

6 May 2010

Financial Services Guide



We've Redefined Financial Planning.



Financial Services Guide

Important

The Purpose of this Financial Services Guide (FSG)

This FSG is an important disclosure document, providing you with information about Partnership Financial Services Pty Ltd (PFS), SFM (SFM) and your Adviser, and is designed to help you decide whether to use the financial services we offer. The FSG also contains information about remuneration that may be paid to us in relation to the services we offer and information on how we deal with complaints.

Other documents you may receive

- **A Statement of Advice (SoA)**

If we provide you with personal financial advice (rather than general advice) we will give you a SoA. Personal financial advice refers to advice that takes into account one or more of your personal objectives, financial situation and/or needs. The SoA will outline the advice provided, the basis for the advice and information regarding remuneration. Certain further advice may be provided over the telephone, in a meeting or by letter without giving you a SoA. If we do not give you a SoA, you may request a written record of the further advice up to seven years after the day on which the advice was originally given, simply by contacting your Adviser.

- **A Product Disclosure Statement (PDS)**

Where we recommend a financial product to you, we will provide you with a PDS which contains specific information on the features, costs, risks and benefits of the particular product, as well as information designed to assist you in making an informed decision about whether to acquire the product.

Our associations and relationships

Strategic Financial Management Limited is a Corporate Authorised Representative of PFS. PFS holds Australian Financial Services License Number 220381 for the provision of services outlined in this FSG.

PFS is a wholly owned subsidiary of Plan B Group Holdings Limited, a public company listed on the Australian Stock Exchange. Plan B Trustees Limited is also a wholly owned subsidiary of Plan B Group Holdings Limited. Plan B Trustees Limited issues financial products that are approved and recommended by PFS and SFM. PFS can also recommend and arrange for the issue of financial products from a significant range of financial product issuers outside the Plan B Group of companies.

Plan B Group Holdings Limited holds a majority shareholding in SFM, a 100% shareholding in PFS and Plan B Trustees Limited and shares in each of the companies profits. Your adviser may hold shares in SFM and Plan B Group Holdings.

How you can provide us with instructions

You can provide your Adviser with instructions in person, via telephone, fax or email. However, all investment lodgements and redemptions must generally be in writing.

Services your Advisers are authorised to provide

Your Adviser is authorised to provide financial product advice to clients and arrange for clients to apply for, acquire or dispose of financial products.

Your Adviser is authorised to provide these services for the following classes of financial products:

- deposit and payment products
- debentures, stocks or bonds
- life products
- managed investment schemes
- retirement savings accounts
- securities
- superannuation

You may request your Adviser to present you with a written notice of these authorisations.

Professional Indemnity Insurance

PFS holds a Professional Indemnity insurance policy which complies with its obligations under the Corporations Act 2001.

How we manage your personal information

In accordance with the Privacy Act 1988, PFS and SFM have a detailed Privacy Policy which governs any personal information we collect. A copy of our Privacy Policy is attached to this FSG.

How you pay for the products and services you receive

All fees and methods of payment related to the products and services provided to you will be agreed with you in advance. Generally, you can choose to be invoiced directly or you can arrange for an amount to be automatically deducted from your investments and then paid to PFS.

Your Adviser will disclose fully any remuneration that your Adviser, SFM, PFS or related parties receive in connection with those products when you are provided with personal advice.

Up-front fee

The initial meeting is free and you are under no obligation to proceed further. Our minimum fee for preparing a financial plan is \$5,500, including GST.

If your circumstances are complex or additional work will be required to complete your financial plan your Adviser will inform you at the outset that a higher fee may apply.

Should you decide not to implement the recommended strategy, the fee payable for the preparation of a Statement of Advice and services already provided to you is payable in full.

