



LEISHMAN FINANCIAL
SERVICES PTY LTD

AFSL No: 227747 ABN 76 074 579 749

Financial Services Guide

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Australian Financial Services License Holder No. 227747



LEISHMAN FINANCIAL
SERVICES PTY LTD

FINANCIAL SERVICES GUIDE

You have the right to ask us about our charges, the type of advice we will provide you, and what you can do if you have a complaint about our services.

This Financial Services Guide (“FSG”) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures, along with how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described in this document.

You should also be aware that you are entitled to receive a Statement of Advice whenever we provide you with any specific advice, which takes into account your objectives, financial situation and needs. The Statement of Advice will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

In the event we make a recommendation to acquire a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement containing information about the particular product, which will enable you to make an informed decision in relation to the acquisition of that product.

Further advice:

If our representative provides further advice to you, which is related to a previous Statement of Advice, and we do not give that advice in writing, you may request a copy of the record of that further advice. The request can be made by contacting the representative or us in writing or by telephone or by email, up to 10 years after the date of the advice.

THE FINANCIAL PLANNING PROCESS:

The **Financial Planning Association of Australia Limited** (FPA) has provided the following definition of financial planning:

“Financial Planning is the process of providing advice and assistance to a client for the purposes of achieving the client’s financial goals.”

The FPA defines the six steps of the financial planning process as follows:

1. The collection and analysis of all relevant personal and financial data.
2. The identification of financial problems.
3. The identification of financial goals and objectives.
4. The provision of a written report with recommendations.
5. The co-ordination and implementation of recommendations.
6. The provision of periodic reviews and plan updates.

Lack of Independence

Leishman Financial Services is not independent, impartial or unbiased because we may receive commissions for the advice we provide on life risk insurance products.

1. Before you receive our advice

Who will be providing the financial service to me?

The Licensee; Leishman Financial Services Pty Ltd, ABN: 76 074 579 749, Australian Financial Services License Number 227747

Address 4th Floor, 295 Springvale Road, Glen Waverley. Victoria. 3150

Tel No: (03) 95619699 **Fax:** (03) 95619301

Email: simone@leishmans.com.au chris@leishmans.com.au

chrish@leishmans.com.au

Who is my adviser?

Your adviser will either be Simone Vanden-Driesen or Chris Vanden-Driesen or Chris Harrower. All of whom are Representatives employed by Leishman Financial Services Pty Ltd.

Simone Vanden-Driesen CFP, Senior Adviser: Simone Vanden-Driesen is a Certified Financial Planner, as designated by the FPA, and started in the Financial Planning profession in 1990. Simone holds a Bachelor of Business degree from Deakin University and a Diploma of Financial Planning. Simone Vanden-Driesen is a Director of Leishman Financial Services Pty Ltd.

Chris Vanden-Driesen CFP, Senior Adviser: Chris Vanden-Driesen is a member of the Financial Planning Association and holds a Degree from Swinburne University and a Diploma of Financial Planning from Deakin University. Chris joined Leishman Financial Services in 1997. Chris is a Certified Financial Planner.

Chris Harrower, Adviser: Chris Harrower is a Financial Planner who joined Leishman Financial Services Pty Ltd in 2006. Chris is authorized to provide advice to clients. He is currently undertaking the Advanced Diploma of Financial Services.

What kinds of financial services are you authorised to provide me and what kinds of products do those services relate to?

Leishman Financial Services Pty Ltd is authorised to offer you the following services:

Provide financial product advice and to deal in a financial product by arranging for a financial product to be acquired, disposed of, or varied.

We can provide advice in the following areas:

- Superannuation & Rollover Funds
- Transition to Retirement Pensions;
- Managed Investments
- Share Related Investments
- Retirement Income Planning
- Account Based Pensions
- Life Insurance Risk Products
- Self-Managed Superannuation

We can advise and deal in the following products:

- Deposit products
- Life Insurance Investment Products
- Investor Directed Portfolio Services
- Securities; (Shares & Managed Funds)
- Superannuation
- Non-cash payment products
- Life Insurance Risk Products
- Managed investment Schemes
- Retirement Savings Accounts

However we cannot provide a service to buy or sell Securities. We are able to refer you to a stockbroker who will arrange for your purchase or sale of securities.

Portfolio Monitoring:

Internal databases are maintained detailing client's investments that were recommended by Leishman Financial Services Pty Ltd. This does not constitute portfolio monitoring. Client portfolios are reviewed on an annual basis, subject to the client's discretion.

Who do you act for when you provide financial services for me?

Leishman Financial Services Pty Ltd is responsible for the financial services provided to you.

How will I pay for the service? Leishman Financial Services Pty Ltd can provide you with written financial advice, for a fee of between \$880 and \$1,100 depending on the complexity of the advice given.

