



# Financial Services Guide

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**Pace Rowlands Bell Financial**

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## Important



Before we provide you with financial advice, you should read this Financial Services Guide (FSG) because it contains important information designed to help you decide whether to use our services. It contains information about:

- The initial and ongoing advice we provide;
- Our service offer and advice fees;
- Who to contact should you have a complaint.

## About Us



Pace Rowlands Bell Financial Pty Ltd, corporate authorised representative (CAR), number 448863, corporate ASIC number 330717, trading as Pace Rowlands Bell Financial, is authorised to provide financial services on behalf of Charter Financial Planning.

Pace Rowlands Bell Financial is a specialist financial planning firm based in Thirroul, Miranda, Menai and Sydney.

### Our Passion:

- To help people achieve financial success.
- To ensure our clients' finances get on-track, then stay on-track.
- To make sure that one day you do not wake up to the regret of not acting.

Put simply our purpose is to understand what matters most to you and provide market leading, practical and personal advice solutions. Our plain English approach and continuous education ensure that the plan is understood and realised.

We are a fee for advice business with our focus on delivering significant value to our clients, both now and into the future. This value is delivered in numerous forms and usually far exceeds any fee incurred for our work. If we do not believe we can deliver significant value then we will not proceed.

### Contact Details

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## About Michael Allen

Your financial adviser, Michael Allen (ASIC number 330716), is an authorised representative of Charter Financial Planning (Authorised Representative number: 448871).

### Education and Qualifications

Diploma of Financial Planning CERTIFIED FINANCIAL PLANNER™



### Experience

A Certified Financial Planner with 20 years industry experience, Michael comes very well respected within the financial planning industry

Michael has spent time as a Retirement Advice Specialist with AMP Financial Planning. During this time Michael has guided and mentored in excess of 50 Financial Planning practices on the intricacies of financial/retirement planning

Prior to this Michael spent 8 years as a Senior Technical Consultant. During this time Michael's team was awarded the prestigious Assirt Award for the best technical team in the country for 6 consecutive years. A feat which had never been achieved.

Michael's previous role also included time as a national manager/advisor for Aged Care planning.

Michael is married with two children. Michael's interests include cricket and golf.

Michael Allen can provide you with advice on the following:

### Strategies

- Guidance on budgeting and goal setting
- Savings and wealth creation strategies
- Investment planning

### Products

- Cash management trusts
- Retirement income streams
- Direct fixed interest

- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Estate planning considerations
- Centrelink planning
- Risk and insurance analysis
- Business succession planning
- Salary packaging advice
- Gearing strategies
- Retail & wholesale managed investment schemes
- Socially responsible investments
- Hedge funds
- Master trust products
- Superannuation products
- Personal and group insurance
- Self managed super funds

We offer a range of insurance, investment, superannuation and retirement strategies and products and AXA owned platforms (Summit, Generations, AXcess and North).

Charter Financial Planning maintains an approved product list, containing financial products that have been researched by a number of external research houses. A copy of the approved product list can be supplied to you upon request.

#### **Professional Associations and Memberships**

Current member of the Financial Planning Association (FPA)

Current member of the Self –managed super fund professionals' association of Australia (SPAA) :

#### **Our financial planning process**

We follow a defined financial planning process so that you can achieve all of the benefits of financial planning advice. Of course, everyone is different, with different circumstances, needs and goals. We treat every client as an individual, but by following a defined process, you know what to expect from us.

The initial advice process covers our first appointment all the way through to the implementation of your financial plan. We do this by:

##### **(1) Identifying where you want to be**

Initially, we help you identify your financial and lifestyle goals. This ensures we understand your needs and you can understand what to expect from us.

##### **(2) Considering the opportunities and risks**

We assess your current situation and investigate the range of financial options available for you to reach your goals.

##### **(3) Bridging the gap**

Based on discussions with you and research we conduct, we will devise a strategy to bridge the gap between where you are now and where you want to be.

##### **(4) Bringing your plan to life**

We work closely with you to implement your financial strategy. We help you to complete any necessary paperwork and are available to attend meetings with your accountant, solicitor and general insurer so that your strategy is implemented efficiently.

As time goes on and circumstances change, your financial plan will need to be changed to keep up to date with your changing needs. The final step in our advice process ensures your financial plan remains on track, by providing you with regular ongoing advice.

