



PO Box 367

Ormeau Qld 4208

Ph: 1300 65 99 26

Fax: 07 3807 1776

Website: www.bristolstreet.com.au

FINANCIAL SERVICES GUIDE

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This Financial Services Guide (FSG) is an important document which we are required to give you under the requirements of our Australian Financial Services (AFS) Licence. It provides you with information about Bristol Street Financial Services Pty Ltd to help you decide whether to use the financial services we provide. This FSG explains the services and types of products we can offer to you. It also explains how we (and other related persons) are remunerated for these services, and includes details of our internal and external complaints handling procedures and how you can access them. Bristol Street Financial Services Pty Ltd authorises the distribution of this FSG.

If you choose to use our services you may also receive from us a Product Disclosure Statement (PDS), Statement of Advice (SOA) and/or Record of Advice (ROA).

To invest in any of our recommended financial products you must complete the application form attached to the relevant PDS. The PDS contains information about the particular product and will assist you in making an informed decision about that product.

If we provide you with personal financial product advice rather than general financial product advice we will initially provide you with an SOA. Personal financial product advice is advice that takes into account one or more of your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and any associations which may have influenced the advice.

On an ongoing basis, an ROA will be provided instead of an SOA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided. You have the right to request a copy of your SOA and/or ROA at any time.

If you have a current industry or employer superannuation fund, we will only recommend a rollover to another superannuation fund if it is appropriate. However please note, we do not recommend specific industry or employer funds as new funds as they are not on our Approved Product List.

We will not provide advice on products that are not on our Approved Products List. Your adviser does not have authority to advise on products that are not Bristol Street Financial Services Pty Ltd approved.

We will not provide advice on classes of financial products other than those identified in Bristol Street Financial Services Pty Ltd's AFS Licence and are detailed in our Approved Products List.

Bristol Street Financial Services Pty Ltd is responsible for the advice provided and services offered to clients by an Authorised Representative of Bristol Street Financial Services Pty Ltd.

ABOUT US

Bristol Street Financial Services Pty Ltd is the Licensee and has authorised Advisers to provide financial services to clients. The extent of these authorisations depends on the training, education and experience of the Adviser and is shown in their Adviser Profile, which will accompany this guide.

Collectively we are an insurance, superannuation, financial planning and investment advisory firm with a record of achievement and reliability. We offer personal advice for each client who is treated as a valuable customer – not just a member.

We recommend products from our approved products list that we feel are appropriate to our client's needs.

OUR SERVICES

We provide advice on and arrange transactions in the following products and services:

| | | |
|---------------------------------------|----------------------------|---------------------------------|
| Basic Deposit Products | Investment Planning | Lifestyle & Retirement Planning |
| Centrelink Support | Life Insurance Products | Securities |
| Fixed Interest Deposits | Derivatives | Trauma Insurance |
| Gearing strategies & Margin Lending | Managed Investment Schemes | Superannuation |
| Government Debentures, Stock or Bonds | Redundancy Benefits | Retirement Savings Accounts |

INFORMATION WE NEED FROM YOU

We expect that you will provide us with accurate information that we request so that we have a reasonable basis on which to provide you with advice and to that which is in your best interests.

We strive to give our clients the most appropriate advice and the right products in order to meet their individual objectives, financial situation and needs. We also must ask our clients to provide personal information to their adviser, either in writing or verbally – this may involve a quite detailed process of both qualitative and quantitative data collection. We ask clients to ensure that their adviser becomes aware of any changes that may be relevant when advice is given in the future.

WHAT INFORMATION DO WE RETAIN ABOUT CLIENTS?

We maintain a record of your personal profile which may contain details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you, together with summaries of meetings and transactions. All these records are our property and must be retained for production to the regulatory authorities upon their request. If you wish to examine our file, please ask us and we will make arrangements for you to do so.

WHAT ARE THE POSSIBLE CONSEQUENCES OF NOT PROVIDING THIS INFORMATION?

You are of course at liberty to decline to provide some or all of this information. In this 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.

REFERRAL AND EXCHANGE OF PERSONAL INFORMATION WITH OTHER PARTIES

Bristol Street Financial Services Pty Ltd may disclose your personal information to third parties who provide services to us, in which case we will seek to ensure that the personal information is held, used or disclosed consistently with the Australian Privacy Principles.

We may also acquire information from external parties relating to the services you have authorised us to provide. Such external parties include, other professionals such as solicitors, tax agents, accountants and financial product and service providers.

Bristol Street Financial Services Pty Ltd will otherwise not transfer your personal information outside Australia or use, sell or disclose your personal information without your consent, unless permitted to do so under the Privacy Act or required to by law.

