

FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is issued by Respect Financial Services Pty Ltd ABN 80 624 859 758, Australian Financial Services License no. 508000 referred to as "RFS", 'we', 'us' and 'our'. Any reference to Adviser includes the Adviser's company. This FSG is authorised by us for distribution only via our website.

The FSG is an important document that describes our financial planning and advisory services to assist you to decide whether to use any of the services offered in this FSG. It describes how we, our Authorised Representatives (and any other relevant persons) are remunerated, our professional indemnity insurance and how we handle any complaints you may have.

The terms Representative, Authorised Representative, Corporate Authorised Representative, and Advice Provider means that a person, or entity, is authorised to represent a business that holds an Australian Financial Services License (AFSL). RFS is the holder of an AFSL and is therefore responsible for the financial services provided by its Advisers, including the distribution of their FSG.

As there are many different titles in the marketplace describing such authorised representatives and advice providers throughout this document we are describing them as Adviser(s) or your Adviser(s).

Our Advisers may give you other documents when providing our services. These may include:

- **Statements of Advice**—If our advisers provide you with advice about your personal circumstances, they will set out their advice in a Statement of Advice (or in some cases, a shorter document called a Record of Advice). This will also tell you how we, our Authorised Representatives (and any other relevant persons) are remunerated for the advice given to you. When you are provided further advice, we may not give you a Statement of Advice, however the Adviser will record the advice and you can ask for a copy of the advice by calling them.
- **Product Disclosure Statements**—If you are recommended to acquire a financial product, the Adviser will also provide you with a Product Disclosure Statement containing information about the product's features and risks.

OUR SERVICES

We hold an Australian financial services licence, Respect Financial Services AFSL 508000.

RFS is authorised to provide product advice on and to deal in the following strategies and classes of products:

Strategies

Financial planning strategies including:

- Tax planning (in consultation with your tax adviser)
- Estate planning
- Business succession planning including life risk insurance
- Life Insurance and risk management
- Pre and post retirement planning
- Retirement income
- Investments
- Self-managed superannuation funds (SMSF)
- Wealth creation and accumulation
- Gearing
- Standard Margin lending
- Superannuation and rollover advice
- Asset allocation and management advice
- Ongoing advice and review services

Product Classes

- 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, and Life Risk Insurance Products.
- Interests in managed investment schemes including: Investor directed portfolio services.
- Retirement savings accounts (RSA) products (within the meaning of the Retirement Savings Account Act 1997).
- Securities.
- Standard Margin Lending.
- Superannuation.

Your Adviser may only be authorised to provide advice in some of the above areas.

Please note that only products approved by RFS may be recommended by your Adviser.

If you hold a specific product which is under a class of product covered by our AFSL, your Adviser may review and advise you on this product even though it is not on our Approved Product List (APL). However, your Adviser will not be able to deal in, write or arrange further business on this product if it:

- is not on our APL;
- is a product on which your Adviser is not authorised to provide personal advice. The Adviser Profile outlines the classes of financial products on which they can provide advice; and
- is part of any arrangement where your Adviser can make changes to your portfolio before obtaining your consent.

Your Adviser may also conduct separate business activities such as general insurance and other services not provided under our licence. We are only responsible for the financial products and services described in this FSG and on our APL. Your Adviser must declare whether they are a registered (tax) adviser and the tax (financial) advice service they are authorised to provide.

HOW CAN YOU DEAL WITH US?

Your Adviser acts as our Authorised Representative when providing personal advice to you and therefore we are responsible for any advice given. Your Adviser is under an obligation to act in your best interests in relation to any personal advice provided to you (known as the 'best interest duty').

Your Adviser is authorised by us to give you personal advice, but in order for them to do so, you need to provide them with information about your needs, goals and objectives. If you choose not to provide your Adviser with this information, any advice they provide may not be appropriate to your needs.

You may specify how you would like to give your Adviser instructions, for example, in writing, by telephone, Skype, email or other means. However, in some instances your Adviser will require your instructions to be in writing.

For your own protection, you should not:

- sign any blank forms or documents
- appoint any financial adviser to act as your attorney or authorised signatory
- nominate any financial adviser to receive your statements without you also receiving a copy, or
- give your financial adviser unclear or misleading instructions or false information.

