

# Financial Services Guide

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Authorised for distribution by:

**Adelaide Financial Planning Pty Ltd**

ACN 609 421 972

Australian Financial Service Licence No. 483663

as trustee for Adelaide Financial Planning ABN 31 796 083 489

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The financial services referred to in this guide are offered by:

**Peter Telenko**

Representative of

Adelaide Financial Planning Pty Ltd

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This Financial Services Guide (FSG) is intended to provide you with important information prior to us providing you with a financial service.

It is important that you understand this FSG as it is a legal document. If any part of this document is not clear please speak to your financial adviser.

## Why am I receiving this document?

This Financial Services Guide (FSG) outlines the financial planning services Peter Telenko, a representative of Adelaide Financial Planning Pty Ltd (Adelaide Financial Planning), is to provide to you as your financial adviser.

It is an important document which will help you decide if you want to use the services being offered. It contains information about:

- Adelaide Financial Planning and your financial adviser.
- The financial services and products offered.
- How financial advice is documented.
- How Adelaide Financial Planning and your financial adviser are paid for the services and products provided to you.
- Any associations or relationships that could create potential conflicts of interest.
- How Adelaide Financial Planning deal with your complaints if you are not satisfied with the services provided.

## What other documents might you receive?

You may also receive the following documents to help you make an informed decision about any financial advice provided or financial product recommended to you.

### Advice Documents

All personal advice provided to you will be outlined in an advice document. You will receive a Statement of Advice (SoA) when provided with initial personal advice, or subsequent advice where there has been a significant change to your circumstances or the initial advice. A SoA will contain personal advice, the basis on which it is given, details of any fees and commissions and information on relevant associations.

Subsequent advice where there has been no significant change to your circumstances, or the initial advice, will be recorded in a Record of Advice (RoA).

### Product Disclosure Statement (PDS)

You will receive a Product Disclosure Statement if your financial adviser has provided advice on a financial product. A PDS will contain the key features of the financial product, significant risks and benefits, and fees associated with the financial product.

## Who is Adelaide Financial Planning?

Adelaide Financial Planning Pty Ltd ACN 609 421 972, as trustee for Adelaide Financial Planning ABN 31 796 083 489, holds an Australian Financial Services Licence (No.483663) issued by the Australian Securities & Investments Commission (ASIC) for providing personal financial services as offered within this FSG.

Adelaide Financial Planning can authorise a representative to act as a financial adviser under its licence and is fully responsible for their conduct and the services they provide.

A financial adviser appointed by Adelaide Financial Planning is an experienced qualified practitioner and is required to meet industry training and continuing education standards. They must also abide by a strict code of ethics and rules of conduct.

## Who is your Financial Adviser?

Your financial adviser is Peter Telenko who is a representative of Adelaide Financial Planning Pty Ltd. Peter is able to offer a range of financial services that are listed within this FSG.

### Education and qualifications

- RG 146 Compliant
- Diploma of Financial Planning
- Certificate in Financial Markets

Peter Telenko has been practising as a financial planner since 1990 providing advice based solutions to clients. In addition to the qualifications outlined above Peter has also completed various accreditations as required to provide specialised financial planning advice for self-managed superannuation, margin lending, aged care and tax (financial) advice. In 1995 Peter was granted the highest practising membership designation of CERTIFIED FINANCIAL PLANNER® by the Financial Planning Association (FPA).

## What financial services and products are available?

Adelaide Financial Planning and your financial adviser can offer a range of financial services that include insurance, investment, superannuation, retirement and aged care.

### Financial advisory services

- Financial management
- Saving and wealth accumulation
- Financial protection and life insurance
- Investment portfolio construction & management
- Superannuation, including self-managed funds
- Pre and post retirement planning
- Centrelink
- Aged care
- Estate planning
- Ongoing advice and review services

### Products

- Basic deposit and non-basic deposit products
- Government issued debentures, stocks or bonds
- Managed investments and securities
- Risk and investment life insurance products
- Superannuation, pensions and annuities
- Standard margin lending facilities

Adelaide Financial Planning maintains an approved product list, containing financial products that have been researched internally and by external independent research providers.

## What financial services are not provided?

Adelaide Financial Planning and your financial adviser does NOT provide advice on general insurance products, mortgage, loan, finance and other credit products, legal matters, taxation (except where it is incidental to financial advice), real property and business.

## How is a financial service provided?

Providing a financial service to you is a process and adopts the following steps:

- Defining the scope of the financial service to be provided.
- Collection and analysis of your existing personal and financial situation.
- Identify your goals and objectives.
- Consideration and investigation of possible financial strategies and products that will assist you to effectively meet your goals and objectives.
- Preparation and presentation of a Statement of Advice that includes all recommendations.
- Implementation of the recommendations.
- Ongoing review of the financial strategy and product(s) to ensure they remain appropriate.

