



Financial Services guide

Grant Thornton Wealth Advisory Services Pty Ltd
AFSL 234500

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Introduction

At Grant Thornton Wealth Advisory Services Pty Ltd ('we', 'us' or 'our') we aim to make you feel totally at ease with the services we offer. In doing so we are providing you with this easy to understand Financial Services Guide ('FSG') designed to answer some frequently asked questions. If you'd like more information or clarification, please don't hesitate to contact us.

Our FSG is designed to assist you to evaluate and make an informed decision about our financial services and what to expect from our relationship. It contains important information about:

1. Who is Grant Thornton Wealth Advisory Services?
2. What services and types of products are we authorised to offer?
3. What is the advice process?
4. How are we and our associates paid?
5. How do we protect your privacy?
6. Who you should contact if you have a complaint

Who is Grant Thornton Wealth Advisory Services?

Grant Thornton Wealth Advisory Services Pty Ltd is an Australian Financial Services Licensee (AFSL: 234500, ABN: 61 007 073 305) and a wholly owned subsidiary of Grant Thornton Australia Limited. Our head office is located at:

Level 16, 727 Collins Street
Melbourne, Victoria 3000
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wealth@au.gt.com

Grant Thornton Australia Limited is a member firm within Grant Thornton International Ltd. Grant Thornton Limited and the member firms are not a worldwide partnership. Grant Thornton Australia Limited, together with its subsidiaries and related entities, delivers its services independently in Australia. Liability limited by a scheme approved under Professional Standards Legislation.

Grant Thornton Wealth Advisory Services Pty Ltd holds its own AFSL under its own company name.

What services do we offer?

What financial services are available to me?

Grant Thornton Wealth Advisory Services is authorised to both deal in, and provide advice on, a broad range of financial products and services.

Depending on your requirements Grant Thornton Wealth Advisory Services can provide different levels of service, from advice on a particular product through to the preparation of a comprehensive Statement of Advice. Your adviser will explain the available levels of service together with the associated fee options to enable you to decide the type of service you require.

Who provides the services described in this FSG?

Your adviser, as a Representative of Grant Thornton Wealth Advisory Services, provides the services listed above.

Who is responsible for those services?

Grant Thornton Wealth Advisory Services is responsible for the financial services provided by your Adviser, including the distribution of this FSG.

In relation to the services offered in this FSG your adviser, as a Representative of Grant Thornton Wealth Advisory Services, does not act on behalf of any other person or licensee.

Are there restrictions on the services provided?

Grant Thornton Wealth Advisory Services Advisers are only able to recommend products on our approved product list. This list is sourced from a broad range of institutions and is selected after the consideration of external research, quality, value for money, and most importantly our client's needs.

Your adviser will only recommend a product after consideration of your individual needs, objectives and financial circumstances.

As Grant Thornton Wealth Advisory Services is a subsidiary of Grant Thornton Australia Limited (a member firm of Grant Thornton International), some internal restrictions may impact your adviser's ability to provide advice on some products. These restrictions arise where a Grant Thornton office or member firm provides a service to a company that puts your adviser in a position where they are unable to ensure their advice is free of conflict. In the first instance, your adviser will not recommend an investment to you that is restricted. Should a recommended investment become restricted you will be notified by your adviser and an appropriate course of action taken.

Financial services we provide:

Strategic financial planning
Budget and cashflow management
Retirement planning
Superannuation strategies
Self-managed superannuation establishment and investment
Strategic asset allocation
Investment portfolio construction
Direct investment advice
Debt structuring advice
Gearing strategies, including margin lending
Salary packaging
Redundancy planning
Estate and succession planning
Personal insurances and risk management
Ongoing advice and services, including portfolio monitoring & administration

Financial products we advise on:

Deposit and Payment Products
Government issued debentures, stocks and bonds
Managed investment schemes including investor directed portfolio services (such as Wrap accounts), unit trusts, investment bonds and property trusts
Securities
Superannuation including personal and corporate superannuation products
Retirement Savings Account products
Life Products including Annuities, Life Insurance, Income Protection, Trauma, Death and Total and Permanent Disability and Group Policies
Standard Margin Lending Facilities

Your adviser may not be authorised to provide advice on all of the products and services outlined. If this is the case your adviser will inform you of any applicable limitations, and may refer you to another Grant Thornton Wealth Advisory Services adviser or an external party for the provision of specialist advice.

