

Financial Services Guide

VERSION 18

Updated on the 8th of September 2011

AUSTRALIAN FINANCIAL SERVICES LICENCE NO. 274917



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Financial Services Guide (Part One)

A guide to our relationship with you and others

About this Financial Services Guide

What is the purpose of this Financial Services Guide?

This Financial Services Guide (FSG) provides you with key information about **Growth Plus Financial Group Pty Ltd** (Referred to as GPFPG) and its financial planner(s) (*collectively* 'us'/'we' and *collectively* 'Authorised Representative(s)'), and the financial services that we can provide you so that you can decide whether or not you want to use any of the financial services offered in this FSG.

We are required to provide this FSG to you, so you are aware of our services and costs at the earliest stage of your consultation. It does not replace any written advice that we give you.

Key information is set out in this FSG in a question and answer format to help you understand the services we can provide. If you require any further information, please ask us.

This FSG consists of two parts. Part One contains important information about:

- **Growth Plus Financial Group Pty Ltd**, as the holder of an Australian Financial Services Licence, AFS Licence No. 274917;
- the types of financial services offered by us;
- the advice process we will follow;
- how we and our associates are paid;
- any associations or relationships that could create potential conflicts of interests; and
- Our internal and external dispute resolution procedures and how to complain if you are unhappy with the financial services provided to you.

Part Two is a separate document, identified as the '**Financial Services Guide (Part Two) Authorised Representative Profile**' that sets out details of the financial planner who may provide you with financial services on behalf of **GPFPG**, including their qualifications and experience. These financial planners are Authorised Representatives of GPFPG, which means that they are authorised to provide the financial services offered in this FSG on GPFPG's behalf.

What other documents could you receive?

If we give you personal financial product advice we will provide you with a **Statement of Advice** (SOA) which sets out the advice provided to you, the basis upon which the advice is provided and details about fees, commissions and other benefits paid to us.

If we recommend that you acquire a financial product, you will be provided with a document called a **Product Disclosure Statement (PDS)**. The purpose of a PDS is to assist you to decide whether or not to acquire that particular financial product; it contains information about the financial product such as its significant benefits and risks.

Please retain this document together with the Authorised Representative Profile, Part Two of this FSG, for your future reference before you get our advice.

Who provides the financial services offered in this FSG?

The financial services offered in this FSG are provided by **Growth Plus Financial Group Pty Ltd** and the financial planners who are detailed in the Authorised Representative Profile (Part Two of this FSG), as Authorised Representatives of GPFPG, (referred to from this point on as “Authorised Representatives”).

Who is your financial planner?

The Authorised Representative Profile provides details of the financial planners who are authorised by GPFPG Pty Ltd to provide you with the financial services offered in this FSG on GPFPG’s behalf (Part Two of this FSG, which will be given to you at the same time as this document).

Who is responsible for the financial services offered in this FSG?

GPFPG, as the holder of an Australian Financial Services Licence acts on your behalf (not the product issuers) and is responsible for the financial services offered in this FSG. GPFPG has authorised the distribution of this FSG.

GPFPG does not act on behalf of any other person or Australian Financial Services Licensee. GPFPG’s contact details are as follows:

Growth Plus Financial Group Pty Limited, ABN 85 104 789 906

Australian Financial Services Licence Number 274917

Level 27 Lennon’s Plaza, 76 Queen St, Brisbane, QLD, 4000

Does Growth Plus Financial Group Pty Ltd or its Authorised Representatives have any relationships or associations with financial product issuers?

GPFPG has a relationship with each of the following financial product issuers and service providers:

- Investor Education Centre

We may receive an attendance fee from the participants who attend seminars conducted by the ‘Investor Education Centre’. This fee may vary from \$25 to \$500 depending on the seminar duration and topics covered.

Personal Choice Super/ Pension/ Investment Service

As a principle member of Association of Independently Owned Financial Advisers (AIOFP). Growth Plus will receive up to 0.40% (e.g. \$1,000 per year administration fee GPFPG will receive \$40). This will not be an additional cost to you. The rebate received will be used to cover the ongoing expenses to run GPFPG.

What financial services are offered in this FSG and what kinds of financial products do those services relate to?