## How will you pay for the services provided and what do they cost?

As a provider of professional services, Adelaide Financial Planning will charge for the advice and services your financial adviser will provide to you.

Adelaide Financial Planning receives all remuneration paid for the services provided to you by your financial adviser. After funding associated business operating costs, the residual is paid to your financial adviser as a distribution.

No fee is charged for an initial consultation with your financial adviser. Depending on your circumstances and requirements, your financial adviser will work with you to come to an arrangement based on the scope of services to be provided and work to be completed. All fees and commissions will be outlined, discussed and agreed with you prior to proceeding.

This is a guide as to how fees and commissions are charged for financial services provided to you by your financial adviser.

### Fee for Service

We may charge a fee for financial consultancy services, provision of advice including preparation of advice documents, implementation of recommended strategy and/or product(s) and their review. This fee may be a fixed dollar amount, a percentage rate based on the value of the proposed investment portfolio, an hourly rate for time spent providing the services, or a combination of these.

The cost for preparing an advice document such as a SoA will be determined and agreed with you prior to commencement. If you proceed with the advice provided in the SoA and implement the recommendations, an implementation fee may be charged. Where requested, a fee may also be charged to review the advice, strategy or recommended product(s).

The fees will be based on the complexity of the advice, the time and resources required in preparing the advice, work involved to implement the recommendations. These fees will be detailed in the SoA and confirmed by your financial adviser at the time of presenting the advice.

## Ongoing Service Fee

For provision of ongoing review and investment management services, a fee as agreed with your financial adviser is charged based on either, a rate of percentage ranging from 0.2% to 1.1% per annum of the value of investment assets under management, or a fixed dollar amount. For example, where a fee is charged on percentage rate basis, if you invest \$100,000 and the fee charged is 1.1%, Adelaide Financial Planning will receive a fee of \$1,100 per annum. Fluctuations in the value of the investment balance will impact on the total ongoing service fee charged. In the same example where a fixed fee of \$1,100 per annum is charged, this amount will not vary regardless of the value of your investment assets under management.

Ongoing service agreements arranged from 1 July 2013 need to be renewed after every 2 year period. Where you decide not to renew the ongoing service arrangement (opt in), the ongoing service and payment of the ongoing service fee will cease.

These fees, initial and/or ongoing, will either be invoiced directly to you by Adelaide Financial Planning, or where applicable, deducted from your investment product by the administrator and paid to Adelaide Financial Planning.

## Commission

Product providers may pay a commission directly to Adelaide Financial Planning for some financial products. You will be informed of any commissions and potential benefits payable prior to accepting any advice.

Commission payments may be either initial or ongoing. Initial commissions are generally a once off payment made when new business is placed or additional contributions are made to a financial product. Ongoing commissions are paid whilst you hold the product.

Where possible we may agree to, not receive any of these commissions, rebate these commissions to your account, or use the commissions paid to offset some or all of your agreed fee for service.

### Commission on Life Insurance Products

Adelaide Financial Planning will receive initial and ongoing commission of up to 35% of the premium paid for life insurance. However, a different % rate may be negotiated depending on the circumstances. For example, if the cost of your premium is \$1,000 per annum and the commission rate is 35%, an amount of \$350 per annum will be paid to Adelaide Financial Planning.

### Commission on Investment Products held as at 30 June 2013

Commission on investment & superannuation/pension products is calculated at various percentage rates ranging from 0% to 5% in the case of initial deposits, and 0% to 0.5% per annum of the investment value in the case of ongoing commissions.

### Commission on Investment Products from 1 July 2013

No commission is paid on investment & superannuation/pension products implemented after 1 July 2013.

All applicable financial service fees, commissions, brokerages, rebates and any potential costs to you will be detailed in the SoA. You will have an opportunity to discuss, clarify and confirm these details with your financial adviser before proceeding.

## What other benefits may be received?

Adelaide Financial Planning and your financial adviser may also receive additional benefits such as help with marketing expenses, complimentary or subsidised attendance to conferences. Other rewards such as gift vouchers, tickets to sporting events and invitations to social events may also be received. Benefits up to the value of \$300 are recorded in a Register, a copy can be provided to you at your request.

Adelaide Financial planning and your financial adviser will decline all benefits in value over \$300 with the exception where the benefit applies to legitimate professional training. Receipt of a benefit will be detailed in the SoA at the time personal advice is provided to you and will not influence the advice.

