



FINANCIAL SERVICES GUIDE

A guide to the services we offer addressing your frequently asked questions.
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INTRODUCTION

At RSM Financial Services Australia Pty Ltd (RSM), we understand that a variety of factors come into play when it comes to realising your personal wealth objectives. Regardless of the stage of your life, you need advice that is sound, practical and relevant to your personal circumstances at that point in time. Our financial planning consultants advise, plan and manage the affairs of thousands of Australians including individuals, SMEs and large institutions. We are passionate about working closely with you so we can understand your goals and aspirations. This deep understanding allows us to anticipate changes in financial demands and take advantage of new opportunities with a financial pathway constantly tailored to your needs.

The Australian Securities and Investments Commission (ASIC) has issued RSM with an Australian Financial Services License (Number 238 282) and in doing so requires RSM to provide a Financial Services Guide, before we provide you with advisory services.

Our Financial Services Guide will assist you in deciding whether or not to use any of the services offered by RSM. It contains information about the services we offer, remuneration we receive in relation to those services, the documents you will receive from us and information on what to do if you have a complaint about our services.

Who are we?

RSM is an Australian Financial Services Licensee under the Corporations Act. We are authorised to deal and advise on a range of financial products and services. Whether you have previously received financial advice or not, RSM can help you develop solutions tailored to your circumstances.

We are owned by RSM Australia Pty Ltd a member of the RSM Network which is one of the largest accounting and consulting firms in Australia. Through research and practice, our team has developed a reputation for responsible financial management.

Key information is provided in answer to the following questions. If you need more information or clarification, please ask us.



FOR FURTHER INFORMATION
CONTACT OUR TEAM AT:

www.rsm.com.au

OUR VISION

In today's competitive environment, business relationships are founded on professionalism, integrity and exceptional client service. These are the principles upon which RSM is founded. In our dealings with clients, RSM and its advisers aim at all times to be professional, honest, fair and provide excellence in service.

What advisory services are available to me?

RSM provides a wide range of services and acts in our client's best interest.

The services and products available from RSM include:

Financial services we provide:

- Personal budget planning
- Personal wealth creation
- Estate and succession planning
- Direct investments
- Superannuation and retirement planning
- Personal risk and insurance advice
- Business insurance and risk management
- Salary packaging
- Gearing strategies
- Portfolio monitoring
- Redundancy packaging
- Self-managed (DIY) superannuation

Financial products we advise on:

- Deposit and payment products
- Government debentures, stocks and bonds
- Life products including annuities, life insurance, income protection, trauma, death and total and permanent disability
- Managed investment schemes including unit trusts, investment bonds, property trusts, growth funds, balanced funds, indexed funds, cash management accounts, etc.
- Retirement savings account products
- Securities (direct shares)
- Standard margin lending products
- Superannuation including allocated pensions, rollovers, personal and corporate superannuation products, self-managed (DIY) funds

In some circumstances, external advice (e.g. legal advice) may also be sought to assist in delivering these services.

Depending on your requirements, RSM can provide different levels of service, from advice on a particular strategy to the preparation of a comprehensive financial plan. Your adviser will explain the available levels of service together with the associated fee options and risks to enable you to decide the type of service you require.

Based on your circumstances your adviser will recommend an appropriate level of ongoing service and You are able to tell your adviser how often you would like them to undertake a review of your financial situation.

Your adviser will charge a fee for undertaking the review. The amount of the fee will be agreed with you and will depend on the complexity of the review and the amount of time spent preparing the review.

The portfolio of products we advise on is sourced from a broad spectrum of options and is selected according to external research, quality, value for money, and most importantly, our clients' needs.

How are we remunerated?

RSM has an open, honest fee structure, which allows you to choose the payment option that suits you. You can pay a 'fee for service', which is based on the size and complexity of the work undertaken. This may be a single upfront fee or an ongoing fee. Either way all fees are discussed and agreed on before we commence preparing your financial plan.

Alternatively, if the advice relates to placement of insurance products, you may be able to opt to pay on a commission basis.

The actual amounts will be detailed in the Statement of Advice or Record of Advice provided to you, and where relevant a Letter of Engagement. Where appropriate, you can choose a combination of both fees and commission. Either way, you have the flexibility you need.