Ongoing Service fee

If you choose to retain the services of your Adviser on an ongoing basis an ongoing fee is charged for the provision of financial advice, investment advice and administration services. The annualised amount is set out in the schedule below:

Value of your portfolio assets	Ongoing fee (ex GST)	Ongoing fee (inc GST)
First \$2,000,000 ¹	1.00% pa	1.10% pa
Next \$2,000,000	0.75% pa	0.825% pa
Balance over \$4,000,000	0.50% pa	0.55% pa

¹A minimum fee of \$1,100 (inc GST) per month will apply

The ongoing fee is payable monthly via direct debit from your nominated bank account and is only levied on assets that fall under the responsibility for advice by SFM or as mutually agreed.

For example, if you have \$4,000,000 of assets managed by SFM, then the fee payable by you to SFM will be \$38,000pa (including GST). This is an effective rate of 0.96% pa on the \$4,000,000 (and 0.55% pa will be charged on any additional assets managed by SFM over and above this).

If we are able to accurately calculate what our fees will be at the time we give you personal advice, we will advise you of the amount at that time. Otherwise, we will provide as good an indication as we can at that time.

Insurance premium

If you purchase or renew a life insurance policy we have recommended you will be required to pay a premium to the insurer. The amount of the premium depends on the recommended policy and will be disclosed when personal advice and a PDS are provided to you by your Adviser.

Any other fee for service

You may enter into an agreement to retain your Adviser on another fee basis, such as an hourly rate. This will be outlined when personal advice is provided to you by your Adviser.

Product charges

If you invest in a financial product that is recommended to you, the product issuer will charge a fee for the administration of your investment and/or for providing access to investment options. These fees depend on the particular financial product that is recommended and are included in the PDS that your Adviser will give you.

The product provider may pay part of any of the above fees to SFM, Any fees that SFM may receive from product providers will be disclosed to you, and if it is greater than \$100 pa, then these fees will be fully refunded to you.

How we are remunerated

All SFM employees receive a salary and may also be entitled to receive an annual performance bonus in monetary form. Your Adviser is a director and a shareholder of SFM and may share in the profits of the company.

If you have been referred to SFM by a third party, we will not pay that third party a referral fee.

Plan B Group Holdings Limited has entered into arrangements with SFM to acquire the remainder of SFM's shares from your adviser over the next three years. The amount of this payment depends upon the financial performance of SFM.

The remuneration that may be received by PFS and SFM is set out below. Details of the remuneration will be disclosed fully when you are provided with financial advice. Please note that this remuneration is not in addition to the fees and charges outlined previously.

Up-front fee

SFM will retain 95% of all up-front fees. The remaining 5% will be paid to PFS. The amount of up-front fees will be disclosed when personal advice is provided to you by your Adviser.

Ongoing service fee

SFM will retain 95% of any ongoing services fees that you pay. The remaining 5% will be paid to PFS.

Insurance brokerage

If you purchase or renew a life insurance policy we have recommended, the insurer will pay a percentage of your premium to SFM as brokerage. SFM will retain 95% of the brokerage and pay PFS the remaining 5%. The specific rate of brokerage depends on the policy. We will calculate and disclose the amount of brokerage at the time the policy is recommended to you.

Any other fee for service

SFM will be paid 95% of any other fees for services that you pay. The remaining 5% will be retained by PFS.

Product charges, commissions and other benefits

PFS may receive initial and ongoing commission payments. 95% of these payments will be paid to SFM. PFS will retain the remaining 5%. The initial and ongoing commissions are payable by product providers using their own resources and do not affect your application amount. As such, the payment of ongoing commissions will not affect the value of your investments.

Your Adviser may also receive other benefits from product providers (for example, interstate conferences, hospitality, events) to assist in training advisers and marketing their products. A register outlining all benefits which have been received by your Adviser is available on request.