It is important that you provide your Adviser with complete and accurate information about your circumstances and you take the time to check any assumptions your Adviser makes and the basis for our advice. If you don't their advice may not be appropriate for your needs.

Naturally, your circumstances may change over time. When this happens, the initial advice and recommendations may no longer be appropriate for you. Your Adviser can periodically review your financial position, personal circumstances, financial goals and investment strategies to decide whether those strategies and goals and the financial products you hold are appropriate. Or, you can contact your Adviser for a review when your circumstances change.

HOW WE ARE PAID

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. The payment options for the provision of financial services will be discussed with you by your Adviser and are as follows:

- Fee for service
- Implementation fees
- Transaction fees
- Brokerage/Remuneration
- Ongoing service fees
- Or a combination of the above depending on what best suits the client.

Please note that the type of payment option can also depend on the type of product and/or advice implemented, and your Adviser will discuss this with you. All fees and remunerations must be paid to us, the AFSL holder. We will then forward on to your Adviser their share of the fee or remuneration. No fee or remuneration is allowed to be paid to your Adviser directly or by way of direct debt to your Adviser's account.

Financial planning and investment services	<p>For clients to whom we provided services before 1 July 2014, we and our Advisers may receive an ongoing commission from the product issuer (usually at the end of each month or annually). The amount varies depending upon the product and arrangements made with your adviser at that time, but is normally in the range of:</p> <ul style="list-style-type: none">• Investment and superannuation– up to 4.4% of the funds invested.• Investment and superannuation held through a platform – up to 4.4% of the funds invested.• Insurance– between 0% and 25% of the premium you pay.• Margin lending– up to 5% of the interest payable on your outstanding loan amount. <p>Your adviser may offer a number of ways that they can be remunerated for their effort and advice. These include:</p> <ul style="list-style-type: none">• Hourly rate• Fee For Service
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	<p>Hourly rate - The rate will be determined by the Adviser and clearly disclosed prior to undertaking any work, it will depend on the nature of the services you ask them to provide, for example:</p> <ul style="list-style-type: none"> • Financial planning and investment advice - \$330 incl. GST per hour • Implementation of our advice - \$165 incl. GST per hour • Ongoing review services - \$330 incl. GST per hour • Administration support - \$165 incl. GST per hour <p>Fee For Service - Some Advisers may charge based on the type of financial planning and investment services they provide to you, for example:</p> <ul style="list-style-type: none"> • Initial advice fee - For initial review and advice, a fee of between \$550 to \$2500 inc. GST, depending on the complexity of your situation. We may ask you to pay this in advance. • Implementation fee – For implementing their recommendations, a fee of between \$330 to \$1500 inc. GST, depending on the extent of the work required. • Ongoing advice fee – If you ask your Adviser to provide ongoing review and advice services, they may charge you between 0.44% - 1.1% of the value of the investments that they manage for you or an agreed dollar amount based on the level of service required. • Share transactions - If we recommend you buy or sell shares, we may charge a fee of up to 4.4% of the value of the trade when we arrange it for you (in addition to the brokerage charged by your stockbroker). <p>Fees will be based on your individual circumstances, the complexity of your situation and the time it takes to prepare personal financial advice for you. Your Adviser will provide a fee estimate when you engage them to provide services to you.</p>
Life insurance services	If Advisers arrange life insurance for you, we and your Adviser will receive a commission from the insurer with whom your insurance is placed. The amount is a percentage of the premium (excluding taxes and statutory charges) and is included in the premium quoted to you. Your Adviser will tell you the amounts that we will receive (or if they do not know, the way the remuneration will be calculated) when they advise you about your insurance requirements. This commission is included in the premium for the policy.
Remuneration and other payments paid by product providers	If you implement a financial product through us, we may receive payments in the form of initial remuneration and/or ongoing remuneration from the financial product providers. These remunerations are included in the fees and premiums you pay for the product. This is not an additional cost to you.
Other benefits Corporate Partnership Program	Product providers listed on our APL may be invited to participate in a Corporate Partnership program. The payments received through this program are utilised to provide training and educational opportunities for your Adviser. Your Adviser does not share directly in these payments but may benefit indirectly through the provision of subsidised conference attendance and training costs. Your Adviser may also receive a range of other benefits, up to \$300, in value from product providers such as marketing support or sponsorship, entertainment and conferences, which will be disclosed in your SoA.

