

Financial Services Guide (FSG)

Version 8.2 (201711)

Our Commitment

This guide is designed to help you evaluate our service offer and covers key information about:

- What services and financial products we are authorised to recommend;
- The costs associated with our services;
- How we and our associates are remunerated;
- Any potential conflict of interest; and
- Our internal and external dispute resolution processes and how you can access them.

Financial planning process

Upon offering financial advice we will provide you with an advice/disclosure document that will help you assess our recommendations to you and determine whether you wish to rely on our advice. Prior to giving you advice we will make reasonable enquiries about your current financial situation and future needs to ensure we provide appropriate advice aligned to your particular circumstances. We may, in our marketing materials and general communications, provide you with general advice that is not designed to address your specific needs and circumstances. We will alert you of this when such advice is provided.

The process we follow in providing personal advice to you will usually include the following steps:

1. Providing this FSG and obtaining your agreement on the basis upon which we will be providing services.
2. Obtaining relevant information about your financial needs and objectives and your current financial affairs so that we can provide appropriate advice.
3. Researching solutions with the aim of assisting you to satisfy those needs and objectives. Please note that our authorised representatives are only permitted to source solutions from a wide range of products approved by PATRON. The PATRON approved product list includes a large range of products on which appropriate research and analysis has been undertaken.
4. Providing you with a written Statement of Advice (SoA) which sets out our recommendations and the basis for them, the key issues involved and remuneration received as a result of the provision of professional services to you.
5. Providing you with a Product Disclosure Statement (PDS) for each product recommendation made within the SoA. The PDS contains further specific information about the product recommended which you should consider prior to accepting our advice.
6. Obtaining your instructions to implement recommendations and/or receiving your alternative instructions.
7. Implementing your instructions to proceed with recommendations made or otherwise.
8. Agreeing on a basis for the provision of ongoing review services.

The advice/disclosure document will set out:

Our personal advice and the reasoning which led to the advice

- Fees and commissions, we may receive; and
- Associations we have with financial product issuers or other parties which may have the potential to influence the advice we give you.

Agreeing to the subject matter of the advice

To make sure there is a clear understanding of the services to be supplied to you, we will listen to your instructions, your reasons for seeking advice and we will determine your needs and objectives in order of priority and their importance to you. If, at any time, you do not understand any of the advice we provide or the actions we are taking, you should seek clarification from us or your adviser. You are entitled to share with us as much or as little as you choose, however, should you choose not to provide full disclosure we will warn you about possible consequences of the advice limitations so that you can make up your own mind if you will proceed.

Once we have taken these factors into account we will discuss and agree on the subject matter of our advice to you, along with the cost of providing that advice. Our advice document will outline the subject matter of advice, clarifying what has been included and what has been excluded as agreed.

If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions on an “execution only” basis. If you do not obtain advice, you face the risk that the financial product(s) you select will not fully take into account your objectives, financial situation or needs.

Who is responsible for the financial services provided?

PATRON Financial Services Pty Ltd (ABN 13 122 381 908) atf the PATRON Financial Trust (ABN 32 307 788 137) trading as PATRON Financial Advice (PATRON) is responsible for the financial services provided by your Financial including authorising the distribution of this Financial Services (FSG). PATRON holds an Australian Financial Services Licence No. 307379. The PATRON head office is located on Level 2, Corner of Maroochydore Road and Evans Street, Maroochydore QLD 4558 and can be contacted on (07) 5406 5000 or by writing to PO Box 1856, Sunshine Plaza QLD 4558 or visiting www.financial-advice.com.au. Information about your Adviser is detailed on the Financial Services Fee insert attached.

PATRON has authorised your adviser to provide the financial services as set out in the attached Financial Services Fee Insert. Please be aware that your adviser may also provide other services in addition to financial advice, such as mortgage broking, tax advice or advice in relation to direct property. Where this is the case, PATRON will not be responsible for these services.

How can I give you instructions about services provided to me?

You can generally provide instructions to us either face to face, in writing, by telephone, fax or other agreed means such as e-mail. At the time, we will advise you which instructions must be provided in writing.

What kinds of Financial Services and Financial Products are PATRON authorised to provide me and what kinds of Financial Product(s) do those services relate to?

