

Financial Services Guide

This Financial Services Guide was prepared with the authority of ComCorp Financial Advice Pty Ltd, ABN 89 133 593 012, AFSL No. 331367. This document, together with a Planner Profile containing information about your financial planner's qualifications and experience, make up the Financial Services Guide.

ComCorp Financial Services Guide
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About this document

Financial advice is about making sure your finances are arranged in an appropriate manner to help you live the life you want now and in the future. When you seek financial advice you are enlisting the help of a professional who will provide you with financial services which may include discussing your individual requirements, assessing a range of suitable options, and guiding your decision making to meet both your current and future needs.

This Financial Services Guide (“FSG”) has been authorised by ComCorp Financial Advice Pty Ltd (“ComCorp”), and is designed to inform you of certain basic matters prior to us providing you with a financial service and assist you in deciding whether to use any of the services we offer. It will also help you:

- ❖ Identify who is responsible for any advice you receive;
- ❖ Identify your financial planner;
- ❖ Understand what services we are authorised to provide to you;
- ❖ The advice process;
- ❖ Understand how we (and any other relevant parties) are remunerated;
- ❖ Identify our internal and external dispute resolutions procedures and how you can access them;
- ❖ The privacy of any information we retain; and
- ❖ Identify how we can be contacted.

Who will be responsible for the advice

ComCorp Financial Advice Pty Ltd
ABN 89 133 593 012 AFSL No. 331367 is the entity responsible for any advice provided to you by your financial planner. Your financial planner is authorised to act on behalf of ComCorp, the authorising licensee.

ComCorp is a wholly owned subsidiary of ClearView Wealth Limited (ASX Code – CVW) is listed on the Australian Stock Exchange.

A Planner Profile, detailing your financial planner’s qualifications and experience, should be read with this document and together make up the Financial Services Guide.

All advice is supported by external research and by ComCorp’s internal technical and research departments.

ComCorp is a Principal Member of the Financial Planning Association of Australia and is committed to their Rules of Professional Conduct and Code of Ethics.

How we can help

The most important step on the road to financial independence is having a plan. A financial plan is like a road map setting out how to take you from where you are, to where you want to be.

We develop financial plans that are right for you by:

- ❖ Understanding your personal and financial situation and goals;
- ❖ Identifying the key issues you face;
- ❖ Making recommendations that are right for you;
- ❖ Explaining how our recommendations will affect you and any risks involved; and
- ❖ Helping put your plan in place.

As part of our ongoing service, we can review your plan on a regular basis to ensure it is on track and we will also keep you informed through regular newsletters.

The types of financial products we can offer

ComCorp authorises its financial planners to provide financial product advice and deal in some or all financial products outlined below:

- ❖ Deposit Products
- ❖ Derivatives
- ❖ Government Debentures, Stocks and Bonds
- ❖ Life (Risk) Products
- ❖ Managed Investment Schemes
- ❖ Retirement Savings Accounts Products
- ❖ Securities
- ❖ Superannuation
- ❖ Estate Planning

Your financial planner will inform you prior to providing advice of any limitations to their authority. The type of advisory service you receive will depend upon your financial situation, needs and objectives.

Advice Process

Financial Planning Questionnaire

To ensure your financial planner provides you with suitable financial advice and before making any recommendations, your financial planner will undertake a fact finding process where they will ask you questions about your financial situation, needs and objectives.

You need to answer these questions in as much detail as possible so that any financial advice and recommended financial products are appropriate to your needs and financial circumstances.

You have the right not to answer or provide all of the information we request. However, without this information your financial planner may not be able to provide you with appropriate advice. Your financial planner will notify you when they prepare any advice document of the possible consequences of not providing your full personal details. You should consider the implications carefully.

Advice Documents

You will receive an advice document, being either a Statement of Advice (SoA) or a Record of Advice for any personal advice that takes into account your financial situation, needs and objectives. Importantly, these documents set out the advice and explain how the advice satisfies your needs and objectives.

Where appropriate, the document will explain any risks associated with a recommendation. Please ask your financial planner to clarify any risks you do not understand. The advice also sets out any conflicts or potential conflicts of interest that you need to be aware of before deciding whether to rely on the advice.

Finally, the document will detail the exact amount of any fees, commissions and other benefits both ComCorp and your financial planner will receive, as well as any conflicts of interest that may arise as a result of the advice. If you have been referred to us by another party, it will also outline the exact amount paid, if any, to that party or referral source.