If an accountant or other organisation or person refers you to RSM, they may receive a referral payment from RSM.

DOCUMENTS YOU MAY RECEIVE

Statement of Advice

Whenever your adviser provides you with any personal financial advice, you are entitled to receive a Statement of Advice from us. A Statement of Advice contains the advice, the basis for our recommendation, and information about remuneration and other benefits which are applicable to the advice given.

Further Advice

If your adviser provides further advice that relates to the advice we have provided to you in a previous Statement of Advice and we do not give that further advice to you in writing you may request a copy of the Record of that Advice at any time up to seven (7) years from the date the adviser gave the further advice to you.

You can request the Record of Advice by contacting your adviser or RSM in writing or by telephone or by email.

Product Disclosure Statement

Where your adviser recommends a particular financial product (other than securities), you should receive a Product Disclosure Statement.

The Product Disclosure Statement contains information about the particular financial product including the features,

benefits and risks associated with the financial product recommended, which will enable you to make an informed decision.


If you have not been provided with these documents, please consult with your adviser, or alternatively please contact RSM on (08) 9261 9200 and we shall endeavour to provide you with these documents.

Do you receive information about remuneration and other benefits your adviser gets for making recommendations?

Yes. You have the right to know the details of payment and other benefits your adviser receives for recommending solutions, in addition your adviser will also notify you of any conflicts of interest or if there is anything that may influence their recommendation to you. Detailed information regarding the remuneration and how it is calculated will be contained in the Statement of Advice, the appropriate Product Disclosure Statement, and where relevant a Letter of Engagement.

As an example the following are the minimum and maximum payment ranges (inclusive of GST) we may receive. The exact amount you will pay will be detailed in the Statement of Advice or Record of Advice and where relevant the Letter of Engagement.

- We may charge you a fee by direct invoice, based on our time spent providing your advice, or depending on the value of funds you invest. This will be outlined in a Letter of Engagement.
- You may pay us an ongoing service fee annually or in instalments. This fee may be a fixed amount or maybe calculated as a percentage of your investment portfolio value ranging between 0.10% and 1.10%. Your adviser will outline the fees you will pay in the Statement of Advice and Engagement Letter.
- For example, if you were to engage RSM to provide a portfolio review service on a \$10,000 portfolio, and your adviser charged you 1.10% of your portfolio, RSM would receive \$110 p.a. (1.1%).
- Your adviser will provide you with an annual fee disclosure statement outlining the fees we have received in the previous 12 months.
- For life insurance products, commissions are included in the amount you pay for the product. The rate ranges from between 0% and 125% of the initial annual premium as initial commission and 0% and 32% per annum of the annual premium for ongoing commission.
- For example, if you were to buy life insurance from a life insurance company with an annual premium of \$1,000, RSM would receive an upfront commission of \$1,250 (125%). Should you renew your policy in subsequent years, and the premium remains the same, RSM would



Your adviser needs to understand your personal circumstances, financial situation and needs, before they recommend any solutions to you.

receive an ongoing commission of \$320 p.a. (32%) for as long as you renew the policy.

- We may receive commissions from share brokers for share trades placed with them. This can be up to 2.1% of the value of the trade.
- For example, if you bought or sold \$10,000 in direct shares, RSM would be entitled to receive a commission of \$210 (2.1%) for the trade.
- We also on occasion charge a flat fee which would be disclosed either in the form of a Statement of Advice, Record of Advice, Letter of Engagement or Execution Only Letter.

For products purchased before 1 July 2013

- We may be paid a commission by the financial product provider for additional monies added to an existing financial product of between 0% and 5.50% of the amount invested.
- For example, if you invest \$10,000 into a financial product and the full entry fee is charged, RSM would receive an upfront commission of \$550 (5.5%).
- We may receive ongoing commission payments from the financial product provider between 0% and 1.1% per annum depending on the type of financial product. For example, if you invested \$10,000 into a financial product, RSM would be entitled to receive \$110 p.a. (1.1%) for as long as you remain invested in the product.
- For margin lending products, we may receive ongoing commission payments from the product provider between 0% and 0.44% per annum on the balance of the loan drawn.