PATRON provides the following services:

- Advice
- Wealth creation
- Wealth preservation
- Gearing
- Retirement planning
- Estate planning
- Corporate & personal superannuation
- Debt reduction
- Self-managed superannuation funds
- Life Insurance & Income Protection

PATRON provides advice on, and deals in the following Financial Products:

- Deposit and payment products, limited to:
 - Basic deposit products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life products, including:
 - Investment life insurance products
 - Life risk insurance products
- Interests in managed investment portfolios, including:
 - Investor directed portfolio services
- Retirement savings accounts
- Securities
- Superannuation
- Managed investment schemes
- Margin lending

Please refer to the Fee/Brokerage/Commission insert which is attached to this Financial Services Guide, as this will explain any restrictions your Financial Adviser has in providing advice to you. This Financial Services Guide is complete when the Fee Schedule Insert is attached.

Further advice

Where you are provided with further advice, this may be provided to you verbally and/or in writing as an advice document. An Advice Document will be in the form of a Record of Advice (RoA) or a Statement of Advice (SoA). Should you require additional copies of advice documents or a copy of a record of the verbal advice given, you may ask your Adviser to provide you with a copy at any time within 7 years from the latest date advice was provided.

Does PATRON have any relationships or associations with Product Issuers?

Managing conflicts of interest

PATRON provides a comprehensive range of financial services. Our network of Advisers brings specialist expertise to bear and apply this expertise to helping you understand and manage complexity.

Any recommendation will be based on an assessment of your personal circumstances, needs and objectives. In addition, all products approved for use by our Advisers must first undergo a rigorous selection process. These factors underpin our advice but it is important for you to appreciate that our interests, associations, relationships and the benefits we receive – such as commissions, sponsorships or marketing allowances – may give rise to an actual or potential conflict of interest. We manage, and will clearly disclose any conflicts that we believe may influence our advice.

Related parties/entities

Infocus Wealth Management Limited is the parent company of PATRON, Portfoliofocus Pty Ltd (Portfoliofocus), Portfolio Administration and Reporting Pty Ltd and Alpha Fund Managers Pty Ltd (Alpha), Announcer Financial Planning Pty Ltd, Announcer Tax Pty Ltd, Mortgage Prevue Pty Ltd, Mortgage Prevue Oxygen Pty Ltd and Property Prevue Pty Ltd. Alpha Fund Managers Pty Ltd operates as investment manager for the Alpha fund series of investments with Equity Trustees Ltd operating as the responsible entity.

Other relationships

Portfoliofocus and Portfoliofocus Administration and Reporting and/or PATRON provide services to product providers or acts as the promoter for a number of providers including Australian Money Market Pty Ltd (Portfoliofocus Money Market), Avanteos Investments Limited (Ultimate Super and Pension Service, Ultimate Investment Service), Infocus Managed Accounts, IOOF Investment Management, HUB24 Custodial Services Ltd, IOOF Pursuit Focus for Infocus, IOOF Pursuit Select for Infocus. PATRON Investment Hub, PATRON Super Hub and Super IQ Pty Ltd (Portfoliofocus SMSF). Infocus Securities Australia Pty Ltd provides research services to Praemium Australia Pty Ltd through Infocus Managed Accounts.

In addition, PATRON or its associated entities can receive various payments from financial institutions based on the average balance of all funds placed by PATRON Advisers in each relevant institution's investment, the number of accounts or the value of insurance premiums. These payments include rebates, marketing arrangements etc. from a number of preferred administrative platform/s or product providers. Payments can be received as a percentage of business placed/ retained, profit share arrangement/s or an agreed dollar amount in any combination. Please note these payments are made

by the product provider to PATRON and not charged to you and are dependent on certain hurdles being met.

To be totally transparent, we have included the maximum rate of payment that may be paid, regardless of whether PATRON currently meets the required benchmarks/factors to be met. These payments are shown below.