##### **(5) Staying on track with regular ongoing advice**

Finally, we design an ongoing service programme to ensure your plan remains up to date as your life changes and so you can obtain the benefits of ongoing reliable advice.

Sometimes, life takes us in unplanned directions. When you need a little extra help on top of our initial or ongoing advice, just ask us to provide you with some additional advice. We are there to help you – whatever the occasion.

#### **Your Financial Plan**

Our initial advice will be provided to you in a financial plan, known as a Statement of Advice (SOA). The financial plan contains a summary of your goals and our advice to help you achieve them.

You will receive a record of any further advice we provide to you which you should retain for your information.

You will also receive a Product Disclosure Statement (PDS) if we have recommended you invest or

purchase a financial product. The PDS contains key features of the recommended product, significant benefits, risks and the fees you pay the product provider to professionally manage your investment or insurance.

You should read any warnings contained in your financial plan or the PDS carefully before making any decision relating to a financial strategy or product.

You can contact Michael Allen directly with any instructions relating to your financial products.

## Advice fees



We receive initial and ongoing advice fees and may receive commission for insurance products you purchase. Your financial plan will outline all fees and commission inclusive of GST.

### **Initial Advice Fee – Fixed Rate Range**

The initial advice fee ranges between \$3,300 - \$7,700 for a comprehensive plan and \$1,100 - \$3,300 for a transactional plan.

If we identify that you have a complex situation that requires extensive planning and development we will provide you with an upfront quote of how much you can expect to pay before we proceed with developing your financial plan.

Our initial advice fee covers the cost of researching and preparing your financial plan.

Before we commence with preparing your financial plan we will invoice you for 50% of the cost of the financial plan. This invoice is payable within 14 days. Upon presentation of the financial plan we will invoice the balance of the plan cost, again payable within 14 days.

You may choose to have this payment deducted from a product.

### **Ongoing Advice Fee – fixed asset base sliding scale**

The review advice fee may be up to \$10,000 per annum and is based upon your investment balance as follows:

Total funds under advice under \$750,000 is levied at 1.1% per annum.

Total funds under advice of \$750,000 to \$1,000,000 is levied at 0.88% per annum of the total amount.

Total funds under advice in excess of \$1,000,000 is levied at 0.66% per annum of the total amount

You may choose to have this payment deducted from a product.

Our ongoing advice fees ensure your strategy and products are reviewed to help you take advantage of opportunities as they become available.

### **Ad hoc / other advice**

For additional advice, an hourly rate of \$275 (inc GST) is payable.

You may choose to have this fee deducted from a product.

### **Payment Method & Frequency**

We offer you the following payment terms:

- Bpay, direct debit (credit card or savings), cheque
- Deduction from your investment
- Ongoing advice fees may be deducted as an annual instalment or in monthly or quarterly instalments.

Before providing you with initial advice we will prepare a financial plan agreement, outlining what our advice will address, the cost of preparing and implementing the recommendations and your preferred method of payment.

We will provide you with on-going advice in line with the services, costs and payment method outlined in an on-going advice services agreement.

### **Commission**

Commission is payable by life companies when we recommend insurance and annuity products. The commission is factored into the annual premium and may range as follows:

- From 11% to 130% of the initial premium
- Up to 33% per annum of the renewal premium.

## How the advice fees are distributed

Charter Financial Planning will retain 0% to 3% of the gross revenue received for the recommended financial services and/or products. Charter Financial Planning will pay Pace Rowlands Bell Financial 97% to 100% of the gross revenue received.

Michael Allen is paid salary and has equity in Pace Rowlands Bell Financial and may receive capital and profit related benefits.

**Other benefits Pace Rowlands Bell Financial may receive**

We may be offered or receive non-commission benefits such as entertainment or sponsorship from some product providers at no extra cost to you. Both Charter Financial Planning and Michael Allen maintain a register to document benefits received. A copy of this register will be made available within seven days of a request.

- **VPS Options:** AXA may provide us with a cash payment based on total AXA product funds under management.
- **Technology and Education:** Charter Financial Planning provides us with 'points' when our business revenue exceeds \$50,000. One point is received per \$1.25 (inc GST) over \$50,000. Points are only redeemed for office equipment and staff training to ensure you receive up to date information and advice.
- **Product Competitions:** We may participate in short term incentive programmes such as a product provider paying additional commissions during a specified period.
- Due to the temporary nature of these arrangements they have not been included in this document. Details of any short term incentives will be outlined in your financial plan.
- We may pay a referral fee when clients are referred to us from other professionals. This will be disclosed in your financial plan if applicable.
- Should any external specialist attempt to pay us for introducing you we will request they reduce their costs instead of paying us. We will not receive any payment/s from them.