We can provide you with the following services:

- Financial planning
- Investment planning
- Retirement planning
- Superannuation and rollover strategies
- Information on social security benefits
- Portfolio review services.
- Margin lending/borrowing

- Self Managed Superannuation Funds (SMSF's)

Authorised Representatives are authorised by Growth Plus Financial Group to provide both general and personal financial product advice and deal in the following kinds of financial products (unless stated otherwise in Part Two of this FSG):

- Deposit and payment products
- 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
- Interests in managed investments including investor directed portfolio services
- Retirement savings accounts (RSA's)
- Lending/gearing products
- Securities; and
- Superannuation including SMSF's.

A wide range of financial products issued by leading financial product providers are available. Details are contained in the Approved Products and Services List, which is available on request. We are only authorised to advise you in relation to products on that list.

We will only recommend a product to you after considering its suitability to your individual objectives, financial situation and needs.

How will we prepare and provide you with suitable personal advice?

The law requires that any advice we provide must be appropriate to your personal circumstances having regard to our investigation and consideration of those circumstances.

You have the right not to tell us personal information. However, if you don't tell us, the advice you receive may not be appropriate to your needs, objectives and financial situation.

Outlined below is the step-by-step process that we will follow to ensure you are provided with quality financial advice that is relevant to your needs.

We will:

1. *Meet with you for an initial consultation* – during this meeting we will find out what your expectations are and provide you with full details of the services we are authorised to provide. We will also inform you how we are paid for our services which will be in the financial services guide.
2. *Collect all the information needed from you* – we call this **fact finding**. This means we will ask questions about you – it is our obligation to inquire about your personal circumstances including helping you to determine your attitude towards risk.
3. *Help you identify your goals and current financial position* – including any problems or constraints which may affect your financial plan.
4. *Consider strategies and issues* (such as taxation, social security and estate planning) - based on this we will *develop and present you with written recommendations* – this is referred to as a Statement of Advice (SOA).
5. *Discuss the recommendations with you*, make any changes you require and obtain your agreement to *implement those recommendations*.
6. *Implement the agreed recommendations* from your SOA.
7. Periodically offer to help you review your objectives, financial situation and needs.

8. When we provide you with further advice you may also request copies of any written document from GPFG that you have received previously. (e.g. SOA or Record of Advice)

You should read the warnings contained in the SOA carefully before making any decision relating to any financial product(s) recommended to you.

When you get our advice

What remuneration (including commission) or other benefits will Authorised Representatives, GPFG or any associate of those entities, receive in respect of the provision of any of the financial services offered in the FSG?

We may be paid by various methods for the financial services provided to you. We may either:

- Charge a fee for service directly to you or charge you an hourly rate, and or;
- Receive commissions directly from the product issuer whose products are recommended to you (e.g. Life insurances); and/or
- Receive other benefits such as marketing fees, Volume bonuses fee.

Note that we may be paid by any combination of fee for service, hourly rate and commissions, as agreed with you. In most instances you will be able to select the method of payment that suits you.

We will discuss and agree the method of payment with you before we provide any financial services to you, and if you receive personal financial product advice, you will be provided with a SOA which sets out any remuneration and other benefits (where possible in actual dollar amounts). If the exact amount is not known at the time you are given the SOA, the SOA will set out the manner in which the remuneration (including commission) and any other benefits are to be calculated. The SOA will also set out what fees are payable and when.

Growth Plus – How we charge a fee for the service provided

Where we charge fees for services or placement fees for the services we provide to you, a full explanation of those fees and rates will be set out in a Schedule of Fees annexed to this document. The Schedule of Fees form a part of this FSG and will be provided to you at the same time as the FSG is provided. You should read the Schedule of Fees in conjunction with the explanation of the remuneration and other benefits we may receive that is set out in this section.

If you are charged a fee for service, any initial commission/payment received by us directly from the product providers may be rebated to you, or we may provide you with a form of additional investment. Periodic reviews and Ad Hoc (when required) advice will be invoiced at the time such services are provided.

A fee may also be payable for the preparation of a **Statement of Advice** (SOA) in addition to any other fees that may be incurred.

