

FINANCIAL SERVICES GUIDE



## ABOUT THIS GUIDE

This Financial Services Guide (“FSG”) is an important document for retail investors.

Its (FSG) purpose is to provide you with information about our relationship, prior to us providing you with a financial service. The matters covered by the FSG include:

- who we are,
- how we can be contacted,
- what services we are authorised to provide to you,
- how we (and any other relevant parties) are remunerated,
- details of any potential conflicts of interest,
- details of our internal and external dispute resolution procedures, along with how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described in this document.

If you request our advice we will take into account your objectives, financial situation and needs. We will document and present our advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice in a Statement of Advice (SoA).

In the event we make a recommendation that you acquire a particular financial product (other than securities), we must also provide you with Product Disclosure Statement (“PDS”) containing information about the particular product. This will assist you to make an informed decision in relation to the acquisition of that product.

If our representative provides further advice to you, and that further advice is related to the advice we provided to you in a previous Statement of Advice and we do not give that further advice in writing you may request a copy of the record of that further advice at any time up to 7 years from the date our representative gave the further advice to you.

You can request the record of the advice by contacting the representative or us in writing or by telephone or by email

## Who are we?

Armstrong's Financial Advisers is the trading name of Armstrong and Associates Pty Ltd – an Australian Financial Services Licensee  
ABN: 14 085 507 937  
AFSL No. 243179  
557 Englehardt St, Albury NSW 2640  
PO Box 775 , Albury NSW 2640  
Tel No: 0260416227 FAX: 0260416228  
Email: [mail@betteradvice.com.au](mailto:mail@betteradvice.com.au)

## What Financial Services and/or Products do we provide?

Armstrong's Financial Advisers can provide the following services:

- Financial Planning Strategies
- Retirement and Social Security Planning
- Life Insurance needs
- Superannuation needs
- Taxation Planning

Armstrong and Associates Pty Ltd are licensed to provide advice on and deal in the following product:

- Deposit and Payment products
- Government Debentures, Stocks or Bonds
- Life Insurance Products ( eg income protection, life and trauma cover)
- Managed Investment Schemes including IDPS.
- Retirement Savings Accounts
- Superannuation
- Securities
- Margin Lending

Portfolio Monitoring: Internal databases are maintained, detailing clients' investments that have been acquired through Armstrong and Associates. This does not constitute portfolio monitoring. Portfolios are reviewed regularly, subject to the client's requirements.

## Who do we act for?

Armstrong and Associates Pty Ltd T/A Armstrong's Financial Advisers is responsible for the financial services provided to you. We act for you the client when providing a service to you.

## How do we charge?

We are committed to providing advice and service of the highest standard.

Many financial planning firms calculate their fees based on a percentage of the funds you invest. We consider that this can compromise the quality of the advice you receive because it:-

- a. Places the focus on "selling" financial products,
- b. It is expensive for the client when the amount invested is large,
- c. It is unprofitable for the adviser when the amount invested is small.

We therefore charge professional fees for our work and these are agreed with you prior to work being commenced. Our fees are determined according to the complexity and value of the advice provided, the professional skill required and the time involved in completing the work. This ensures that we always work in your interest.

Our current scale of fees is provided as a guide

| <b>Description</b> | <b>Fee Range*</b>    |
|--------------------|----------------------|
| Advice Fee         | \$1,980 - \$6,600    |
| Ongoing Service    | \$2,700 pa (minimum) |

*\*In the event that our fixed fees are not suited to your requirements we can negotiate an alternate agreement based on Hourly rate (\$50 - \$275/hour).*

As outlined above Armstrongs Financial Advisers prefers to be remunerated by professional fees. If a commission cannot be avoided (eg life insurance) then we will negotiate an appropriate solution with you.

Where the services of a stockbroker are utilised to deal in shares Armstrong and Associates (the licensee) will not receive brokerage from the stockbroker.

Commissions vary between life insurance providers. The following table identifies the varying types of commissions and provides examples:-

| <b>Insurance</b>     | <b>Initial</b> | <b>Ongoing</b> |
|----------------------|----------------|----------------|
| Range                | 0 – 33.20%     | 0 – 33.20% pa  |
| e.g: \$1,000 Premium | \$0 to \$332   | \$0 - \$332 pa |

The estimated amounts of any fees, commissions, bonuses or other incentives received by Armstrongs Financial Advisers will be included in a Statement of Advice that will be provided to you.

## How do we remunerate our staff?

1. In respect of Denzil Bruce Govett and Gregory Alan Murdoch please refer to their respective Adviser Profile for details of their remuneration.
2. All other advisers receive a salary from Armstrongs Financial Advisers.
3. Your adviser may receive a bonus from Armstrongs Financial Advisers from time to time, though this is entirely at the discretion of management. Your adviser is never aware of any pending bonus. Your adviser does not receive any other incentive from the licensee and is not aware of any incentive which may be offered by any product issuer.

