advice. The Adviser Profile (Part two of this FSG) outlines the classes of financial products on which they can provide advice.

Your adviser may also conduct separate business activities such as accounting, mortgage advice and other services not provided under our licence. We are only responsible for the financial products and services described in this FSG and on our APL. From 1 July 2014, new regulation requires your financial adviser to declare whether they are a registered (tax) adviser and the tax (financial) advice service they are authorised to provide.

The process we follow to provide financial services

Your adviser acts as our Authorised Representative when providing personal advice to you and therefore we are responsible for an advice given. Your adviser's primary duty is to you, the client. Your adviser is under an obligation to act in your best interests in relation to any personal advice provided to you (known as the 'best interests duty').

Your adviser is authorised by us to give you personal advice, but in order for them to do so, you need to provide them

with information about your needs, goals and objectives. If you choose not to provide your adviser with the information, any advice they provide may not be appropriate to your needs.

Providing your adviser with instructions on how to buy or sell financial products.

You may specify how you would like to give your adviser instructions, for example, in writing, by email, by telephone, or other means. However, in some instances your adviser will require your instructions to be in writing. For your own protection, you should not:

- sign any blank forms or documents
- appoint any financial adviser to act as your attorney or authorised signatory
- nominate any financial adviser to receive your statements without you also receiving a copy, or
- give your adviser unclear or misleading instructions or false information.

Other documents that you may receive

In addition to the FSG and Adviser Profile, your financial adviser may provide you with the following documents:

- A Statement of Advice (SoA) or Record of Advice (RoA). Before your adviser provides you with any personal financial products advice (personal advice), they will collect information about you, your objectives, financial situation and needs. The SoA will set out the advice and the basis upon which it is given. You may then decide whether or not to act on it. It will also set out information about our remuneration and your adviser's remuneration and disclose any associations or relationships which might reasonably be expected to influence them when providing the advice. Any subsequent personal advice that is provided to you will be documented in an ROA, provided there has not been a significant change in your personal circumstances or the basis upon which the initial advice was provided. Copies of all advice documents will be retained on your client file and you may request a copy by contacting your adviser.
- A Product Disclosure Statement (PDS). If a particular financial product (other than securities) is recommended by your adviser you must also be provided with a PDS issued by the product issuer. The PDS contains information about the benefits, risks and other features of the product, which will enable you to make an informed decision about whether to purchase the product.

How we, our advisers (and any other relevant persons) are remunerated

Both we, and your adviser receive remuneration from:

- Service and advice fees paid by you

Service and advice fees paid by you

Your adviser will discuss and agree our fee structure with you before we provide you with services. The types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

Personal advice

- Fees for advice – your adviser may charge fees for the preparation and implementation of our advice. These fees will be based on your individual circumstances, the complexity of your situation and the time it takes to prepare personal financial advice for you.
- Ongoing advice fee – your adviser may charge a fee to provide ongoing portfolio reviews and/or for the provision of ongoing services. This fee will be either a set amount or based on the amount of funds under our advice, and or the time involved in reviewing your portfolio.
- We will discuss these fees with you prior to giving you the advice.

General advice / execution only instruction

Where general advice or an execution only instruction is provided, you may request particulars of remuneration (including commission) payable to us and your adviser, directly from your adviser.

Please refer to the Adviser Profile for information about any portion of these fees that we may retain and please ask your adviser, or us, if you require further information about any of the fees and charges that you pay.

Payment methods

Our fees are either invoiced to you directly, or deducted from your investments, or a combination of these methods. Where it is debited from your investments, it is normally referred to as the Adviser Service Fee.

In most instances you will be able to select the method of payment that suits you best. We will discuss and agree the method of payment with you before we provide you with services.

The specific fees and services that you will pay for will be set out in your SoA or other advice documents, your fee disclosure statement or client service agreement.