How we deal with complaints

We have established procedures to ensure all enquiries and complaints receive proper consideration and are dealt with appropriately. If you have a complaint about the service provided to you, please take the following steps:

1. Contact your Adviser immediately and explain the complaint.
2. If your complaint is not satisfactorily resolved within three days, please contact Compliance Manager, PFS on 1300 100 737, or put your complaint in writing and send it to us. We will try to resolve your complaint as quickly and fairly as possible.
3. If you still do not receive a satisfactory outcome and you wish to take your complaint further you can contact the following body, of which PFS is a member:

Financial Ombudsman Service
GPO Box 3, Melbourne Victoria 3001
Phone: 1300 78 08 08 Fax: 03 9613 6399
Email: info@fos.org.au

The SFM Process

1. An initial meeting to ascertain:
 - your objectives;
 - your current financial position, including:
 - assets and liabilities
 - tax strategies and associated tax entities (trusts and companies)
 - investment strategy
 - life insurance policies
 - wills and power of attorneys
2. Preparation of a written report (Statement of Advice) that:
 - identifies your financial objectives and your current financial position;
 - details our recommendations;
 - provides an explanation for each recommendation;
 - enables **you** to make informed financial decisions.
3. Periodic review of:
 - your financial objectives;
 - your financial position; and
 - our advice to you.

What ongoing services are provided to you?

SFM offers a comprehensive service to ensure that you are on track to achieve your financial objectives. In addition to the review of the advice we provide you (as previously detailed). Other ongoing services include:

- Administration of your investment portfolio
- Comprehensive reports on your investment portfolio including:
 - portfolio valuation
 - transaction reports
 - performance reports
 - consolidated group holding reports
 - tax reports

Can SFM guarantee the success of your financial plan?

SFM cannot guarantee the success of your financial plan. However, SFM will provide you with the necessary information in order for you to make an informed financial decision.

SFM will therefore explain to you the advantages and disadvantages associated with all recommendations.

You should ensure you fully understand these risks, including:

- the potential disadvantages of implementing the recommendation, and
- the potential disadvantages of **not** implementing the recommendation.

What are your rights and SFM's obligations?

- SFM must provide you with a FSG (this document) before providing you with financial advice or dealing on your behalf.
- If there is any change to the FSG (relating to information that must be disclosed to you), then SFM must provide you with an updated FSG before providing further financial services to you.
- If personal advice is provided to you, SFM must provide you with a Statement of Advice (SoA).
- A SoA must disclose the exact amount of any commission received by a referring party, SFM or other related parties in relation to that advice. (If the exact amount cannot be calculated at that time, the method of its calculation will be disclosed.)
- If a recommendation is made to acquire a particular financial product (other than securities such as listed shares,) SFM must provide you with a Product Disclosure Statement (PDS).
- You have the right to know about details of commissions and other benefits SFM receive for recommending investments when we have considered your financial situation, objectives and needs.
- You have the right to receive advice that is suitable to your investment objectives, financial circumstances and particular needs if you have given adequate and accurate details about these matters.
- This requires SFM to maintain a confidential record of your financial situation, investment and lifestyle objectives. You have the right to examine this file at any time.
- You have the right **not** to divulge any personal or financial information to us. However, this may result in a recommendation that is not suitable for you.
- You have the right to know about the risks associated with the investment or strategy recommended.
- The Australian Securities and Investments Commission (ASIC) also has a Freecall Infoline on 1300 300 630 which you may use to obtain information about your rights.



Adviser Profiles



Patrick Hardwick CFP®

Managing Director, Financial Adviser

Authorised Representative Number 334870

Patrick has completed a Bachelor of Business in Financial Planning at RMIT University and is a CERTIFIED FINANCIAL PLANNER™ professional.

Patrick has over 10 years experience in the financial services industry, which includes senior roles within the Private Bank of a large domestic bank and an international investment bank.

Alan Krakouer

Director, Financial Adviser

Authorised Representative Number 334871

Alan has completed a Bachelor of Science majoring in Mathematics, a Graduate Diploma in Financial Planning and is currently completing a Masters of Tax in the Graduate Law Program at the University of Melbourne.

Alan has more than 13 years experience in the financial services industry, which includes over 7 year experience as a financial planning adviser/analyst and 5 years experience as an actuarial analyst.

Mark Lipshut

Financial Adviser

Authorised Representative Number 245005

Mark has completed a Bachelor of Commerce at the University of Melbourne and has a Graduate Diploma in Financial Planning.

Mark has over 7 years experience in the financial planning industry and oversees the preparation and implementation of your financial plan.