- For example, if the facility is for \$20,000 and the loan amount drawn is 10,000, RSM would be entitled to receive \$44 p.a. (0.44%) on the loan amount drawn.
- We may receive volume bonuses or scale bonuses from financial product providers, which historically have ranged from 0.05% to 0.30% per annum. Note any payment received is not an additional cost to you.
- For example, if you invested \$10,000 into a financial product, RSM would be entitled to receive \$30 p.a. (0.30%) for as long as you remain invested in the product

Advisers' Remuneration

RSM advisers are salaried employees. As employees, they may be entitled to earn a bonus, depending on meeting revenue, compliance and marketing targets throughout any given financial year.

Referral Relationships

There may be occasions where you have been referred to RSM by someone else where there is a Referral Arrangement in place. Under that arrangement we would pay them a fee in relation to that referral of up to 50% of any revenue received. Where this occurs we will notify you in the Statement of Advice, Record of Advice and where relevant the Letter of Engagement, who will receive the fees or commissions and the amount they will receive.

All RSM advisers are required to maintain a register of benefits in addition to the licensee. These registers are also available to the public.

Will the advice you receive be appropriate for your personal circumstances?

Yes, however to do so, your adviser needs to understand your personal circumstances including your individual objectives, financial situation and needs, before they recommend any solutions to you. Of course, you have the right not to share this information with your adviser. In this case, they may not

What you should know about any risks associated with the solutions recommended:

Your adviser will explain any significant risks associated with recommended solutions, as well as the risks associated with not acting on the recommended solutions. If you are not clear on these, you should ask your adviser to further explain the risks to you. A Statement of Advice, Record of Advice and/or a Product Disclosure Statement will contain important information in this regard.

be able to advise you or, if they do, are required to warn you of the possible consequences. You should read the warnings carefully as the advice we are able to provide you may be restricted as a consequence of you exercising your right not to disclose all the information sought by your adviser.

You will be provided with comprehensive documentation in addition to this Financial Services Guide, being the Statement of Advice or Record of Advice and/or a Product Disclosure Statement which detail recommended solutions, the basis for the recommendations and the methods of adviser remuneration, as well as other key information.

What information is maintained in your file, and can you examine it?

Your adviser will maintain a record of your personal financial circumstances, including details of your objectives, financial situation and needs and any other information relating to your specific financial situation. They will also maintain records of any recommendations they make.

RSM is committed to ensuring the privacy and security of your personal information in accordance with the principles of the Privacy Amendment (Private Sector) Act 2001 (Privacy Act).

You have a general right to examine the relevant contents of your file and you should have been provided with our privacy statement which details our approach to privacy.

Should you wish to examine your file just ask your adviser and they will make all necessary arrangements to provide you with relevant information. Further details on our information handling policy can be obtained by contacting our Privacy Officer at RSM.

Can you instruct us to buy or sell your investment?

Yes. You may specify how you would like to give your adviser instructions. For example you are able to give your adviser instructions by telephone, fax, email or other means.

Professional Indemnity Insurance

RSM has Professional Indemnity Insurance that satisfies the requirements of Section 912B of the Corporations Act 2001. This insurance cover applies where there has been the provision of Financial Services, applicable to RSM Licence No 238282 (outlined in this FSG), by employees and authorised representatives of RSM. This cover also applies where the employee or authorised representative has ceased to be an employee or authorised representative of RSM but did at the time of the relevant conduct.

If you have a complaint about the services provided, you should take the following steps:

1. Contact your adviser and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within three days, please contact our complaints officer on (08) 9261 9200 or put your complaint in writing and send it to us at:

RSM Financial Services Australia Pty Ltd

GPO Box R1253
PERTH WA 6844

3. RSM Financial Services is a member of the Financial Ombudsman Service (FOS), an independent private complaints body, funded by its corporate members. If you do not receive a satisfactory response from RSM, you should contact FOS on the details below.

To contact FOS:

Phone: 1300 780 808
Email: info@fos.org.au
Postal: GPO Box 3 Melbourne VIC 3001
Website: www.fos.org.au

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RSM Financial Services Australia Pty Ltd is a member of the RSM network and trades as RSM. RSM is the trading name used by the members of the RSM network.

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