

Financial Services Guide

Version 4.0

This FSG is effective from 1 November 2018

This financial services guide (FSG) describes the financial planning and advisory services we provide. It is designed to help you to understand:

- Who we are.
- The services we offer.
- Our privacy policy.
- Any relationships we have that could influence the advice we give you.
- How we are paid.
- Our professional indemnity insurance.
- How we deal with complaints.

Our professional team of accountants and financial planners can help you to make

good financial decisions

every day



Unit 1
196 Kingston Road
Slacks Creek Qld 4127

PHONE: (07) 3808 2868

FAX: (07) 3808 8600

EMAIL: afsl@power2brisbane.com.au

About us

We aim to provide high quality personal financial planning and advisory services to our clients.

We will work with you to develop strategies to manage your financial affairs and meet your lifestyle goals. These may include funding your children's education, helping with tax planning, having enough money to live comfortably after retiring, life insurance, estate planning and so on, all of which requires specific knowledge and experience.

If you could achieve your financial goals by simply putting money in the bank, you wouldn't need a financial plan. Unfortunately life is more complex. The intricacies of superannuation, investments, tax and ever-changing rules and regulations make it necessary for you to seek professional help. The value of financial planning goes beyond dollars and cents – it can simplify your life and give you a sense of security about your current and future financial position.

Our advisers are friendly and personable and have a wealth of knowledge and experience to help you to make good financial decisions. Our representatives are authorised to provide you with any of the services listed in this FSG.

Power 2 Financial Services Pty Ltd holds an unrestricted Australian Financial Services Licence (AFSL No. 444078) directly with the Australian Securities and Investment Commission (ASIC). Power2 Brisbane Pty Ltd is a Corporate Authorised Representative (number 433590) of Power 2 Financial Services Pty Ltd. Our financial planning services are provided by our advisers as Authorised Representatives of Power 2 Financial Services Pty Ltd via sub-authorisation from Power2 Brisbane Pty Ltd.

A brief introduction to your adviser

Sarah Davies

Authorised Representative No. 287760

196 Kingston Road, Slacks Creek Qld 4127

Ph: 07 3808 2868 Fax: 07 3808 8600

Email: s.davies@power2brisbane.com.au

Sarah is a CERTIFIED FINANCIAL PLANNER® professional member of the Financial Planning Association of Australia and is registered with the Tax Practitioners Board as a Tax (Financial) Adviser No. 24792478.

Sarah's formal qualifications include a Bachelor of Business (Accounting) and a Diploma of Financial Planning. She has also completed specialist accreditation in Self Managed Superannuation Funds, Margin Lending and ASX/Listed Securities. Sarah is also a Justice of the Peace (Qual).

Sarah has been in the financial planning industry for more than 22 years, having started out as a trainee for a boutique financial planning firm.

Sarah considers herself very lucky to have the best of both worlds: a great career helping people to meet their financial goals; and a great family. She couldn't do it though without the help of her husband who is a stay at home dad to their two energetic boys.

Your adviser is well supported by the Power2 team of fully qualified accountants and administration staff.

Our services

You may wish to seek to form a long-term relationship with us, rather like an athlete who works with a coach to improve their performance and reach their potential. Alternatively, you may prefer to seek our advice on a specific issue, such as managing a redundancy or covering your family's insurance needs.

Whatever your situation, our professionals will work with you via a six step process to ensure that you are provided with quality advice tailored to your specific requirements.

Our six step process:

Step 1

You have received our FSG which provides an introduction to our financial planning service. Please ask us any questions you have about our background, services, processes or financial planning in general.

Step 2

We will discuss your needs and reasons for seeking advice and how we can add value to your situation. If we are unable to provide you with the services you seek, we will tell you this upfront. Our focus is on building long term relationships with our clients, we do not look to take on every client who walks through our door.

Step 3

We will work with you to identify your short and longer term financial goals. We will also collect information about your assets and liabilities, income and expenses, insurance, risk tolerance and other relevant personal circumstances. This information will serve as the foundation for developing your plan.