Strategic Financial Management Pty Ltd

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Corporate Authorised Representative No 334873

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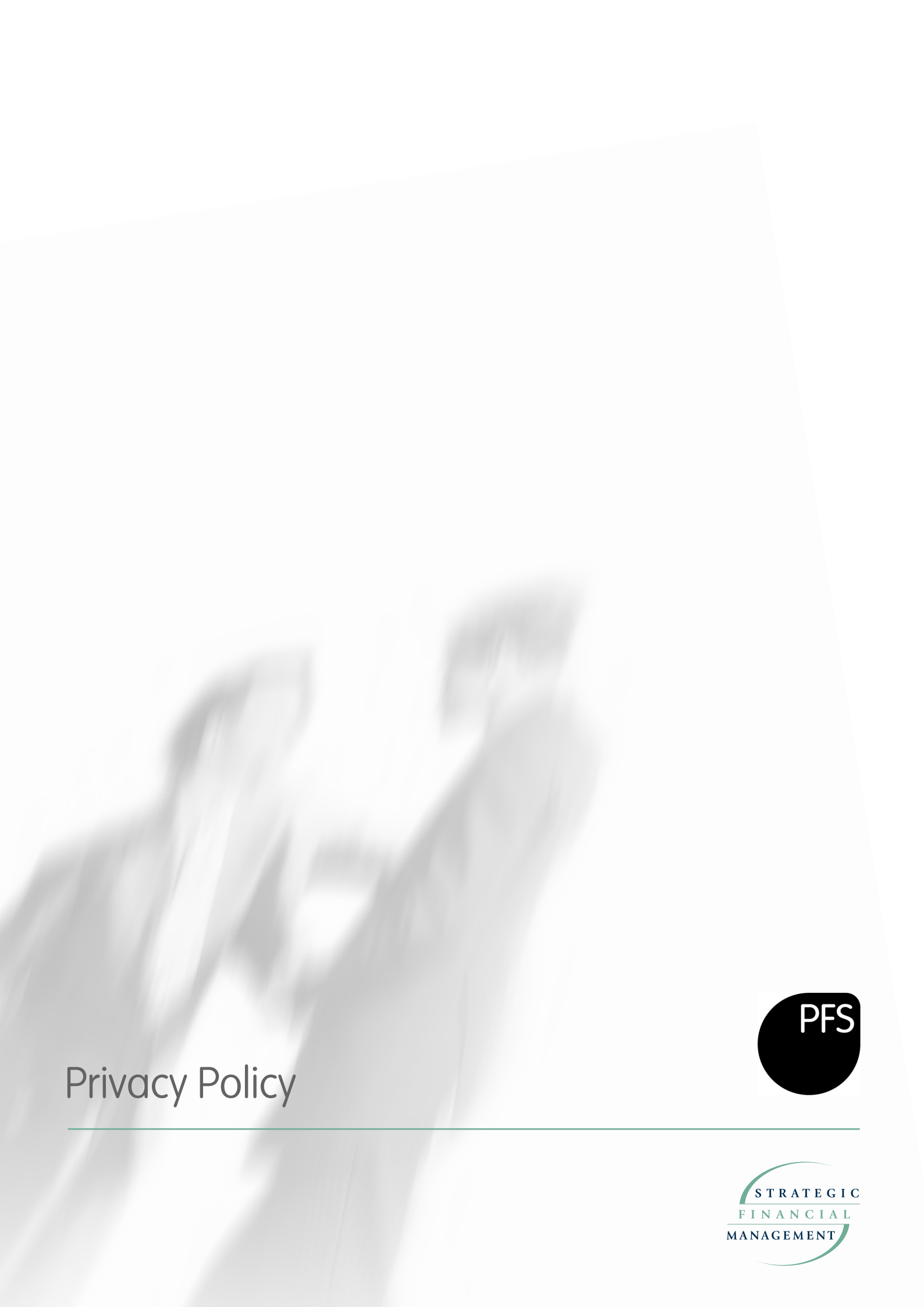


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Privacy Policy





Our Commitment

At Partnership Financial Services Pty Ltd we recognise that your privacy is very important to you. We handle personal information provided by and about people every day. By personal information we mean information or an opinion about a person whose identity is apparent or can reasonably be ascertained.