Product Disclosure Statement

If a financial product is recommended, your financial planner will provide you with a Product Disclosure Statement ('PDS'). A PDS is a document whose purpose is to assist you in making a decision about a particular financial product. It contains information about the product's key features, benefits, risks and fees.

What Method of Communication can I Use?

You may specify how you would like to give us instructions, for example by telephone, fax, email, or in person. Where instructions are provided by telephone they will be confirmed in writing.

Authority to Proceed

To confirm your initial agreement to the advice and the services and products we recommend, we require you to sign a document called an 'Authority to Proceed'. This is attached to an SoA.

Among other things, this document outlines the scope of the services we have agreed to provide and confirms you understand the advice and the products you are about to purchase. It also verifies that you understand the risks involved and the costs you are required to pay.

How you will pay for our services

ComCorp has a flexible payment system that allows you to choose the payment option that suits you. We can be paid via commission from product providers, paid directly by you as a fee for service, or a combination of both.

The first consultation with your financial planner is generally free of charge. Following this, if you wish to have an advice document prepared, a fee is usually payable and will vary with the complexity of the advice. The fee will be agreed between you and your financial planner.

The fees ComCorp receives may be in the form of an up-front payment, commission, an ongoing payment or a combination of these. Your financial planner may be entitled to a percentage of between 0% and 100% of the upfront and ongoing fees with ComCorp retaining the balance.

Up-front fees for investments products (including superannuation) usually range between 0% and 5% of the amount invested and ongoing fees usually range between 0% and 1% p.a. of the balance of the investment. The product provider will generally deduct this payment from your funds based on the amount you have invested.

For insurance products, upfront fees usually range between 30% and 120% of the first year's premium and ongoing commissions usually range between 8% and 30% of any subsequent years' premiums. These commissions will vary depending on the product and product provider. These fees are disclosed in the PDS for the relevant products.

If another party has referred you to us, we may also pay that party a referral fee ranging from 0% to 50% of the initial and/or ongoing fees or commissions.

Irrespective of the fees involved, ComCorp may also receive additional ongoing fees from some product providers including Aviva Australia Group (Navigator), Macquarie, Colonial First State and Russell Investment Group for as long as the investment or insurance policy remains in force.

These payments are paid to ComCorp usually on a monthly or quarterly basis by the product provider and paid as a portion of the standard management or administration fee and is not an additional charge to you.

ComCorp may also receive financial support from product providers it recommends. These funds are applied to financial planner training, conferences and marketing initiatives and are not an additional cost to you.

Complaint Handling Process

ComCorp is committed to providing you with the highest quality financial advice. If you have a query or complaint about the service, recommendations, or any other matter regarding the financial advice you receive, you should take the following steps:

- ❖ Contact your financial planner to discuss the issue.
- ❖ If you are not satisfied with the answer you receive from your financial planner, you should contact us on (02) 9224 0700, or in writing at: ComCorp Financial Advice Pty Ltd, GPO Box 4964, Sydney NSW 2001.
- ❖ ComCorp is also a member of the Financial Ombudsman Service (FOS). If the issue remains unresolved, you can contact this scheme on Freecall 1300 78 08 08 or in writing at: GPO Box 3, Melbourne VIC 3001. This service is provided free of charge.
- ❖ If your concerns involve ethical conduct, you may wish to consider raising your concerns in writing with the Financial Planning Association of Australia (FPA). They can be contacted at: GPO Box 4285 Sydney NSW 2001
- ❖ The law requires ComCorp to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by ComCorp or its representatives. ComCorp has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.
- ❖ Finally, the Australian Securities and Investments Commission (ASIC) also has an infoline on 1300 300 630 which is available to discuss any issues and obtain information about investors' rights.

Your Privacy

ComCorp is committed to protecting your privacy, and abides by the National Privacy Principles established under the Privacy Amendment (Private Sector) Act, 2001. A summary of the National Privacy Principles is available upon request or on ComCorp's website.

The Corporations Act and Australian Securities and Investment Commission regulations require us to obtain and hold detailed information that personally identifies you and/or contains information or an opinion about you in order to provide you with appropriate financial advice.

We only collect, maintain and use this information if it is necessary for us to provide to you appropriate financial advice.

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 may disclose your personal information to superannuation funds, product issuers, and insurance providers for the purpose of implementing recommendations made by us. Under the privacy rules if you wish to examine your file your financial planner can make arrangements upon your request.

Contact Us

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