Step 4

We will provide you with a written Statement of Advice (SOA) which covers our recommendations to you. Our recommendations will be tailored to your specific goals and objectives. We will be available to meet with you to discuss your strategy and answer any questions you might have.

Step 5

Once you're ready to go ahead, we will assist you with the required steps and paperwork to put your financial plan into action.

Step 6

Your circumstances, lifestyle and financial goals as well as the economic and legislative environments will change over time. It is important therefore that your financial plan is regularly reviewed to ensure you remain on track.

During the course of providing our services, you may receive one or more of the following documents from us:

Statement of Advice (SOA)	Record of Advice (ROA)	Product Disclosure Statement (PDS)
If we provide you with advice about your personal circumstances, we will present you with a SOA which contains information to help you to make an informed decision. The SOA will confirm each of our recommendations and explain how this ties back to achieving your goals and objectives. It will also outline any risks, fees or other important information specific to our advice.	Where there hasn't been a significant change to your circumstances and we provide further advice to you, we may not give you a full SOA. Rather, we may record the advice within a ROA.	If we recommend a particular financial product to you, we will provide you with a PDS, prepared by the product issuer, which contains details to assist you in making an informed decision about the product. The PDS usually contains information about product features, risks, costs and details of other fees and charges that may apply.

Please note we take no responsibility for advice you act on that has not been provided to you in writing.

Our unrestricted Australian Financial Services Licence (AFSL) allows us to put your interests at the heart of our advice. We are not tied to any banks or product issuers, rather we will select strategies and products that are specific to your needs and worthy of recommendation to our clients.

We provide advice in the following areas:	We can arrange the following financial products for you:	The services or products we cannot provide as financial planners:
<ul style="list-style-type: none"> • Investment planning and strategic asset allocation advice. • Retirement planning and superannuation strategies. • Personal insurance and risk management. • Salary packaging. • Redundancy planning. • Budgeting and cash flow management. • Debt management including borrowing for investment purposes where appropriate. • Centrelink and other government benefits. • Estate planning. • Ongoing advice and services including regular strategy or portfolio reviews. 	<ul style="list-style-type: none"> • Basic deposit products, including term deposits and cash management accounts. • Managed investments. • Investor directed portfolio services and “wrap” accounts. • Managed discretionary accounts. • Capital protected products. • First home saver accounts. • Superannuation, including retirement savings accounts. • Retirement income stream products, including pensions and annuities. • Self managed superannuation funds. • Standard margin loans. • Life risk products, including income protection, life, total and permanent disability and trauma cover. • Life investment products, including whole of life and endowment. • Listed securities, shares and debentures via a broker. 	<ul style="list-style-type: none"> • Legal advice. • Services provided by a registered tax agent including tax advice and preparation of tax returns. • General insurance, eg car or home insurance. • Banking services. • Credit/loan facilities including home loans, personal loans, commercial loans, car leases and reverse mortgages. • Real estate property advice. <p>We can arrange these services for you via referral.</p>

Our privacy policy

We are committed to protecting your privacy. We use the information you provide to advise you on your financial circumstances, goals and strategies. We only provide your information to the product issuers with whom you choose to deal (and their representatives). We do not trade, rent or sell your information.

We are required under the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF) to implement client identification processes. This means we will ask you to present identification documents (eg driver licence) to verify your identity before we provide you with financial services. We will also retain copies of this information and assure you that this information will be held securely.

Our relationships

As previously noted, our unrestricted AFSL allows us to put your interests at the heart of our advice. We are not tied to any banks or product issuers, rather we will select strategies and products that are specific to your needs and worthy of recommendation to our clients.

Your adviser is paid a salary. Your adviser is a Director and shareholder of Power 2 Financial Services Pty Ltd, Power2 Brisbane Pty Ltd and Power 2 Caboolture Pty Ltd and will receive dividends where paid from these companies.