We are bound by, and committed to supporting, the National Privacy Principles (NPPs) set out in the Privacy Amendment (Private Sector) Act 2000. Our aim is to both support, and ensure that we comply with, the NPPs that form the basis of laws introduced to strengthen privacy protection for the general public. The information set out below is largely a summary of our obligations under the NPPs.

We believe that this Policy will address any potential concerns you may have about how personal information you provide to us is collected, held, used, corrected, disclosed and transferred. You can obtain more information on request about the way that we manage the personal information we hold. If you seek any further information please contact us in one of the ways set out below.

Collection

As a financial planning organisation, we are subject to certain legislative and regulatory requirements which necessitate us obtaining and holding detailed information which personally identifies you and/or contains information or an opinion about you ("personal information"). In addition, our ability to provide you with a comprehensive financial planning and advice service is dependent on us obtaining certain personal information about you, including (but not exclusively):

- employment details and employment history
- details of your financial needs and objectives;
- details of your current financial circumstances, including your assets and liabilities (both actual and potential), income, expenditure, insurance cover, estate planning and superannuation;
- details of your investment preferences and aversion or tolerance to risk;
- information about your employment history, employment circumstances, family commitments and social security eligibility;

Failure to provide the personal information referred to above may expose you to higher risks in respect of the recommendations made to you and may affect the adequacy or appropriateness of advice we give to you. We will not collect any personal information about you except when you have knowingly provided that information to us or authorised a third party to provide that information to us.

Generally, collection of your personal information will be effected in either face to face interviews, over the telephone, e-mail or by way of facsimile. From time to time additional and/or updated personal information may be collected through one or more of those methods.

We will only collect, maintain and use personal information about you if it is necessary to enable us to adequately provide to you the services you have requested, including:

- the preparation of your Statement of Advice;
- the provision of financial planning advice to you;
- making securities and investment recommendations;
- reviewing your Statement of Advice;
- reviewing securities and investment recommendations.

Use and Disclosure

We will not use or disclose personal information collected by us for any purpose other than:

- the purposes for which it was provided or secondary related purposes in circumstances where you would reasonably expect such use or disclosure; or
- where you have consented to such disclosure; or
- where the National Privacy Principles authorise use or disclosure where required or authorised under law, in circumstances relating to public health and safety and in connection with certain operations by or on behalf of an enforcement body.



We are required under the Rules of Professional Conduct of the Financial Planning Association of Australia to make certain information available for inspection by the Association on request to ensure ongoing compliance with mandatory professional standards. This may involve the disclosure of your personal information. We are also obliged pursuant to the Corporations Act to maintain certain transaction records and make those records available for inspection by the Australian Securities and Investments Commission.

We may use the personal information collected from you for the purpose of providing you with direct marketing material such as articles that may be of interest to you. However, you may contact us to request not to receive such information and we will give effect to that request. Please allow two weeks for your request to be actioned.

We may disclose your personal information to superannuation fund trustees, insurance providers, product issuers and other service providers for the purpose of giving effect to your Statement of Advice and the recommendations made by us.

In order to ensure that you receive a personal and tailored service, your personal information may be transferred to one of our agents or Authorised Representatives who will be your primary point of contact with the organisation. It is a condition of our agreement with each of our Authorised Representatives that they adopt and adhere to this Privacy Policy. You can be assured that your information will be maintained by any agent or Authorised Representative in accordance with this policy. You should contact us if you have any concerns in this regard.

In the event that we propose to sell our business we may disclose your personal information to potential purchasers for the purpose of them conducting due diligence investigations. Any such disclosure will be made in confidence and it will be a condition of that disclosure that no personal information will be used or disclosed by them. In the event that a sale of our business is effected, we may transfer your personal information to the purchaser of the business. As a client you will be advised of any such transfer.