Fees are payable to GPFG directly by you or can be deducted out of your nominated bank account or CMT (Cash Management Trust)

The fees are charged for the services that we provide to or requested by you.
 These services may consist of

- **Investment Advice;**
- **Strategic Advice;**
- **Business Planning, Business Mentoring and Basic Investment Structuring Advice; &/or**
- **Insurances (Personal/ Corporate).**

Investment Advice

We provide holistic investment planning to our clients and after discussing your total needs, Growth Plus advisers will provide a written recommendation to cover all aspects of your investments, superannuation, Insurances etc. We will also discuss your lifestyle planning objectives and our advisers will continuously monitor your investments. Your adviser will also discuss your basic Taxation and Estate planning issues and which of these areas you may want to discuss with your tax adviser and legal representative. If you do not have your own specialised person for these areas, our adviser may suggest some of the professionals available from our alliance partners list. Please note that your adviser may request to have several meetings before written advice is given. This will depend on your existing investment structures, ownership, change of beneficiaries, restructures etc.

The Investment Advice Fee is charged in two different ways

- Structuring, Plan preparation and placement/implementation of your recommended investment strategies/s by your professional Growth Plus Adviser
- Regular/Ongoing review conducted and fees are charged according to Assets Under management
- (Funds we look after in your total portfolio)

Plan preparation fee - \$825 - \$2,500 (Inclusive of GST)

After your first appointment with your Growth Plus adviser, cost of plan preparation fee (Non refundable) and implementation fee will be worked out.

Plan Implementation fee

This fee may vary depending upon the services required by you and this will go towards the cost associated with running a financial planning practice (e.g. rent, staff cost, all kind of insurances, software, dealer cost).

Your Growth Plus adviser will show you the best way to implement the recommended strategies/s. Growth Plus objective is to minimise any reoccurring investment cost and work on the strategies which will benefit you the most.

Regular Ongoing Review Fee

Your Growth Plus adviser will spend considerable amount of time, monitoring, reviewing, and restructuring your investments in addition to regular contacts and keeping you informed of the performance of your investment to make sure that your investments are performing according to yours and our expectation. Ongoing fee will be charged according to the funds which your adviser is monitoring.

Funds Range	Annual Review Fee	Performance Fee Range
< \$100k	\$1,500 (Max)	0.5% - 1.0%
\$100k - \$250k	\$3,750 (Max)	0.5% - 1.0%
\$250k - \$500k	\$7,500 (Max)	0.5% - 1.0%
\$500k - \$1 MIL	\$15,000 (Max)	0.5% - 1.0%

> \$1 MIL	Negotiable	0.5% - 1.0%
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Please note there will be an additional fee charged by fund managers (Investment Management Fee) which is deducted directly out of your investment. These are also called administration fees or Management Expenses Ratio's (MER's) and not an additional charge payable by you.

Please note your adviser will discuss all your fees and disclose this in detail in the SOA (Statement of Advice). Your adviser will discuss the options available to you for the payment of any initial and ongoing fees. Please note all fees are payable to the Licensee ONLY (Growth Plus Financial Planning Pty Ltd – AFSL 274917)

Performance fee

Certain investments are based on the return we achieve for our clients and we may charge additional performance fees provided that your investment has outperformed. Your adviser will advise you of any performance fee involved.

Life insurance products,-

Growth Plus receives payments/commissions direct from life insurance companies for accepting, completing the application and organising necessary tests e.g. blood, medical) on behalf of insurers. Payments are made direct to Growth Plus as the Licensee and your advisor/advisory organisation will receive a percentage of the income paid to the Licensees by the insurer.

Depending on the product you purchase, the rate ranges between 0% and 125% (including GST) of the initial annual premium as initial commission and 0% and 36% p.a. (including GST) of the annual premium for ongoing (trail) commission.

Example, payment/commission on a life insurance product with a premium of \$1,000, and an initial payment/commission rate of 125%, and an ongoing payment/commission rate of 11% p.a., would be paid as follows:

Payment/ Commission type	Payment/ Commission rate paid by Insurer <i>example</i> %	Annual premium paid by client \$	Total payment/ Commission payable to GPFG \$	Payment/ Commission rate applicable to GPFG %	Payment/ Commission amount retained by GPFG \$
Initial (Rate between 0% & 125%)	125	1000	1,250	100	1,250
Ongoing (Rate between 0% & 30% p.a.)	11	1000	110	100	110

Some products have level commission options, the commissions are included in the amount you pay for the product. If you choose this option full details will be provided in the Statement of Advice.