*** ALL INFORMATION IS KEPT STRICTLY CONFIDENTIAL ***

PRIVACY FOR OUR CLIENTS

We deal on behalf of clients with other licenced dealers, banks and financial institutions and we have obligations to comply with the National Privacy Principles set down by the Federal Privacy Commissioner. We have adopted these Privacy Principles for the treatment of personal information received from clients and others. Our Privacy Policy is available from our website or from your adviser.

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as a passport or a driver's licence. We will also retain copies of this information. We assure you that this information will be held securely. We cannot provide you with services if you are unwilling to provide this information.

PERSONAL FINANCIAL ADVICE

Personal financial advice is advice which relates specifically to you and your financial goals and circumstances and is tailored accordingly.

Our Representatives may discuss and consider tax, social security and estate planning matters when formulating recommendations. However, they are not professionals in this area and we therefore recommend that you also seek the services of industry professionals if these issues are relevant.

If we have insufficient detail about your financial circumstances, we will be unable to provide personal financial advice but may be able to provide some general advice.

STATEMENTS OF ADVICE (SOA)

When or as soon as practicable after Personal Financial Advice is provided, we will give you a Statement of Advice (SOA) setting out the advice, the basis on which the advice was given and any remuneration or other benefits that we, including our representatives and associates, may receive. We will also include details of any matter that might reasonably be expected to be capable of influencing us in providing the advice.

On an ongoing basis, a Record of Advice (ROA) will be provided if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last Statement of Advice.

RESPONSIBILITY FOR ADVICE GIVEN

Under its Licence, Bristol Street Financial Services Pty Ltd has authorised its representative to give advice and is therefore responsible for the advice you receive from them.

GENERAL FINANCIAL ADVICE

We will provide personal recommendations if you give us sufficient information about your circumstances to enable us to do so. Alternatively, we may provide general financial advice and it is up to you to determine whether the advice is appropriate in light of your particular investment needs, objectives and financial circumstances.

PRODUCT DISCLOSURE STATEMENTS (PDS)

When advice is given, we will also give you, where appropriate, a Product Disclosure Statement (PDS). This is issued by the product provider and contains information that you would reasonably require for the purpose of making a decision about whether to acquire the financial product. It will disclose details of any fees and charges payable for that product

WHAT ARE THE RISKS?

All investments have varying degrees of risk and varying rates of return. With most investments, the higher the potential returns the higher the level of risk. We will explain to you any significant risks of investments and strategies that we recommend to you. If you are unsure of the potential effects of these risks, you should ask us for further clarification.

BUYING AND SELLING INVESTMENTS

You may specify how you would like to give us instructions; for example, by telephone, fax or other means, but in all cases we must receive a written confirmation of these instructions.

RESEARCH

Insurance and Investment product recommendations will be drawn from our fully researched list that is regularly reviewed. We subscribe to world class research services. The research undertaken by analysts is basically their opinion. It can never be guaranteed and is only valid for a limited time.

REMUNERATION & BENEFITS FOR OUR SERVICES

FEES

To assist you in making an informed decision we will discuss with you and agree on any fees payable before or at the time of preparing any written advice. The Corporations Act requires us to fully disclose all fees and charges, so if you are in doubt please ask us to explain.

When applicable, our fee can be either an agreed amount for a particular service or a time based fee determined with your adviser.

Your adviser may charge you an initial asset based fee of as much as 5.5% (inclusive of GST) of the sum invested. Your adviser can also charge an ongoing service fee up to 2.2% (inclusive of GST) of the investment balance each year. You must authorise these fees before any investment is made. As an example, if you invest \$100,000 and the initial entry fee is 5.5% and the ongoing annual fee is 2.2% you will pay \$5,500 initially and \$2,200 each year thereafter. The fund manager will deduct the initial fee from the investment account and pay it (or most of it) to us. On each following year they will also deduct the ongoing annual fee as part of their management fee and pay it to us. (The ongoing amount paid will in fact vary because in practice the investment account balance will not stay at a steady \$100,000).

The ongoing services fee will be deducted monthly and paid to the adviser monthly. In some cases this can change however the maximum amount will still add up to no more than 2.2%.

Please note that we cannot levy a fee based on percentage of funds if the funds are borrowed (for example under a personal loan, home equity or margin loan). We will advise you of any alternative fee for service arrangement on those funds if applicable.

Full disclosure of all fees will be contained in the Statement of Advice that we prepare for you. However, you will not be charged unless you have agreed to engage our services and this agreement will generally be contained in your letter of engagement which is provided to you at the initial stage. You have a right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or representative.

COMMISSIONS

We may receive commissions from life insurers when acting on your behalf. These commissions are calculated as a percentage of the amount paid as a premium.