## **Consumer Protection**

Neither Armstrongs Financial Advisers, its advisers, or any related bodies corporate have any relationships or association with any product issuer that could be expected to influence the provision of the financial services.

## **Product Advice**

Before we recommend any financial products or services, we need to understand your individual objectives, financial situation and needs.

You have the right not to divulge this information to us, if you do not wish to do so.

In that 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.

We also reserve the right not to provide you with advice under these circumstances.

## **Risks**

We will explain to you any significant risks of financial products and strategies, which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

## **Privacy**

We maintain a record of your personal profile, which includes details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is enclosed for your information.

If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise of the likely cost in advance and can help to refine your request if required.

## **Communicating your instructions**

You may specify how you would like to give us instructions, for example by telephone, fax, or other means.

## OUR MANAGED DISCRETIONARY ACCOUNTS

We offer limited types of Managed Discretionary Account services (MDA services) where you allow us to manage your investments for you, using our discretion and without obtaining your instructions before each transaction we undertake on your behalf. These services are limited to the Limited Power of Attorney and Authority to Operate facilities within Macquarie Super and Pension Manager. Please note these facilities do not authorise us to open new accounts, withdraw funds, or contribute new funds to your investment.

### Risks

By authorising us to make changes to your investments without seeking your prior authority, you cannot claim we were not acting on your behalf. Provided we act within that authorisation, our acts become binding on you. Therefore it is important you understand what we are authorised to do and carefully read and understand the activities that you are authorising us to perform on your behalf.

### Communicating your instructions

Generally, the financial products which we invest in on your behalf do not have any additional rights or entitlements attached to them. However, if there are, we will let you know and you can provide us with instructions at the time as to how you wish for us to proceed. You can instruct us in writing, by facsimile transmission or by email. Our postal, facsimile and email contact details are contained at the end of the FSG that this MDA insert forms a part of.

### Contract

As of 11 December 2004, to receive MDA services you must first enter into an MDA Contract. This contract will set out the terms and conditions of the authority and also the investment program, which sets out how your money will be invested.

We will prepare the investment program for you based on your relevant personal circumstances, financial objectives and needs.

### Legal requirement

Where this is relevant, the investment program set out in the MDA Contract will comply with the law. The relevant law is Division 3 of Part 7.7 of the Corporations Act.

The contract will also contain:

- statements about the nature and scope of the discretions we will be authorised and required to exercise under the MDA Contract
- any investment strategy that is to be applied in exercising those discretions
- information about any significant risks associated with the MDA Contract
- the basis on which we consider the MDA Contract to be suitable for you, and
- Warnings that the MDA Contract may not be suitable to you if you have provided us with limited or inaccurate information relating to your relevant personal circumstances and specify that the MDA service may cease to be suitable for you if your relevant personal circumstances change.**

### Review

are responsible for reviewing your investment program. We will review your investment program at least every 12 months.

### Other services

We do not provide custodial or depository services. Either you will hold the investments in the portfolio, or the custodian nominated for Macquarie Super and Pension Manager will hold them for you.

### Costs

There are no costs associated with this service.

This FSG complies with the Australian Securities and Investment Commission Class Order 04/194.

## Complaint Procedure

Armstrong and Associates Pty Ltd T/A Armstrongs Financial Advisers is a member of the Financial Ombudsman Service.

If you have any complaint about the service provided to you, you should take the following steps:

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, please contact the Manager of Armstrong Financial Advisers or put your complaint in writing and send it to PO Box 775, Albury NSW 2640. We will seek to resolve your complaint quickly and fairly.
3. If the complaint cannot be addressed to your satisfaction you have the right to complain to the Financial Ombudsman Service (FOS). They can be contacted on 1300780808. This service is provided to you free of charge.

*Stage 1* of the FOS process is where FOS facilitates discussions and negotiations between the parties. All relevant documents are exchanged and the issues in dispute are identified.

*Stage 2* is conciliation and the parties come face to face with a conciliator from the FOS national panel. The role of the conciliator is to assist the parties to explore options for settlement of the dispute and to help parties to agree on their own outcome.

*Stage 3* is where the independent adjudicator is requested to make a decision "on the papers" taking into account the relevant law, fairness and reasonableness. If you accept the adjudicator's decision it is binding on the member.

The Financial Ombudsman Service  
GPO Box 3  
Melbourne VIC 3000  
Tel 1300780808 Fax (03) 966136399  
Email: [info@FOS.org.au](mailto:info@FOS.org.au)

**The Australian Securities and Investments Commission (ASIC) also has a freecall Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.**

We hold Professional Indemnity Insurance cover for the activities conducted under our AFS licence. The limit of the indemnity is \$ 2 million for any one claim and \$4million in the aggregate for all claims arising out of our AFS licence activities. The insurance will cover claims made in relation to the conduct of authorised representatives and employees of the Licensee who no longer work for the Licensee (but who did at the time of the relevant conduct). We believe that our Professional Indemnity Insurance cover satisfies the requirements of s. 912B of the Corporations Act."