Other Benefits

In addition to fees and/or payment/commissions, Authorised Representatives may receive **other benefits** such as financial, marketing and training assistance, or discounts on certain financial products from Financial Product issuers.

We may also be entitled to allowances and incentives including bonuses paid for selling certain amounts of financial products, discounted services, conferences, prizes and awards. We may also receive financial assistance towards marketing presentations of certain products direct from the fund managers and product providers.

Where any of these other benefits may reasonably be considered to influence the provision of financial services to you, they will be detailed in the SOA. As well as this GPFG keeps a Public Register for each Authorised representative and this can be viewed at any time on request from the client.

Will anyone be paid for referring you to us?

If you have been referred to us by someone else, and if we pay them a referral fee in relation to that referral, we will tell you who will receive that fee and the amount they will receive (in the SOA).

Privacy

What information do we maintain in your file and can you examine your file?

Your privacy is important to GPFG. To learn more about the collection and use of your personal information by GPFG (for marketing and other purposes), see the GPFG Privacy Policy Statement, it is available on our website or alternatively we can provide you with a copy on your request.

We maintain records 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. To contact GPFG, or seek access to personal information, phone us on (07) 3211 2917.

Anti-Money laundering and Counter Terrorism financing Act 2006 (AML/CTFAct)

Growth Plus has an obligation under the Anti-Money Laundering and Counter Terrorism Financing Act 2006 (AML/CTF) to verify your identity before we can provide you with any financial services. Your adviser will request a number of identification documents that will be required before your adviser can place any investments on your behalf. We appreciate your co-operation in this regard as this is a legal requirement which we need to abide by.

If you have any complaints

What should you do if you have a complaint?

If you have any complaint about the financial services provided to you, we will try to resolve your complaint quickly and fairly. You should take the following steps to enable us to do so:

1. Contact the financial planner with whom you have been dealing, using the contact details in this FSG.
2. If your complaint is not satisfactorily resolved within 3 business days, please lodge your complaint in writing to:

The Complaint Manager
Growth Plus Financial Group Pty Ltd
Level 27, Lennons Plaza,
76 Queen St,
BRISBANE QLD 4000

3. If you still do not get a satisfactory outcome, you have the right to complain to the Financial Ombudsman Service (FOS), an independent external dispute resolution service of which GPFG is a member. The contact details for FOS are below:

Financial Ombudsman Service Limited
GPO Box 3
Melbourne VIC 3001
or the telephone number is 1300 780 808,
The fax number is (03) 9613 6399 and
The email is: info@fos.org.au

The FOS service is provided to you free of charge.

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 and obtain information about your rights.

Professional Indemnity Insurance

We have professional indemnity insurance in place. This cover extends (subject to policy terms and conditions) to the conduct of representatives/employees who no longer work for Growth Plus Financial Group but who did at the time conduct occurred.

Financial Services Guide (Part Two)

Authorised Representative Profile

This document is Part Two of the FSG and sets out details of the financial planners who, as Authorised Representatives of Growth Plus Financial Group Pty Limited (GPFG), are authorised to provide the financial services offered in Part One of this FSG. This Profile should only be provided in conjunction with and read together with Part One of this FSG, which sets out all other required matters.

Authorised Representative Profile

This Profile is provided **Growth Plus Financial Group Pty Ltd** and the financial planners detailed in this document, in their capacity as Authorised Representatives of GPFG ABN 85 104 789 906, Australian Financial Services Licence Number 274917.

Authorised Representative: **Bruce McVey**

Authorised Representative No: 278740

Contact Details: 2/20 Sturgeon Street
PO Box 114
Raymond Terrace, NSW 2324

Ph. (02) 4988 6266
Fax. (02) 4988 6255
bruce@incomsure.com.au

Bruce McVey

Growth Plus Financial Group Pty Ltd has authorised Bruce McVey to provide financial product advice and to deal in a financial product by applying for, acquiring, varying or disposing of a financial product on behalf of another person for the following products:

- life risk insurance products
- superannuation

Bruce McVey has 35 years experience in the financial services industry

How is your financial planner paid?

Bruce McVey is an employee/director of Incomesure Pty Ltd and receives a **salary plus dividends** from the practice.

Schedule of Fees

This document is the schedule that forms part of the Financial Services Guide which should be provided at the same time as the Schedule of Fees. You should read this schedule in conjunction with the explanation of the remuneration, commission and other benefits that are set out in Part One of the Financial Services Guide.