If you require a high degree of Centrelink assistance, either an annual fee of \$550, or \$250 per hour will be charged.

Leishman Financial Services Advisers can provide Consulting Services (including Salary Packaging & Self Managed Super) at a rate of \$660 per hour.

Do you receive remuneration, commission, fees or other benefits in relation to providing the financial services to me and how is that commission calculated?

1/ All Leishman Financial Services Pty Ltd representatives receive a salary.

Fees are charged commensurate with the degree of complexity and work involved in establishing and maintaining the strategies recommended. Ongoing fees cover the ongoing review of the products in which you are invested, as well as ongoing services as outlined in the Statement of Advice. LFS determines the fees on a client by client basis, and generally collects these fees through the product providers.

2/ We charge a fee for the provision of our initial advice and implementation of our recommendations if accepted by you. You and Leishman Financial Services Pty Ltd will agree as to amount of this fee and how it is paid. The fee ranges between 0% and 1.1% and calculated on your investment amount based on the service required. The fee can be a direct payment by you or deducted from your initial investment by the fund managers / platform and paid to LFS.

3/ We also charge an annual **ongoing** service advice fee. This fee can vary depending on service required by you and may range from an hourly rate of \$350 where transaction only advice is provided, or up to \$20,000 per annum based upon the complexity of your situation and the service standard required. This fee is paid each year that you hold the product. This fee is in addition to any investment management fee charged by the product providers. This fee is generally referred to as an 'Adviser Fee' and is deducted by the fund manager/platform periodically and paid to LFS. You must consent to this fee on an annual basis, in writing to remain in receipt of ongoing services and advice from LFS.

For example, if you invested \$50,000 and we were paid an initial fee of up to 1.1% we will receive \$550. In addition, if the ongoing fee was 0.77% pa and your account balance was \$50,000 we would receive \$385 in the first year and 0.77% pa of the account balance in the 2nd and subsequent years

4/ Where a **life insurance** company product has been recommended the issuer of the product will pay Leishman Financial Services Pty Ltd a commission. This commission ranges between 0% and 13 % of your annual premium and is paid each month that you hold the product. For example, if your annual premium is \$500 and we receive 13% commission we will receive \$64.

5/ Where the services of a **stockbroker** are utilised to deal in shares the licensee will receive \$55 per stock. You will also have to pay the Stockbroker brokerage.

6/ The **exact amounts** of any fees, bonuses or other incentives received by Leishman Financial Services Pty Ltd or their advisers will be included in the written Statement of Advice that is provided to you.

7/ Where Self-Managed Super Fund investment advice and administration is provided, a fee of \$3,500 per annum may be charged if we are not managing the Fund investments via a platform. This is an administration charge to cover the greater time required to keep records and maintain the SMSF for compliance purposes.

8/ Leishman Financial Services Pty Ltd is a member of the Alpha Group, who have Fund Manager sponsors that may provide non-monetary education benefits.

2. When you receive our advice

Will you provide me advice, which is suitable to my needs and circumstances?

Yes. But to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

What should I know about the risks of the financial products or strategies you recommend to me?

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

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile, which includes details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you. We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our privacy policy is enclosed for your information. If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded. We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise of the likely cost in advance and can help to refine your request if required. **In order to meet federal Anti-Money Laundering and Counter Terrorism regulations, we must collect and retain proof of your name, date of birth, current address, place of birth and country of citizenship.**

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?

Yes. You may specify how you would like to give us instructions, for example by telephone, fax, email or other means.

3. If you have any complaints?

Who can I complain to if I have a complaint about the provision of the financial services to me?

Leishman Financial Services Pty Ltd has Professional Indemnity Insurance as required by law and ASIC (Regulatory Guide 126). This insurance covers the activities of present and past Leishman Financial Services Pty Ltd's adviser.

Leishman Financial Services Pty Ltd is a member of the Australian Financial Complaints Authority ('AFCA'). If you have any complaint about the service provided to you, you should take the following steps:

1. **Contact Leishman Financial Services Pty Ltd and tell us about your complaint.**
2. If your complaint is not satisfactorily resolved within 3 business days, please contact the Director of Leishman Financial Services Pty Ltd or put your complaint in writing and send it to the 4th Floor, 295 Springvale Road, Glen Waverley, Victoria 3150.

We will seek to resolve your complaint quickly and fairly.

If the complaint cannot be resolved to your satisfaction you have the right to complain to an independent external dispute resolution service.

Leishman Financial Services Pty Ltd is a member of The Australian Financial Complaints Authority (AFCA).

AFCA can be contacted on 1800 931 678

Website: www.afca.org.au

Referral to AFCA is free of charge.

The Australian Securities and Investments Commission (ASIC) also has a free call Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.