Your current options

- You may choose to be charged a financial planning advice fee that is based on the time spent preparing your SoA (or other advice document) and is dependent on the complexity of the advice, or
- You may enter into a service agreement with your adviser that covers items such as ongoing advice, newsletters, annual reviews and portfolio valuation reports. You and your adviser should discuss the services to be included and the fee that you will pay. Alternatively, it will be set out in the service agreement provided by your adviser either before, or at the time, you are presented with your SoA.

Risk insurance products

We do not accept initial commission for risk insurance products and only source products that are commission free.

Other benefits

Your adviser may receive a range of other benefits, up to \$300, in value from product providers for things such as client seminars, client entertainment, conferences and continuing education, which will be disclosed in your SoA. We will not accept payments from product providers on the basis of a requirement to recommend their product(s).

We maintain a public register outlining the alternative forms of remuneration that are payable to, and by us. A copy of this register may be accessed upon request.

Related entities

We have no related entities to disclose.

Are there any associations or relationships that might influence the financial services we offer?

Referral arrangements

Your adviser may have referral arrangements or associations with other financial services providers such as accountants. These are detailed in the Adviser Profile and may be referred to in any advice document provided to you.

How we collect, use and disclose information

Information maintained in your file.

Your adviser will retain the following personal information on your client file:

1. A record of what you tell your adviser about your objectives, financial situation and needs to enable your adviser to give you personal advice.
2. A copy of all personal advice provided to you. This includes the SoA or RoA provided to you when you initially received personal advice, as well as any subsequent advice, and
3. Other records relating to the provision of financial services and advice given to you.

Ask your adviser if you would like to examine your client file. You can request a copy of any advice document either by phone or in writing. Please allow seven working days to process your request.

If your adviser leaves our licence and starts providing financial services under another licensee, your information may be transferred to the new licensee. You will be advised of any such transfer prior to it taking place and will be given the opportunity to remain with one of our Claringbold advisers if you prefer to do so.

Your privacy

We are committed to maintaining the privacy and security of your personal information.

Your personal information will be collected for the primary purpose of providing you with the services described in this FSG. If you do not provide the personal information requested, we may be unable to provide you with the financial services you have requested.

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter-Terrorism Finance Act 2006 (Cth) to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as your passport or driver's licence. We will also retain copies of this information.

In connection with providing our services to you, we may disclose information about you to our Authorised Representatives and to other professionals, insurance providers, superannuation trustees, product issuers, auditors and our service providers. It is generally unlikely that we will disclose your personal information to overseas recipients.

However, any overseas disclosure does not affect our commitment to safeguarding your personal information and we will take reasonable steps to ensure any overseas recipient of your personal information complies with Australian privacy law. Should your adviser utilise an overseas service provider, these arrangements will be detailed in their Adviser Profile.

Your personal information will be handled in accordance with our Privacy Policy which outlines how we collect, use, store and disclose your personal information. For more information, including how to access or correct your personal information, or how to complain about a breach of the Australian Privacy Principles, please read our Privacy Policy which can be accessed on our website www.claringbold.com.au/privacy or by contacting us on 1300 300 844 or by writing to:

Privacy Officer

Claringbold Financial Services Pty Ltd, PO Box 4537, Knox City Centre, VIC, 3152

Our complaints handling procedures

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 1300 300 844.

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

Compliance and Professional Standards Manager

Claringbold Financial Services Pty Ltd, PO Box 4537, Knox City Centre, VIC, 3152

We will try and resolve your complaint quickly and fairly. If your complaint cannot be resolved by us to your satisfaction or within 45 days, you may refer your complaint, free of charge, to the Financial Ombudsman Service Limited (FOS) of which Claringbold is a member. FOS can be contacted on 1800 367 287 or via mail:

Financial Ombudsman Service, GPO Box 3, Melbourne VIC 3001.

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

Professional Indemnity (PI) Insurance Cover

Our professional indemnity insurance covers us and our authorised representatives for the services provided. This includes claims relating to the conduct of staff and representatives who no longer work for us, but did so at the time of relevant conduct. Our policy meets the requirements of the Corporations Act 2001 (Cth).