How will I pay for the services?

Grant Thornton Wealth Advisory Services has an open, honest fee structure. Our preferred approach is based on a fee for services provided. The fees will vary depending on the level and complexity of work involved, and will be scoped and agreed with you prior to services being provided.

As an alternative to fee-for-service Grant Thornton Wealth Advisory Services may receive a commission from the product provider recommended to you. This commission may be an upfront payment only, or an ongoing payment for the duration the product remains in place or both. The commission, if not rebated, may be offset against the service fee charged. Our fee and commission schedule is contained in Schedule 1 at the rear of this FSG.

How do I provide instructions to my adviser?

You can give us instructions by using the contact details set out in this FSG. Generally, you need to give us instructions in writing (e.g. fax, email or letter) or another method as agreed by us.

Do you have Professional Indemnity Insurance?

Our compensation arrangements include Professional Indemnity Insurance which meets the requirement of S912B of the Corporations Act. Our arrangements allow for compensation of retail clients arising from advice provided by our Representatives, past or present.

What is the advice process?

Financial planning is the process of developing, implementing and managing strategies to achieve your personal and financial goals. This occurs over six logical phases:

- 1 Collect information**
The value of any financial plan depends on the quality and accuracy of the information upon which the plan is based. The data collected includes specific details on your current financial situation, your lifestyle and financial goals and objectives, and your needs and personal preferences. This specific information is required to ensure the plan and any future advice is tailored to your individual circumstances and financial objectives.
- 2 Set goals and objectives**
The next step is to determine short, medium and long-term objectives. Your objectives may include funding future education expenses, purchasing or upgrading your family home, providing for your retirement and/or building your wealth.
- 3 Formulate strategy**
A personalised wealth creation / wealth protection strategy is developed to achieve your stated objectives. It is likely we will recommend a combination of strategies devised to achieve your goals within the agreed risk and time framework. This may include structuring the legal ownership of assets and investments, estate planning, along with insurance to protect you from the impact of loss of income due to illness/accident or death/disability.
- 4 Select appropriate investments**
Once a strategy has been formulated and agreed with you, high quality and reliable investments and other financial products such as insurance must be selected which will deliver the results you desire. A key part of the selection process is the evaluation of appropriate investments and other financial products using independent research. Through a unique and comprehensive research process we assess the specific products to determine their suitability to meet the requirements of your strategy.
- 5 Implement strategy**
Your financial plan is now ready to be implemented with the appropriate structures established, assets assembled, strategies initiated and necessary paperwork completed. Effective implementation of your plan is critical to ensuring that you achieve the full strategic benefits the plan can provide to fund your lifestyle objectives.
- 6 Ongoing review of progress**
It is essential that your financial strategy is reviewed and refined regularly to ensure you stay on track and that your goals are achieved. Your plan should be adjusted to take into account changes in your personal circumstances and/or objectives, the economy, investment markets, and legislative changes (including tax and superannuation) and to enable you to take advantage of effective new strategies which will suit your objectives.

Other documents you may receive

If you choose to use any of our products or services, you may also receive other important documents including a Statement of Advice, Record of Advice and/or a Product Disclosure Statement. A Statement of Advice is a document that summaries your situation and goals and sets out your adviser's advice and recommendations.

Where your adviser is recommending a particular financial product, you should also receive a Product Disclosure Statement. A Product Disclosure Statement contains important disclosure information about the financial products being recommended.

