

Switzer | FINANCIAL GROUP

GUIDANCE YOU CAN TRUST



"Our company is not tied to any financial institution, preferring to operate on a fee-for-service basis when it comes to recommending investments. We do not charge percentages or take commissions on your investment from any institution."

Peter Switzer, founding director

Financial Services Guide

ISSUED JULY 2013

WHAT IS THE PURPOSE OF THE FSG?

This document provides information about the nature of the financial services provided by Switzer Financial Group Pty Ltd and its representatives. Switzer Financial Group Pty Ltd is the holder of an Australian Financial Services Licence, Licence Number 286531. The FSG will be supplemented by a Statement of Advice (SoA) and by Product Disclosure Statements (PDS).

IMPORTANT SUMMARY

Before providing personal financial advice, Switzer Financial Group Pty Ltd (SFG), must provide you with a Financial Services Guide (FSG). The purpose of the FSG is to convey important information about the following:

- Our documents.
- Your Adviser.
- Our services.
- Our recommended products.
- Our advice process.
- Fees.
- Consumer protection / Complaint procedure.

You should retain this document and any updated versions provided by us that will occur over time.

OUR DOCUMENTS

1. To provide you with financial advice, we must first gather all relevant information, which involves you completing a **Client Questionnaire**
2. Prior to commencement of any services, we will provide you with a **Letter of Engagement** to sign, which establishes the level of service and agreed fee.
3. We then go ahead and develop your written **Statement of Advice (SOA)**. This document will enable you to make an informed decision on whether to act on the advice we have provided.
4. If you retain our services on an ongoing basis, we will provide you the associated advice in the form of either an additional **Statement of Advice** or a **Record of Advice (ROA)**, which relies on the information provided in the previous SOA.
5. You may request a copy of any SOA or ROA provided to you for up to 7 years after the date it was provided. You can request a copy by contacting us.
6. If we recommend a financial product, we will provide a document called a **Product Disclosure Statement (PDS)**. It contains additional information about the financial product, such as how it works, the risks and the fees.

You should not act on any advice until you have received, read and understood these documents. We will help you understand these documents as part of the advice process.

WHO IS MY ADVISER?

Your adviser is Switzer Financial Group.

Switzer Financial Group Pty Ltd (SFG) is responsible for the advice provided. Your adviser will be acting on behalf of SFG.

FINANCIAL ADVICE

SFG Representatives are trained and authorised to provide the following advice:

- Personal budgeting and cashflow management.
- Financial strategies.
- Retirement planning.
- Personal superannuation.
- Self-managed superannuation.
- Income protection and life insurance.
- Asset protection.
- Asset allocation.
- Estate Planning.
- Borrowing and debt management.
- Wealth accumulation.
- Investment planning; and
- Margin lending.

PRODUCT ADVICE

SFG Representatives are also trained and authorised to provide advice on and deal in the following general and personal financial products:

- Deposit and payable products (basis and no basis)
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life products including investment life insurance products and life risk insurance products
- Managed Investment Schemes (including Investor Directed Portfolio Services)
- Retirement Savings Accounts (“RSA”) products
- Securities (including Listed Securities)
- Superannuation (including Self-Managed Superannuation Funds)
- General Insurance; and
- Margin Lending

The advice we provide will be tailored to your specific situation and has regard to your current financial position, needs and objectives.

APPROVED PRODUCT LIST

Advisers recommend products only approved by SFG. We can supply a copy of the Approved Products List upon request.

OUR ADVICE PROCESS

When you join SFG, there are a series of steps. This includes the three stages of our advice process: strategy development, implementation and ongoing progress reporting.

The full client experience below ensures we gain a sound understanding of your current position, your objectives and what advice is most appropriate.

1. Initial Meeting

We will use this time to discuss your needs and to determine if we can be of assistance and how. We will also answer any questions you may have regarding this FSG, the services we provide, the client process and our fees.

2. Gather Information

The Client Questionnaire and all associated documents allows us to better understand your current situation, objectives, personal profile, experience with investing and other financial matters.

3. Prepare 'Statement of Advice'

We will consider your options for wealth creation, taxation, debt management, personal risk management, superannuation, estate planning and social security. After this analysis, we will provide a written recommendation, which we refer to as a Statement of Advice (SOA).

4. Meeting to discuss Statement of Advice

This meeting(s) will make sure you understand the recommendations provided, the associated risks, the benefits and the costs to implement.

5. Implement Agreed Recommendations

We will implement as per the Statement of Advice after you understand the recommendations and have provided SFG with a signed 'Authority To Proceed'.

6. Progress Reporting

If you require ongoing advice, and there is an agreed retainer fee arrangement in place, we will meet periodically to ascertain the progress we have made towards achieving your stated objectives. This will include ongoing advice designed to make sure you remain on track to attain what you want in the agreed timeframes set.

FEES

SFG charges on a “Fee for Service” basis, which means you pay a set fee based on:

- Time;
- Level of expertise needed; and
- Complexity.

Our fees are transparent and agreed by you upfront.

In preparing our advice, we understand that each client is unique and therefore our advice preparation fees will vary depending on the advice we provide and the complexity of the needs being addressed.

We rebate all commissions and brokerages from product providers or financial institutions. We do not receive any volume rebates, incentive or bonuses.

SFG breaks the strategic planning process and the associated fees into **4 separate stages**.