Additionally, we may receive trailing commissions from life insurers.

Typically, commissions are in the following ranges: *(including GST)*

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|-----------------------|---|
| Life Insurance (Risk) | Initial commissions of between 15% and 88% of the first year's premium, and Renewal fees of up to 22% of premiums in subsequent years |
|-----------------------|---|

Generally, all commissions are passed on to our advisers.

ONGOING FEE ARRANGEMENTS

If we have an ongoing fee arrangement with you which exceeds 12 months, then you will receive from us a Fee Disclosure Statement annually setting out the fees you have paid to us, the services that we contracted to provide and what we did provide to you over that period. Additionally, every two years we will send you a renewal notice requesting your consent for us to continue to provide services to you. We must have your consent within 30 days of that notice in order for us by law to continue to provide services to you.

REFERRALS

We may also pay a fee or commissions to persons who introduce or refer you to us.

OTHER FINANCIAL BENEFITS

As an Australian Financial Services (AFS) Licensee Bristol Street Financial Services receive money from various product providers for training purposes. In most cases product providers on our APL (Approved Product List) will hire venues to hold these training sessions on a monthly or annual basis.

SOFT DOLLAR BENEFITS / OR ALTERNATIVE REMUNERATION

Bristol Street Financial Services Pty Ltd and its representatives may from time to time receive noncash benefits with a cash value less than \$300. Details of benefits between \$100 and \$300 will be maintained on a register. These benefits will normally be a one off and will not be received from a product provider on a regular basis.

Bristol Street Financial Services Pty Ltd hosts a formal annual training event over a 3-4 day period. This event is attended by advisers of the Financial Services Licence and is funded by a variety of product providers on our APL. These funds are at no point directly received by advisers or myself within the Licence and do not in any way influence the recommendations made within this Statement of Advice.

OUR ASSOCIATIONS

Our Directors, employees or advisers may either directly or indirectly hold an interest in one or more product providers as part of their personal investments. No product provider exercises control over our activities. If a conflict of interest should arise it will be appropriately disclosed and the interests of the client will prevail in every circumstance.

DISCLOSURE OF RELATIONSHIPS

Ian Haisman is a Director of Bristol Street Financial Services Pty Ltd, Haisman PTY LTD, Bristol Street Training Academy trading as Bristol Street Property Invest and Bristol Street PTY LTD trading as Bristol Street Financial Services. Andrew Bingham is a Director of Bristol Street Financial Services Pty Ltd and a director of ANCB Pty Ltd Trading as Assured Future Financial Services. James Harman is a Director of Bristol Street Financial Services Pty Ltd and Principal of Harman Advisory Service Pty Ltd.

CONFLICTS OF INTEREST

Christopher Leary of Bristol Street Legal is a Director of Bristol Street Financial Services Pty Ltd. Ian Haisman and Christopher Leary are Directors of Bristol Street Taxation and are also Directors of Bristol Street Financial Services Pty Ltd. Your adviser may exchange client details between our Legal and Taxation associations at your request, either verbally or in writing; however, no money is paid for any client details exchanged.

If you have concerns with information being shared between different practices, please make your adviser aware in writing.

OUR COMPENSATION ARRANGEMENTS

Bristol Street Financial Services Pty Ltd confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912b of the Corporations Act 2001.

In particular, our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the Sum Insured for Bristol Street Financial Services Pty Ltd and our authorised representatives and

other representatives and employees in respect of our authorisations and obligations under our Australian Financial Services Licence.

This insurance will continue to provide such coverage for any authorised representative, other representative or employee who has ceased work with us, for work done whilst engaged with us.

IF YOU HAVE A COMPLAINT

We are all aware that circumstances may arise where a client wishes to express an opinion, seek clarification of an issue or simply inform us of expectations which were not met. Our Directors will take client complaints as a serious reflection on our standard of service and will attempt to personally resolve all issues. Where necessary a written reply or explanation will be provided to any client.

The steps to lodge a complaint are:

- 1. Contact your adviser and tell your adviser about your complaint.**
- 2. If your complaint is not satisfactorily resolved within 5 days,** please contact the Complaints Officer on 1300 659 926 or put your complaint in writing and send it to us at; Bristol Street Financial Services Pty Ltd, PO Box 367, Ormeau, QLD 4207. We will try and resolve your complaint quickly and fairly. Your complaint will be acknowledged within 5 working days of receipt. Bristol Street will aim to resolve all complaints within 45 days of receipt.
- 3. If we cannot reach a satisfactory resolution,** you can raise your concerns with the Financial Ombudsman Service (FOS) on 1300 780 808. FOS is the external dispute resolution service to which we subscribe.

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