



financial services guide

strategic planning partners

“Making the right financial choices is one of the keys to a secure and happy future.”



This guide is designed to assist you when deciding whether to use our services. It tells you about:

- ~ who we are;
- ~ the services we offer;
- ~ how we and our associates are paid;
- ~ any arrangements we have that might influence our advice; and
- ~ who to contact if you have a complaint.

As a new client, if you choose to obtain advice from a Strategic Planning Partners adviser, you will receive a Statement of Advice that confirms the discussions held with your adviser, what we recommend and the basis for our advice. This document will also explain how our recommendations will work towards achieving your goals. Your Statement of Advice will also contain information about any fees and our associations to financial product issuers.

Existing clients who have previously received a Statement of Advice will only receive written confirmation of any further advice when we recommend a new financial product or make recommendations in response to a significant change in your circumstances or the basis of our advice. Where we haven't provided the advice to you in writing you can ask your adviser for a record of this advice, should you require it.

When we recommend a financial product we will also give you a Product Disclosure Statement (PDS). The PDS will tell you about the key features, risks, benefits and fees of the financial product we recommend.

In combination, these will help you make an informed decision.

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Introducing Strategic Planning Partners

The financial services you will receive are provided by Strategic Planning Partners Pty Ltd (“SPP”) and we are responsible for the advice provided by your adviser. SPP holds an Australian Financial Services Licence No.230887 and is a Principal Member of the Financial Planning Association (FPA).

At SPP, our advice helps guide clients on the journey to their lifestyle and financial goals. Your adviser will help you put plans into action and can provide ongoing advice to keep you on track as your needs and priorities change.

SPP is a wholly owned subsidiary of ipac securities limited ABN 30 008 587 595. ipac securities limited is a wholly owned subsidiary of AXA Asia Pacific Holdings Limited ABN 78 069 123 011, which forms part of the AXA Group, a global wealth management and financial protection provider with offices in 60 countries.

The following entities are also part of the AXA Group and as such are affiliated with ipac:

- ~ The National Mutual Life Association of Australasia Limited
- ~ National Mutual Funds Management Limited
- ~ NMMT Limited
- ~ N.M. Superannuation Pty. Limited
- ~ AllianceBernstein Limited
- ~ AXA Rosenberg Investment Management Asia Pacific Limited

Also, ipac asset management limited is the responsible entity of the ipac Strategic Investment Service and ipac Pathways products, which provide investment management services to clients.

The services we offer

SPP offers clients the following financial services:

- ~ financial planning advice
- ~ wealth accumulation advice
- ~ superannuation advice
- ~ retirement advice
- ~ life insurance
- ~ gearing strategies
- ~ cashflow and debt management advice
- ~ redundancy advice
- ~ remuneration planning
- ~ estate planning considerations

Our licence authorises us to recommend the use of:

- ~ cash management trusts
- ~ managed investments
- ~ superannuation
- ~ self managed superannuation funds
- ~ retirement income streams
- ~ deposit taking facilities
- ~ portfolio administration services
- ~ margin lending
- ~ listed securities
- ~ life insurance

SPP is not authorised to provide advice on derivatives, general insurance and direct property.

SPP advisers will only provide advice to you after considering your individual objectives, financial situation and needs.

Should investment recommendations be required, SPP advisers will recommend products on SPP’s Approved Product List. We generally recommend ipac branded managed investments, superannuation and retirement funds where they are appropriate. Currently these are the ipac iAccess and ipac Pathways products. SPP believes that applying research and specialist knowledge in selecting the correct mix of fund managers is important in delivering quality investments, while carefully managing risk. ipac asset management’s specialists research, select and manage the combination of leading fund managers to deliver these outcomes for our clients.

Other financial products, including non-ipac managed investments, life insurance and listed securities, will be recommended where your needs require it however your adviser can only recommend products approved by SPP. A copy of the Approved Product List can be supplied to you on request.

Your adviser will also explain the options available for you to obtain ongoing advice.

Our fees and charges

SPP and its associates are paid through a combination of (i) fees for advice, (ii) payments from product issuers (iii) payments for investment management and portfolio administration services, (iv) and payments for introductions to other suppliers of services you may choose to use. Our fees are either deducted from your investments or invoiced to you directly. Further information about the specific fees, including details of the actual amounts of any payments we receive, will be disclosed in your Statement of Advice. All the fee examples below assume your balance stays the same throughout the year. All figures are inclusive of GST.