Sensitive Information

Some personal information is specifically defined in the Act to be sensitive information. This information cannot be collected unless your consent is given or it is required by law. Sensitive information includes information (or an opinion) about someone's health, religious, political or philosophical beliefs, sexual preferences, criminal record or membership of political, trade union, professional or trade associations.

Partnership Financial Services Pty Ltd collects sensitive information where insurance cover is applicable, both at the initial application for membership stage and at the time when a claim is made and being processed.

Access and Correction

Your personal information is generally held in your client file. Information may also be held in a computer database.

We will at all times seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure. At all times your personal information is treated as confidential and any sensitive information is treated as highly confidential. All paper files are stored in lockable cabinets which are locked out of hours. Access to our premises is controlled by only allowing personnel with security passes to gain entry. All computer based information is protected through the use of access passwords on each computer and screen saver passwords. Data is backed up each evening and stored securely off site.

In the event you cease to be a client of this organisation, any personal information which we hold about you will be maintained in a secure storage facility for a period of 7 years in order to comply with legislative and professional requirements, following which time the information will be destroyed.

You may at any time, by contacting us, request access to your personal information and we will provide you with access to that information either by providing you with copies of the information requested, allowing you to inspect the information requested or providing you with an accurate summary of the information held. We will, prior to providing access in accordance with this policy, require you to provide evidence of your identity.

We will not provide you access to personal information which would reveal any confidential formulae or the detail of any in house evaluative decision making process, but may instead provide you with the result of the formulae or process or an explanation of that result.

We will not provide you with access to your personal information if:

- providing access would pose a serious threat to the life or health of a person;
- providing access would have an unreasonable impact on the privacy of others;



- the request for access is frivolous or vexatious;
- the information related to existing or anticipated legal proceedings between us and would not be discoverable in those proceedings;
- providing access would reveal our intentions in relation to negotiations with you in such a way as to prejudice those negotiations;
- providing access would be unlawful;
- denying access is required or authorised by or under law;
- providing access would be likely to prejudice certain operations by or on behalf of an enforcement body or an enforcement body requests that access not be provided on the grounds of national security.

In the event we refuse you access to your personal information, we will provide you with an explanation for that refusal.

We will endeavour to ensure that, at all times, the personal information about you that we hold is up to date and accurate. In the event that you become aware, or believe, that any personal information we hold about you is inaccurate, incomplete or outdated, you may contact us and provide evidence of the inaccuracy, incompleteness or outdatedness. We will, if we agree that the information requires correcting, take all reasonable steps to correct the information.

If we do not agree that your personal information requires correcting, we must, if you request, take reasonable steps to ensure that whenever your personal information is accessed or handled in the future, it is apparent that you are not satisfied as to the accuracy or completeness of that information.

We will endeavour to respond to any request for access within 14-30 days depending on the complexity of the information and/or the request. If your request is urgent please indicate this clearly.

Identifiers

We will not adopt as our own any identifiers that you may provide to us such as Tax File Numbers, Medicare numbers etc.

Anonymity

You will only be able to interact with us without identifying yourself when making general inquiries on the telephone. You will need to identify yourself appropriately if you require information about your personal investment details.

Sending Data Overseas

We will not send any personal information about you overseas unless you consent to this, or we reasonably believe that the other country has privacy laws substantially similar to our own, or we provide the information in other circumstances giving like protection.

Complaints Resolution

If you wish to complain about any breach or potential breach of this Privacy Policy or the National Privacy Principles, you should contact us and request that your complaint be directed to the Privacy Officer. Your complaint will be considered within 7 days and responded to. It is our intention to use our best endeavours to resolve any complaint to your satisfaction, however if you are unhappy with our response you are entitled to contact the Office of the Privacy Commissioner on 1300 363 992 or visit the Privacy Commissioner's website at www.privacy.gov.au who may investigate your complaint further.

Contact Us

If you seek any further information from Partnership Financial Services Pty Ltd about the Privacy Policy please contact our Privacy Officer at:

Partnership Financial Services Pty Ltd
Level 28 Central Park
152 – 158 St Georges Tce
Perth WA 6000

PO Box 7008 Cloisters Square
Perth WA 6850

Phone: (08) 9288 1000