## Do any relationships, associations or referral arrangements exist which may influence the recommended advice?

Your financial adviser can provide advice on products from a wide range of financial product providers. Also in certain circumstances your financial adviser may provide a referral to other professionals pertinent to the recommendations they make. Your financial adviser may also receive a referral from other parties for the services they provide.

Adelaide Financial Planning and your financial adviser have no existing relationships, associations or referral arrangements where fees are received or paid and consequently do not influence our advice to you.

## What should you know about any risks of the financial products or strategies recommended?

We will explain to you any significant risks of financial products and strategies that we recommend to you in the SoA. If a financial product is included in the recommendations, product specific risks will be disclosed in the relevant Product Disclosure Statement. If you require further clarification of the products and strategies, please discuss this with your financial adviser before you proceed with the advice.

## How can you give instructions to your financial adviser about your financial products?

You can contact your financial adviser directly with any instructions relating to your financial products. You may give these instructions by telephone or in writing by letter or email.

## What information will you need to provide to receive personalised advice?

Your financial adviser will complete a personal information form with you, where your personal objectives, lifestyle goals, details of your current financial situation and any other relevant information will be stated.

The information obtained will be assessed by your financial adviser to assist them in providing you with appropriate advice.

You have the right to withhold personal information, but this may compromise the effectiveness and the appropriateness of the advice you receive. You should carefully read any warnings contained in the personal information form and SoA before making a decision relating to any advice provided.

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 you may wish to invest. This means that at the time of any investment application we will ask you to present identification documents such as a passport, driver's licence, etc. We will also retain copies of this information. As per our privacy requirements, we assure you that all your information will be held securely.

## What information is maintained in your file and can you access this information?

Your financial adviser will maintain a record of your personal information including details of your objectives and financial situation. Your financial adviser will also maintain a record of any recommendations made to you, product applications, file notes and any other documents relevant to your circumstances.

If you wish to access your file, please ask your financial adviser and they will make arrangements for you to do so.

## Privacy statement

Adelaide Financial Planning and your financial adviser will collect your personal information to provide you with the services described in this FSG. For example, your information is required to assess your financial planning needs or to purchase financial products from product providers.

If you do not want to disclose your personal details, you have the right not to do so. However, without that information, Adelaide Financial Planning and your financial adviser may not be able to provide you with an appropriate level of service.

We may disclose information about you to investment and insurance product providers, superannuation and pension trustees and other product issuers in connection with the services to be provided to you. We may also disclose information about you if we are required to by law or if you have provided us with consent to do so.

In the event we consider it necessary to use or disclose information about you for purposes other than those detailed above, or for related purposes, we will seek your consent.

If you wish to access your information, you should ask your financial adviser. No fee will be charged for an access request, but you may be charged reasonable costs of giving you any information you have requested.

Adelaide Financial Planning's privacy policy explains how your personal information is managed. You can access the policy by requesting this from your financial adviser or from our website.

## What should you do if you have a complaint?

The law requires Adelaide Financial Planning to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by Adelaide Financial Planning or its representatives.

Adelaide Financial Planning has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

Adelaide Financial Planning and your financial adviser endeavour to provide the best financial service to you. If you have any complaints, we are committed to resolving them as quickly as possible.

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

1. Contact your financial adviser and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within 5 days with your adviser, please put your complaint in writing and send it to:

Adelaide Financial Planning  
Complaints Resolution  
PO Box 10553  
Adelaide BC SA 5000

or email to:

[admin@adelaidefinancialplanning.com.au](mailto:admin@adelaidefinancialplanning.com.au)

Adelaide Financial Planning will try to resolve your complaint quickly and fairly.

3. If your complaint has not been resolved satisfactorily by Adelaide Financial Planning, you may escalate your complaint to the Credit & Investments Ombudsman (CIO).

Credit & Investments Ombudsman Limited  
PO Box A252  
Sydney South NSW 1235

P: 1800 138 422  
E: [info@cio.org.au](mailto:info@cio.org.au)  
W: [www.cio.org.au](http://www.cio.org.au)

If your concerns involve unethical conduct by your financial adviser you can contact the Financial Planning Association (FPA) Professional Standards.

P: 1300 626 393  
E: [professional.standards@fpa.com.au](mailto:professional.standards@fpa.com.au)

The Australian Securities and Investments Commission (ASIC) may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.

## Complying Compensation Arrangements

Adelaide Financial Planning 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 (as amended) and ASIC Regulatory Guide (RG) 126.

In particular, our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum insured for Adelaide Financial Planning, its 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 representative and/or employee who has ceased work with Adelaide Financial Planning where a claim relates to work done whilst engaged with us.