(i) fees for advice

~ *initial interview*

Your initial interview is obligation free and FREE OF CHARGE. The purpose of this meeting is to assess your personal financial planning needs and determine the complexity of work required. Following this assessment, your Financial Planner will provide you with a quote of the relevant upfront and ongoing fees.

~ *initial financial planning advice fee*

This is a fee for our documented initial advice (called a Statement of Advice). The fee charged for a Statement of Advice, is based on your individual circumstances and the adviser's assessment of the complexity and time involved in providing advice. There are two options available to you:

option 1

You will be invoiced and the fee is payable to SPP. The maximum initial fee that may be charged to you under this option will not exceed \$5,500 (the maximum would only payable in very complex cases) and in most cases averages between \$1650 and \$3,300.

or

option 2

You may wish to have the initial advice fees deducted from your investments. The maximum fee payable may be up to 2.20% of the amount invested or as otherwise agreed and may apply to initial as well as any further contributions. For example, assume you invest \$400,000 with us, and we were to charge the maximum 2.2% fee, the maximum initial fee payable by you equates to \$8,800 inclusive of GST.

The initial financial planning advice fee will be quoted to you during your initial interview and agreed upon BEFORE providing any advice. This is a once only charge and there is no obligation to proceed any further once you have received your financial plan. This fee covers:

- ▶ the time spent in meetings to discuss your circumstances
- ▶ liaison with other professionals such as accountants and solicitors to ensure the advice is relevant in your overall situation
- ▶ the preparation of a comprehensive Statement of Advice, otherwise known as a financial plan to confirm the advice we recommend
- ▶ our time in implementing the advice
- ▶ liaising with you and the product companies to ensure timely processing
- ▶ working with your accountant and solicitor to implement your overall strategy

SPP does not use products that have exit fees and penalties.

~ *ongoing advice fee*

SPP charges an annual fee for its **Private Client Service**. This includes servicing, reviewing and actively monitoring your portfolio, and optimising your personal financial situation via various financial planning strategies. Details of what you receive as a member of our Private Client Service are available on request.

For clients who invest in funds researched by SPP (that is, products on our Approved Product List), the ongoing advice fee may be up to 1.1%pa of your portfolio, paid monthly from your investments. The minimum annual fee is \$3300 pa and this can be paid to SPP either as a percentage deducted monthly from your investments (max 1.1%), or via an annual invoice payable at the time of your annual review.. As an example, if you invest \$400,000 with us and agreed on the ongoing advice fee of 1.1%, the maximum ongoing advice payable by you may be \$4,400 pa or \$367 per month.

For clients who choose to invest or remain invested in a fund that is not on our fully researched Approved Products List, the ongoing advice fee increases to up to 1.65%pa. For example, assume you invest \$400,000 with us and we agreed on the ongoing advice fee of 1.65%, the maximum ongoing advice payable by you may be \$6,600 pa or \$550 per month. This additional fee covers the cost of maintaining comprehensive research on products that are outside the scope of our research committee.

If these percentage based fees do not meet the minimum ongoing advice fee of \$3300pa, then a flat fee of \$3300pa will be charged either as a deduction from your investment, or via an invoice.

(ii) payments from product issuers

~ commissions on investment products

If you elect to have your initial financial planning advice fee and ongoing advice fee deducted from the investment product, SPP will receive 100% of the initial financial planning advice fee and ongoing advice fee. For example, assume you invest \$400,000 with us and we agree on the maximum initial financial planning advice fee of 2.20%. SPP could receive 100% of this fee, which equates to \$8,800.

The issuers of the recommended investment products may also pay SPP ongoing commission. This commission can vary depending on the product and manager. The maximum ongoing commission may be paid to SPP is up to 0.60%, calculated on the investment amount. For example, assume you invest \$400,000, SPP could receive up to \$2,400 pa. **SPP may rebate this commission to you or use the commission received to offset your ongoing advice fee detailed above.**

~ commissions on life insurance products

The issuers of recommended life insurance products pay SPP initial and renewal commission. This commission can vary depending on the product and insurer and can be up to 130% of the initial premium and 33% pa of the renewal premium. For example, assume you pay insurance premiums of \$1,000, SPP could potentially receive up to \$1,300 initially and up to \$330 pa ongoing. In practice however, the higher the up-front commission, the lower the ongoing commission, so in this example, if SPP received \$1300 initially, it would only be entitled to a maximum of 10% (\$100) in ongoing commission. Ongoing commission will be paid to SPP for as long as the policy is held.