How we are paid

The cost of our services will depend upon the nature and complexity of the service provided. We will negotiate and agree on fees and payment options with you prior to providing our advice and services. You may choose to pay fees directly to us or, where possible, have them deducted directly from your product.

The table below outlines the potential fees that may apply to our advice or products we recommend. Not all of these charges will apply to you, it will depend on your individual circumstances. All fees are inclusive of GST.

Agreed Fees	<p>Our preferred method of payment is to charge an agreed fee for the advice and services we provide. Our agreed fee may be based on:</p> <ul style="list-style-type: none">• A fixed dollar amount, eg \$550;• A percentage amount, eg 0.99% of funds under management;• An hourly rate of \$330 per hour; or• A combination of some or all of these. <p>This fee may be payable in addition to, or instead of, a commission from the product issuer.</p>
Commission	<p>Investment and Superannuation Products – We do not receive any upfront or ongoing commissions from investment or superannuation products we recommend.</p> <p>Insurance Products – We may receive a commission from the product issuer out of your initial and ongoing premiums (usually at the end of each month or on an annual basis).</p> <p>The amount of the initial commission ranges from 0 to 88% of your premium.</p> <p>The amount of the ongoing commission ranges from 0 to 33% of your premium.</p> <p>We will calculate and tell you about our remuneration when we recommend a particular financial product to you.</p>
Referral Fees	<p>We do not currently pay referral fees to any third parties.</p> <p>myOwn Health Insurance – if you take out a private health insurance policy with myOwn health insurance, as an Authorised Referred, we may receive a referral fee equal to 22% (including GST) of your first year's premium. This is not an additional cost to you.</p>
Non-monetary benefits	<p>It is our policy not to accept any non-monetary benefits from product providers.</p>

Your adviser is paid an annual salary. Your adviser is a Director and shareholder of Power 2 Financial Services Pty Ltd, Power2 Brisbane Pty Ltd and Power 2 Caboolture Pty Ltd and will receive dividends where paid from these companies.

Currently all fees, charges and commissions are paid to Power 2 Financial Services Pty Ltd as the AFSL holder. Of the amount paid, 10% is retained by Power 2 Financial Services Pty Ltd and 90% is paid to Power2 Brisbane Pty Ltd.

Professional indemnity insurance

Power 2 Financial Services Pty Ltd, Power2 Brisbane Pty Ltd and Power 2 Caboolture Pty Ltd have professional indemnity insurance in place which complies with the requirements for compensation arrangements under the Corporations Act. The insurance is subject to terms and exclusions and generally covers claims arising from the actions of current or former employees or Authorised Representatives. You do not have a direct right to claim under this insurance.

What should you do if you have a complaint?

We pride ourselves on the service and advice we offer clients and welcome any feedback that allows us to continue to improve our services. If, for any reason, you are not satisfied with the service you receive, please use the following contact details so that we can work with you to resolve the issue:

Step 1

Contact your financial adviser – most complaints can be resolved quickly and fairly at this stage. Your adviser's contact details are noted on page 2 of this FSG.

Step 2

Contact our Complaints Officer – if your complaint is not satisfactorily resolved by your adviser, please contact our Complaints Officer (Daniel Hay, by email to d.hay@power2brisbane.com.au or phone 07 3808 2868) who will acknowledge receipt of your complaint within 14 days and attempt to resolve it within 28 days.

Step 3

Australian Financial Complaints Authority – if your complaint is still not satisfactorily resolved, you have the right to make a complaint to the Australian Financial Complaints Authority (AFCA). You can contact them by calling 1800 931 678. For further information on AFCA, visit their website at www.afca.org.au.

You may also contact the Australian Securities and Investments Commission (ASIC) on 1300 300 630 to obtain information about your rights.

FSG Acknowledgement

I / we confirm that I / we have been provided by our financial planner with a copy of the Financial Services Guide dated 1 November 2018.

Client Signature		
Client Name		
Date	/ / 20	/ / 20