



# Financial Services Guide

Issued 1 April 2010

## What is the purpose of the FSG?

This document provides information about the nature of the financial services provided by Switzer Financial Group Pty Ltd and its representatives. Switzer Financial Group Pty Ltd is the holder of an Australian Financial Services Licence, Licence Number 286531. The FSG will be supplemented by a Statement of Advice (SoA) and by Product Disclosure Statements (PDS).

## Who is my adviser?

Your adviser will be Mr PimJohn Van Gestel. He is an Authorised Representative of Switzer Financial Group, Representative Number 123456. Mr Van Gestel is an associate of Oxygen Financial Services Pty Ltd, a Corporate Authorised Representative of Switzer Financial Group, Representative Number 345918.

## Who will be responsible for the advice given to me?

Switzer Financial Group Pty Ltd (SFG).

Your adviser will be acting on behalf of SFG.

SFG is covered by professional indemnity insurance satisfying the requirements under the Corporations Act for compensation arrangements. This insurance is subject to terms and exclusions. However, the insurance covers claims arising from the actions of former employees or representatives of us, even where subsequent to these actions, they have ceased to be employed by, or act for us.

## What financial services are available to me?

We can help you in many areas, including:

- Retirement planning;
- Personal superannuation;
- Self-managed superannuation;
- Income protection and life insurance;
- Asset protection;
- Debt management;
- Wealth accumulation; and
- Investment planning.

Specifically, SFG is licensed to provide advice on and deal in the following classes of financial products:

- Deposit and payable 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;
- Managed Investment Schemes (including Investor Directed Portfolio Services);
- Retirement Savings Accounts ("RSA") products;
- Securities (including listed securities); and
- Superannuation (including Self-Managed Superannuation Funds).

The advice we provide will be tailored to your specific situation and has regard to your current financial situation, your needs and your objectives.

We recommend that your financial situation be reviewed every 12 months or more frequently if your situation changes.

## How will I pay for the services offered by my adviser?

In preparing our advice, we understand that each client is unique and therefore our advice preparation fees will vary depending on the advice we provide and the complexity of the needs being addressed.

Ongoing advice and service fees may also be charged and will vary depending on the ongoing advice provided.

Our preference is that you pay us directly. However, we understand that some clients may prefer to "pay" us indirectly, that is, through a commission or brokerage paid by the issuer of the product to SFG.

Preparation fees for an initial Statement of Advice (where charged) range from between \$1,200 and \$12,000, plus GST, depending on the complexity of the advice. This fee will be fully disclosed to you by the end of your first appointment with us. In all cases, details of the fees you are paying, either directly or indirectly, will be provided to you in writing in the SoA.

## How are the fees/commissions/brokerage calculated and deducted?

The fees charged for advice and service may be based on an hourly rate to prepare that advice and provide those services, a fixed dollar amount, as a percentage of the amount you invest, or a combination of the methods above. Statement of Advice (SoA) preparation fees (where charged) are payable upfront by cheque, electronic transfer or credit card.

Commissions on investment products are calculated as a percentage of the total value of the funds invested. Upfront commissions are usually deducted from the funds you invest. Ongoing Commissions are usually paid by the product issuer to SFG.

Brokerage on life insurance risk products is paid by the life insurance company to SFG. Upfront brokerage may be up to 130% of the initial premium and ongoing brokerage up to 30% of the annual premium. For example, if the insurance premium you pay totals \$1,000 per annum, SFG would receive up to \$1,300 initially and up to \$300 for each year that you hold the product.

### **How are you remunerated for your services?**

In addition to the fees you pay us directly, or commissions or brokerage paid to us by product issuers, SFG may also receive a rebate on any portfolio administration fee charged by a platform provider to you. This rebate can be up to 0.40% pa of the total funds you have invested through that platform.

SFG has a policy of not accepting alternative forms of remuneration from product providers, such as marketing assistance, sponsorships, conferences and excessive entertainment. Notwithstanding the above, a register is maintained that records any alternative remuneration received and is available for inspection.

### **How is my adviser remunerated?**

SFG pays 80% to 95% of the revenue it receives to the Corporate Authorised Representative, Oxygen Financial Services.

Your adviser is a salaried employee of Oxygen Financial Services. In addition to his salary, he may receive bonuses or rewards based on the revenue derived by Oxygen through the provision of quality advice and maintenance of ongoing relationships and your portfolio of financial products.

### **If you refer me to another service provider, will you be paid?**

SFG has a network of specialist service providers who we may introduce you to when your needs fall outside our range of expertise. If you choose to use these services and any referral fee is payable to SFG, we will disclose that to you at the time of making the introduction.

## **WHEN YOU GET OUR ADVICE**

### **Will you give me advice which is suitable to my investment needs and financial circumstances?**

Yes but to do so, we need to find out your individual investment objectives, financial situation and needs before we recommend any investment or strategy to you.

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.

### **What should I know about any risks of the investment or investment strategies you recommend to me?**

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

### **What information do you maintain in my file and can I examine my file?**

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

If you wish to examine your file, you should ask us, and we will make arrangements for you to do so.

### **How do we protect your privacy?**

Your privacy is important to us. We have systems and processes in place to protect your privacy. We need to collect personal information to administer our customer relationship, to provide you with appropriate products and services, and to comply with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.

For detailed information on how we handle your personal information, please refer to our Privacy Statement.

### **Can I tell you how I wish to instruct you to buy or sell my investments?**

Yes, you may specify how you would like to give us instructions. For example, by telephone, fax or email.

## **IF YOU HAVE ANY COMPLAINTS**

### **Who can I complain to if I have a complaint about the advisory service?**

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

- Contact your adviser and explain your complaint.
- If your complaint is not satisfactorily resolved within 3 days, put your complaint in writing and send it The Chief Executive Officer, Switzer Financial Group Pty Ltd, Suite 2, Level 1, 36-40 Queen St Woollahra NSW 2025. We will try to resolve your complaint quickly and fairly.
- If you still do not get a satisfactory outcome, you have the right to complain to the Financial Ombudsman Service Ltd – GPO Box 3, Melbourne, Vic 3001  
Ph: 1300 780 808.
- The Australian Securities & Investment Commission (ASIC) also has a free call Info line on 1300 300 630, which you may use to make a complaint and obtain information about your rights. For further information or to speak with a Switzer Financial Adviser, call 1300 SWITZER (794 8937). Our website contains useful information for customers. Visit us at: [www.switzer.com.au/financial](http://www.switzer.com.au/financial)