**Payments to other professionals**

- We may pay a referral fee when clients are referred to us from other professionals. This will be disclosed in your financial plan if applicable.

**About Charter Financial Planning**



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 Australian Financial Services Licensee 234665  
 Level 9 750 Collins Street, Docklands, Victoria 3008  
[www.axa.com.au](http://www.axa.com.au)

Charter Financial Planning is wholly owned by the National Mutual Life Association of Australasia Ltd (NMLA) and is a member of the global AXA group (an international financial services organisation). Charter Financial Planning is one of Australia's leading financial planning organisations and has been operating since 1996.

Charter Financial Planning is a principal member of the Financial Planning Association (FPA) and as such, Charter Financial Planning and their financial advisers have adopted the FPA's Code of Ethics and rules of professional conduct.

Charter Financial Planning has approved the distribution of this FSG.

**Relationships and associates**

Michael Allen can provide advice on products from a wide range of financial product providers, some of which are part of the global AXA group and as such are affiliated with Charter Financial Planning, including:

Product Issuer	Product brands used by issuer
<ul style="list-style-type: none"> <li>• The National Mutual Life Association of Australasia Ltd</li> </ul>	<ul style="list-style-type: none"> <li>• AXA</li> <li>• AC&amp;L</li> </ul>
<ul style="list-style-type: none"> <li>• National Mutual Funds Management Limited</li> </ul>	<ul style="list-style-type: none"> <li>• AXA</li> </ul>
<ul style="list-style-type: none"> <li>• NMMT Ltd</li> </ul>	<ul style="list-style-type: none"> <li>• Summit</li> <li>• Generations</li> <li>• AXcess SMSF</li> </ul>
<ul style="list-style-type: none"> <li>• N.M. Superannuation Pty Limited</li> </ul>	<ul style="list-style-type: none"> <li>• Summit</li> <li>• Generations</li> <li>• North</li> </ul>

• Multiport Pty Ltd	• multiport
• Alliance Capital Management Australia Limited	• Alliance
• ipac asset management limited	• iAccess
• AllianceBernstein Australia Limited	• AllianceBernstein
• AXA Rosenberg Investment Management Asia Pacific Limited	• AXA Rosenberg

## Privacy

Pace Rowlands Bell Financial maintains a record of your personal information. You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

A copy of any recommendations made to you will be retained by Pace Rowlands Bell Financial for seven years. Please contact Pace Rowlands Bell Financial to review your file.

Charter Financial Planning and Michael Allen implement a privacy policy, which ensures the privacy and security of your personal information. You can request a copy of the policy from Pace Rowlands Bell Financial.

Another financial adviser may be appointed to you if Michael Allen leaves Charter Financial Planning or is unable to attend to your needs due to an extended absence from the business. In these circumstances, Charter Financial Planning will write to you advising you of the change.

If you choose to appoint a new financial adviser, your new adviser will be provided access to your policy information. They will be responsible for providing you with ongoing advice relating to those policies and all future advice fees deducted from the policy/(ies) will be paid to your new adviser.

## Professional indemnity insurance

Professional indemnity insurance is maintained by Charter Financial Planning and Michael Allen to cover advice, actions and recommendations which have been authorised by Charter Financial Planning and provided by Michael Allen. The insurance satisfy the requirements imposed by the Corporations Act 2001 and financial services regulations.

## What should you do if you have a complaint?



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

- Contact your financial adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three days, please contact Charter Financial Planning on 137 292 or put your complaint in writing and send it to:

Charter Financial Planning  
 Attention: Complaints Case Manager  
 Advice and Licensing  
 Level 9, 750 Collins Street  
 DOCKLANDS VIC 3008

Charter Financial Planning will try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Scheme listed in the following table.

Type of complaint	External complaints service
Financial advice, investments, superannuation or insurance matters	Financial Ombudsman Service (FOS) on 1800 780 808
Personal information held	The Privacy Commissioner on 1300 363 992

The Australian Securities and Investments Commission (ASIC) may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.