Before you commit to accepting any recommendations made you should read and understand both the Statement of Advice and Product Disclosure Statement(s). If you have further questions after reading these documents you should seek explanation from your adviser. It is important that you make a fully informed decision before proceeding with our advice.

Will the advice I receive be appropriate for my personal circumstances?

Yes. But to do so, your adviser needs to understand your personal circumstances including your individual investment objectives, financial situation and needs. We expect that you will provide us with accurate information that we request so that we can provide advice that is in your best interests.

You have the right not to share this information with your adviser. However, you should be aware that your adviser may not be able to advise you or, if they do, are required to warn you of the possible consequences of not having a full understanding of your position. You should read the warnings carefully as the scope of the advice able to be provided to you will be limited as a consequence of you exercising your right not to disclose all the information sought by your adviser.

What should I know about any risks associated with the solutions recommended?

Your adviser will explain any significant risks associated with recommended solutions. Your Statement of Advice and/or Product Disclosure Statement(s) will contain important information in this regard.

What if I need further advice?

On an ongoing basis, a Record of Advice will be provided instead of a Statement of Advice if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changes since your last Statement of Advice was provided. If you do not receive a Record of Advice you may request a copy at any time up to seven years from the date your adviser gave the further advice to you.

You can request the record of the advice by contacting your adviser or us in writing.

How are we and our associates paid?

Grant Thornton Wealth Advisory Services has an open and honest policy on disclosure of fees and remuneration. You have the right to request further information in relation to the remuneration, the range of amounts or rates or remuneration and soft dollar benefits received by the licensee and/or representative. Should you require details further to those within this FSG and other documents provided to you during the advice process, please ask your adviser or us in writing.

How is my adviser paid?

Your adviser receives salary, bonus and other benefits from us. Your adviser will set out the remuneration and commissions they receive in the Statement of Advice given to you when providing personal advice.

Do I receive information about benefits my adviser, Grant Thornton Wealth Advisory Services and others receive as a result of recommendations?

Yes. You have the right to know the details of commissions and other benefits any involved party receives as a result of the recommendations made by your adviser. Information regarding remuneration and how it is calculated and distributed will be contained within your Statement of Advice and/or the relevant Product Disclosure Statement(s).

If we have an ongoing fee arrangement with you that exceeds 12 months, then you will receive from us a Fee Disclosure Statement annually setting out the fees you have paid to us, the services that we contracted to provide and what we did provide to you over that period.

Every two years we will send you a renewal notice requesting your consent to provide services to you. We must have your consent within 60 days of that notice in order for us by law to continue to provide services to you.

Grant Thornton Wealth Advisory Services may have in place existing arrangements prior to 1 July 2013 with product issuers that may result in a monetary benefit being paid to us. This benefit may be paid based on the amount of funds our clients have previously placed with this product issuer. Such payments will not be received for any new clients or arrangements entered into after 1 July 2014.

Grant Thornton Wealth Advisory Services and its Representatives may from time to time receive non-cash benefits with a value of less than \$300. Details of benefits between \$100 and \$300 will be maintained on a Register. These benefits will normally be one off and will not be received from a product provider on a regular basis. A copy of the register is available on request.

Any benefits that we receive that are relevant to your consideration of our advice to you will be disclosed in your Statement of Advice.

Are there any arrangements which may influence our advice to you?

Grant Thornton Wealth Advisory Services is not associated with any product provider and is the holder of its own financial services license. As such, we are not restricted by any factors other than the due diligence process by which products are included on our approved product list for recommendation to our clients.

Your adviser will notify you of any conflicts of interest or any arrangements that may influence their recommendation to you. Any such conflict or arrangement will be disclosed to you within your Statement of Advice.

How do we protect your privacy?

Your adviser will maintain a record of your personal profile, including details of your investment 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.

As a financial service provider, we also have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licence. We will also retain copies of this information. We assure you that this information will be held securely. We cannot provide you with services if you are unwilling to provide this information.