(iii) payments for investment management and portfolio administration services

~ for investment management:

When you utilise an ipac or AXA financial product, the product issuer will receive investment management fees ranging from 0% pa to 3.20% pa, depending on the financial product and investment option you choose. This is calculated as a percentage of the amount you have invested in each investment option; and included in the unit price of that option or, in the case of the cash account, deducted monthly prior to the declaration of the monthly earning rate.

~ for portfolio administration fees:

When you utilise ipac iAccess as your portfolio administration platform, the product issuer will receive fees ranging from 0% pa to a maximum of 1.18% pa as specified in the ipac iAccess offer document. These fees can be lower depending on the amount you (and related investors) invest and the investment options you choose. It is calculated on your month-end account balance and deducted monthly from your cash account.

For example, assume you invest \$400,000. Your investment management fee would be up to \$11,560 pa (included in the unit prices) and your portfolio administration fee would be up to \$5,840 pa (deducted monthly from your cash account). These fees are payable to the fund managers and administration service providers, not to SPP.

(iv) payments to organisations who introduce you to SPP

When another organisation or a SPP staff member introduces you to SPP and we may pay them a maximum of 30% of any initial and ongoing financial planning fees. We will tell you who receives it, and what amount we pay. This is not an additional cost to you.

All fees charged by SPP will be fully disclosed in percentage and dollar terms in your personalised Statement of Advice. Ensure that you ask your adviser for clarification if you are unsure of what fees you will be paying.

Adviser remuneration

Your adviser is a salaried employee of SPP. SPP pays salaries and any bonuses from the fees and charges you pay. Your adviser is paid a quarterly bonus of up to 20% of any initial financial planning advice fees paid to us. Your adviser may also be eligible for up to 0.5% on any monies invested via the Strategic Planning Partners Approved Product List.

On an annual basis, an additional bonus may be payable to your adviser of up to 15% of the adviser's total ongoing revenue earned from all clients. This is not an additional cost to you.

Further information about your adviser's remuneration will be in your Statement of Advice.

SPP may receive financial assistance with client seminars, marketing assistance and other financial assistance.

Your adviser and SPP may also receive other benefits from Product Providers including awards and various hospitality events. Any benefit received by your adviser or SPP in excess of \$300 will be recorded in a Public Register that can be made available upon request.

When you get our advice

To give advice that is personalised for your circumstances we need to find out your lifestyle objectives, your financial situation and your needs before we make any strategy, insurance or investment recommendations.

You have the right not to divulge this information to us, if you do not wish to do so. In that case, we will warn you about the possible consequences of us not having your full personal information and the impact on our recommendations.

privacy

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

Our Privacy policy and strict confidentiality arrangements protect your personal information. Please ask us if you wish to obtain a copy of our privacy policy or you can view a copy on our website.

Generally you may access any personal information that SPP holds about you, simply by contacting us.

explanation of any risks

We will explain any significant risks of the strategies, insurances and investments that we recommend to you. If you are unclear of the risks, do not hesitate to question your adviser further.

giving us instructions

You can direct SPP to act on your behalf by signing an Authority to Proceed and the appropriate application, withdrawal or switch form.

professional indemnity insurance

SPP maintains Professional Indemnity insurance policies on behalf of your adviser. These policies cover advice, action and recommendations which your adviser has been authorised by SPP to provide you. These arrangements satisfy the requirements imposed by the Corporations Act 2001 and financial services regulations.

If you have any complaints

If you have a complaint about the service provided to you, please take the following steps:

1. Contact your adviser about your complaint.
2. If your complaint is not satisfactorily resolved within **3** business days, please contact the General Manager, Nick Brinkworth on 07 5554 1000, or put your complaint in writing and send it to:

Mr N Brinkworth

General Manager

Strategic Planning Partners

PO Box 290

NOBBY BEACH QLD 4218

3. If you still do not get a satisfactory outcome, you have the right to contact the Financial Ombudsman Service ('FOS'). SPP is a member of this scheme. FOS can be contacted by calling 1300 780 808, visiting their website at www.fos.org.au or by emailing them at info@fos.org.au. You will need to quote the SPP reference number, which is 10985

If your complaint relates to personal information held, you can contact the Office of the Privacy Commissioner on 1300 363 992

The Australian Securities and Investment 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.

If you have any questions

If you have any further questions about the financial services SPP provides, please ask your Financial Adviser.