WHO WE PAY?

Advisers	We will also ask you to agree that they also receive a share of the fees you pay us or the commissions we receive. The actual amounts and splits will be clearly disclosed on the Statement of Advice or in a Record of advice.
Referrers	If you were referred to us, we may pay the person who referred you up to 33% incl. GST of the remuneration we receive for providing services to you.

IMPORTANT ASSOCIATIONS

Referral arrangements

Our Advisers may refer you to like-minded professionals if you need help with legal matters such as Wills, Power of Attorney, Accounting or specialist Taxation advice and other Financial Service Providers, these may be referred to in any advice document provided to you.

Other

Some of our Advisers are shareholders in RFS. Within the group of companies there may be common directorships. Directors may receive an annual remuneration for the provision of their services to the relevant company.

OUR PROFESSIONAL INDEMNITY INSURANCE

We have professional indemnity insurance in place which covers us for any errors or mistakes relating to our financial planning services. This insurance meets the requirements of the Corporations Act and covers the services provided by our Advisers, our Authorised Representatives and/or referrers after they cease working with us provided we notify the insurer of the claim when it arises, and this is done within the relevant policy period.

WHAT TO DO IF YOU HAVE A COMPLAINT?

If you wish to complain about our services, you can either discuss the matter with your Adviser or contact our Complaints Officer directly on 08 6388 8052 or email at complaints@respectfs.com.au. We will acknowledge receipt of your complaint immediately and attempt to resolve it within 45 days.

We are a member of the Australian Financial Complaints Authority (AFCA), an external dispute resolution scheme. If you are not satisfied with the manner in which we handle your complaint, you are entitled to take your complaint to them. Their contact details are on their website, www.afca.org.au or via 1800 931 678. You can access this scheme for free and any decision they make is binding on us, but not on you.

HOW WE PROTECT YOUR PRIVACY?

We and our Advisers are committed to protecting your privacy. We and our Advisers use the information you provide to advise you on your financial circumstances, goals and strategies. We and our Advisers provide your information to the product issuers with whom you choose to deal (and their representatives). We do not trade, rent or sell your information. We and our Advisers may disclose your information to recipients overseas for the purpose of administrative tasks, such as: research for and the production of Statements of Advice and Records of Advice.

We or our Advisers may store your information in the 'cloud' for the purposes of preparing advice, comparing strategies, data storage and file backups. These 'cloud' service providers may be in countries not regulated by laws, which protect your information in the way that is similar to the Privacy Act. If a recipient is not regulated by laws, which protect your information in a way that is similar to the Privacy Act, your Adviser will seek your consent before disclosing your information to them.

We will not nor, will your Adviser be accountable for any recipient's breach of Australian privacy laws and you will not be able to seek redress under those laws.

Your Adviser will seek your acknowledgement in their engagement letter. When we or your Adviser recommends a financial product, you will provide the product providers PDS which will outline their privacy policy. If you don't provide your Adviser with full information, they can't properly advise or assist you with your financial service needs.

If your Adviser leaves us and starts providing financial services under another AFSL, your information may be transferred to the new licensee. You will be advised of any such transfer prior to it taking place and you will be given the opportunity to remain with one of our RFS' Advisers if you prefer to do so.

For more information about how to access the information we or your Adviser hold about you, how to have it corrected and how to complain if you think we or your Adviser have breached the privacy law, ask us or your Adviser for a copy of our Privacy Policy by contacting us on 08 6388 8052 or visiting our website at www.respectfs.com.au

HOW CAN YOU CONTACT US?

The AFS Licensee

Respect Financial Services Pty Ltd, ABN: 80 624 859 758, AFS Licence No: 508000

Registered Address: Unit 6, 41 Catalano Circuit, Canning Vale WA 6155

Postal Address: PO Box 1281 Canning Vale DC WA 6970

Ph: 08 6388 8052, Email: complaints@respectfs.com.au www.Respectfs.com.au

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