Grant Thornton Wealth Advisory Services is committed to ensuring the privacy and security of your personal information in accordance with the principles of the Privacy Amendment (Private Sector) Act 2000 (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, please write to your adviser and they will make all the necessary arrangements to provide you with relevant information.

Further details on our information handling policy can be obtained from our Privacy Policy or by contacting our Privacy Officer at Grant Thornton Wealth Advisory Services.

Who you should contact if you have a complaint

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, then please call us on (03) 8663 6000 or put your complaint in writing and send it to us at:

Attn: Complaints Manager

Grant Thornton Wealth Advisory Services Pty Ltd
Level 16, 727 Collins St
Melbourne, Victoria 3000
Or by email: wealth@au.gt.com

3. We will endeavour to resolve your complaint quickly and fairly.

If you do not get a satisfactory outcome within 45 days, you have the right to complain to the Financial Ombudsman Service (FOS) at:

Financial Ombudsman Service (FOS)

GPO Box 3, Melbourne VIC 3001
T 1800 367 287
F (03) 9613 6399
W fos.org.au
E info@fos.org.au

FOS is an independent external dispute resolution service, of which Grant Thornton Wealth Advisory Services Pty Ltd is a member. The Financial Ombudsman Service is free of charge. However, there are some limits on the size of claims that can be handled by FOS. For details of the current limits, please go to the FOS website.

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

Schedule 1: schedule of fees (GST inclusive)

Fee type	Detail	Fee range
Initial meeting	The initial meeting is an opportunity to understand your needs and objectives and outline the services that Grant Thornton Wealth Advisory Services is able to provide.	From \$0 to \$880. This fee may be credited towards future services should you engage our services.
Advice preparation and implementation	The preparation of a personalised Statement of Advice, detailing our specific recommendations to you. This cost will be fully scoped and agreed with you prior to any commitment.	This attracts an hourly rate between \$0 and \$880 or alternatively a fixed fee may be agreed (depending on the level of complexity of your situation and the advice provided)
	The full implementation of agreed recommendations. This cost will be fully scoped and agreed with you prior to any commitment.	An hourly rate between \$0 and \$880
Consulting fees	For any other service not specified above. This cost will be fully scoped and agreed with you prior to any commitment.	An hourly rate between \$0 and \$880
Commission on life insurance products	Where we arrange a risk insurance product for you, an initial commission will be paid to us by the relevant insurer.	The rate of initial commission is between 0% and 123.75% and is calculated as a percentage of the insurer's premium. The rate of ongoing commissions can be between 0% and 33% of the annual premium.
Commission on all products other than life insurance products	Where we arrange a non-insurance product for you, an initial and/or ongoing commission may be paid to us by the relevant product provider. We will advise you if we will receive an upfront commission from the product issuer. This amount may be rebated to you or retained to offset against our implementation or ongoing fees.	The upfront commission may vary from 0% – 5.5% of the amount you invest, depending on the product. The annual ongoing commission may vary from 0% - 2.2% of the amount you invest.
Adviser service fee	A fee paid to your adviser for the ongoing management of your financial strategy and/or investment(s). This cost will be fully scoped and agreed with you prior to any commitment and reviewed on an annual basis.	This attracts an hourly rate between \$0 and \$880 or alternatively an asset based fee may be charged of between 0% pa and 1.65% pa of your account balance (depending on the level of complexity of your situation and the ongoing advice provided)
Investment fee	A fee paid for the ongoing management of the Grant Thornton Wealth Advisory Services Model Portfolio(s)	An asset based fee of between 0% pa and 1.1% pa of the aggregate value of funds invested in the Grant Thornton Model Portfolio(s)

Grant Thornton Wealth Advisory Services Pty Ltd ABN 61 007 073 305 ACN 007 073 305A subsidiary or related entity of Grant Thornton Australia Ltd ABN 41 127 556 389

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Liability is limited in those States where a current scheme applies.