All fees and charges will be fully discussed and agreed with you before we proceed with any recommendations.

Initial interview

First half an hour is free with any additional time charged at \$350 per hour

The Investment Advice Fee is charged in two different ways:

- Structuring, Plan preparation and placement/implementation of your recommended investment strategies/s by your professional Growth Plus Adviser
- Regular/Ongoing review conducted and fees are charged according to Assets Under management
- (Funds we look after in your total portfolio)

Plan preparation fee - Range between \$825 - \$5,500 (Inclusive of GST)

After your first appointment with your Growth Plus adviser, a cost of the plan preparation fee (non refundable) and implementation fee will be calculated.

Plan Implementation fee

This fee can range from 2.2%-2.75% of your investment (e.g. \$300,000 - \$6,600 implementation fee) and this will go towards the cost associated with running a financial planning practice (e.g. rent, support staff cost, business insurances, software, dealer costs)

Your Growth Plus adviser will show you the best way to implement the recommended strategies. Growth Plus' objective is to minimise any reoccurring investment cost and work on the strategies which will benefit you the most.

Regular Ongoing Review Fee

Your Growth Plus adviser will spend considerable amount of time, monitoring, reviewing, and restructuring your investments in addition to regular contacts and keeping you informed of the performance of your investment. This will make sure that your investments are performing according to yours and our expectations. Ongoing fees will be charged according to the funds which your adviser is monitoring.

Funds Range	Annual Review Fee	Performance Fee Range
< \$100k	\$1,500 (Max)	0.5% - 1.0%
\$100k - \$250k	\$3,750 (Max)	0.5% - 1.0%
\$250k - \$500k	\$7,500 (Max)	0.5% - 1.0%
\$500k - \$1 MIL	\$15,000 (Max)	0.5% - 1.0%
> \$1 MIL	Negotiable	0.5% - 1.0%

Please note there will be an additional fee charged by fund managers (Investment Management Fee) which is deducted directly out of your investment. These are also called administration fees or Management Expenses Ratio's (MER's) and not an additional charge payable by you.

Please note your adviser will discuss all your fees and will disclose in detail in the SOA. Your adviser will discuss the options available to you for the payment of initial and ongoing fees. Please note all fees are payable to the Licensee ONLY (Growth Plus Financial Planning Pty Ltd – AFSL 274917)

Performance fee

Certain investments are based on the return we achieve to our clients and we may charge additional performance fee provided that your investment has perform above the expectation. Your adviser will advise you of any performance fee involve.

Life insurance products,-

Growth Plus receives payments/commissions direct from life insurance companies for accepting, completing application and organising necessary tests e.g. blood, medical) on behalf of insurers. Payments are made direct to Growth Plus as the Licensee and your advisor/advisory organisation will receive a percentage of the income paid to the Licensees by the insurer.

Depending on the product you purchase, the rate ranges between 0% and 125% (including GST) of the initial annual premium as initial commission and 0% and 36% p.a. (including GST) of the annual premium for ongoing (trail) commission. *Example*, payment/commission on a life insurance product with a premium of \$1,000, and an *initial* payment/commission rate of 125%, and an *ongoing* payment/commission rate of 11% p.a., would be paid as follows:

Payment/ Commission type	Payment/ Commission rate paid by Insurer <i>example</i> %	Annual premium paid by client \$	Total payment/ Commission payable to GPFG \$	Payment/ Commission rate applicable to GPFG %	Payment/ Commission amount retained by GPFG \$
Initial (Rate between 0% & 125%)	125	1000	1,250	100	1,250
Ongoing (Rate between 0% & 30% p.a.)	11	1000	110	100	110

Some products have level commission options, the commissions are included in the amount you pay for the product. If you choose this option full details will be provided in the SoA.

Reviews on Request

An hourly rate of \$350 per hour will be charged for the preparation of a review on your request except if you have paid your annual review fee. The annual review fee entitles you to have a review performed on your portfolio at your request for no extra charge.

Written Review

A written review will be provided which will include:

- An update on your current details, risk profile, goals and objectives
- Valuations on the overall portfolio and underlying investments
- Commentary on the performance of the total portfolio and underlying investments
- Recommend any new investments or insurances were appropriate
- Review of general market conditions