Platform/Provider	Additional payment receivable if \$10,000 was invested or \$1,000 was paid as an administration fee/ service fee or insurance premium
Investment products	\$44 pa
Administration platform/service	\$500 pa
Risk products	\$255 pa
Corporate super	\$27.50 per member pa

For example, if you had \$10,000 invested for a year in an investment product that paid an additional 0.30% pa, the annual payment to PATRON would be \$30 (0.30% of \$10,000) and this payment would be paid as long as you continued to hold that product.

These payments are received from AIA Australia, Avanteos Investment Ltd, BT, BT Portfolio Manager, Colonial First State Investments Ltd, IOOF Investment Management Ltd, MLC Ltd, Netwealth, OnePath, Personal Choice (Asgard), TAL Life Ltd and Zurich Australia Pty Ltd. From time to time these administrative platform/s and product providers may be removed according to ever changing services and products being made available to the industry and their competitive position. Where these payments are shared with our Advisers, we will provide further details in your advice document.

We may receive a one-off payment of \$250 per Vitality application from AIA in addition to standard insurance commissions and the Adviser Value Share Program. This payment is not dependent on premiums paid. For example, if a client takes out an eligible AIA Insurance policy with Vitality attached, we will receive \$250 in respect of the Vitality application irrespective of the total annual insurance premium. We will not receive this payment for policies taken out without Vitality.

In addition to the above payments, financial institutions may pay PATRON or Infocus as part of the Infocus group to attend the Infocus annual training conference or to sponsor other training days under an Alliance Partner Program (APP). These payments from AIA, Asteron, Bennelong, BT Financial Group, Centurian, Challenger, Charter Hall, Clearview, Colonial First State, CommInsure, Commsec Adviser Services, Equity Trustees, HUB24, IOOF, La Trobe Financial Asset Management Limited, Legg Mason, Magellan Asset Management, Morningstar, PM Capital, Praemium, SG Hiscock and Company, TAL UBS Global Asset Management and Zurich offset the costs associated with the delivery of training and support to our Authorised Representatives.

How will I pay for the services provided?

You may pay us a fee. Alternatively, we may receive a payment called brokerage/commission, which is paid to us by the financial product issuer. We will give you a disclosure/advice document containing details of our fees and any payments made to us by a financial product issuer.

The attached Financial Services Insert outlines the costs you may incur if you decide to receive personal financial advice from us.

What information is maintained in my file and can I examine my file?

We maintain a record of your personal profile including 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, ensuring the privacy and security of your personal information. Our privacy policy (available at www.financial-advice.com.au) sets out in detail our policies on the management of personal information. You can obtain a copy free of charge from any PATRON office or by contacting the PATRON Professional Standards by telephone on (07) 5406 5000 or by writing to PO Box 1856, Sunshine Plaza QLD 4558.

If you wish to review your file, please contact us and we will make your information available to you.

What should I do if I have a complaint?

If you have any concerns about the service provided to you, please contact the Professional Standards Manager on (07) 5406 5000 or put your complaint in writing and send it to the Professional Standards Manager, PO Box 1856, Sunshine Plaza QLD 4558.

We will aim to resolve your complaint quickly and fairly. If the complaint cannot be resolved to your satisfaction within 45 days, you have the right to refer the matter to the Financial Ombudsman Service of which PATRON is a member. The Financial Ombudsman Service can be contacted by calling 1800 367 287 or in writing to GPO Box 3, Melbourne Vic 3001.

PATRON maintains Professional Indemnity (PI) Insurance which covers claims in relation to the conduct of Advisers who are no longer authorised by PATRON, but who were at the time of the relevant conduct.

Is PATRON a member of any associations?

PATRON is a corporate member of the Association of Financial Advisers Limited (AFA). As a member of the AFA, PATRON is required to adhere to the AFA's standards.

In addition, PATRON maintains and also requires its representatives to maintain registers for any alternative remuneration received, where such remuneration is material. The register is referred to as the 'Alternative Forms of Remuneration Register'. The register provides for the following:

- Details of alternative forms of remuneration received;
- It is maintained by fund managers, IDPS (platform) providers, representatives and licensees; and
- Registers are publicly available and will be provided upon request.

If you have any further questions about the financial services PATRON provides, please contact your PATRON Adviser.

Note: This Financial Services Brochure combined with the Financial Services Fee Insert completes your Financial Services Guide.