At your initial meeting, your adviser will confirm which fees will apply based on your specific situation.

Stage 1 - Strategic Advice

We charge an agreed fee to provide our recommendations in a Strategic Statement of Advice, which may include:

- Cash Management and Budgeting
- Debt Management
- Financial Structuring and Tax Planning
- Wealth Accumulation
- Superannuation
- Personal Risk Planning
- Estate Planning
- Retirement Planning and Superannuation

The following table gives an estimate of fees you will pay, depending on the complexity of the advice provided.

Type of SOA	Estimated Fee (incl. GST)
Basic	\$1,650 - \$3,300
Standard	\$3,300 - \$6,600
Complex	\$6,600 - \$11,000

You will receive an estimate of the cost before work commences in a Letter of Engagement.

As part of our Pricing Policy and as our commitment to genuine “Fee for Service” advice, SFG will rebate 100% of any product commissions received.

Stage 2 - Investment Recommendation

After or in place of the Strategic SOA, we may be required to make a recommendation regarding the investment of monies.

This requires an additional Statement of Advice and the cost will vary pending the complexity of your situation, such as existing investments, capital gains tax calculations or existence of multiple portfolios.

Fees range from \$1,650 to \$4,400.

No entry fees, up front commissions or percentage based on the size of assets is charged.

Stage 3 - Implementation

For the actual administration of your Investments, Insurance, Superannuation and Estate Planning, we charge on a time and materials basis. All commissions are rebated.

Stage 4 - Ongoing Services and Fees

For ongoing advisory and money management services, we charge an annual retainer. As with all other work, the fee level varies depending on the time involved, the complexity of and the risks associated with your portfolio(s).

Service Level	Annual Retainer (incl. GST)
Minimum	\$1,650
Standard	\$2,750 - \$5,500
Standard Plus	\$5,500 - \$11,000
Premium	\$11,000 - \$22,000
Premium Plus	By Negotiation

Fee Disclosure Statement

If you are on an annual retainer, you will receive an annual Fee Disclosure Statement. Then every two years after, you will receive a Retainer Renewal letter to authorise the continuation of the Retainer service.

Special Projects or Services

At SFG, we appreciate each client is different and has different needs. If our "standard services" are not applicable to your situation, we charge on a time and materials basis.

Our current hourly rates are:

Employee / Advice	Hourly Rate (incl. GST)
Financial Planner	\$275 - \$358
Paraplanner	\$165 - \$237
Administration and Insurance	\$110 - \$165

** Please note all fees are subject to change without notice.

CONSUMER PROTECTION

No Conflicts of Interest

SFG declares that no relationships exist with financial product providers or financial institutions that will affect the advice provided.

If we become aware a conflict of interest does exist, then we will inform you before advice is given.

Staff Salaries / No Commissions

All employees are paid a salary and do not receive product commissions, brokerages or sales incentives.

An annual bonus may be paid to employees based on either their individual performance or the performance of the company.

We do not permit any product related incentives or bonus to be received by it or any of its representatives. Representatives may participate in training, minor refreshments or entertainment, provided they are of less than \$300 in value for any single source over the course of the year.

SFG does negotiate reduced charges on some recommended investments or products. Any benefits are passed onto clients using those products. We do not accept any form of incentive in these arrangements.

We do not manufacture or distribute any of our own financial products.

No Payments for Referrals

While we welcome referrals, SFG does not provide any incentive payment to the referring party. Nor do we expect payment from other professional firms (such as banks or other institutions) to whom we refer our clients.

Professional Indemnity Insurance

SFG holds Professional Indemnity Insurance, which is designed to protect our clients in the event of a loss from an error or negligence on behalf of SFG or its employees. This insurance is subject to terms and exclusions. This meets ASICs requirements and covers past and present Advisers.

If you would like more information regarding this cover, please request this from our office.

Risks

We will explain any significant risks of financial products and strategies we recommend to you. If we do not do so, you should ask us to explain them to you.

PRIVACY

We maintain a record of your personal profile which includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you.

If you wish to examine your file, you should ask us, and we will make arrangements for you to do so. Please allow 14 working days for your information to be forwarded to you.

Your privacy is important to us. We have systems and processes in place to protect your privacy. We need to collect personal information to administer our customer relationship, to provide you with appropriate products and services, and to comply with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.

For detailed information on how we handle your personal information, please refer to our Privacy Statement.

Please provide all instructions to act on your behalf in any matter within the scope of our services in writing by fax, post or email.

COMPLAINTS PROCEDURE

If you have any complaints about the service provided, you should take the following steps:

1. Contact your adviser and explain your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, put your complaint in writing and send it The Chief Executive Officer, Switzer Financial Group Pty Ltd, Suite 2, Level 1, 36-40 Queen St Woollahra NSW 2025. We will try to resolve your complaint quickly and fairly.
3. If you still do not get a satisfactory outcome, you have the right to complain to the Financial Ombudsman Service Ltd – GPO Box 3, Melbourne, Vic 3001, Ph: 1300 780 808.
4. The Australian Securities & Investment Commission (ASIC) also has a free call Info line on 1300 300 630, which you may use to make a complaint and obtain information about your rights. For further information or to speak with a Switzer Financial Adviser, call 1300 SWITZER (794 8937). Our website also contains useful information for customers. Visit us at: www.switzer.com.au/financial