



INTERPRAC FINANCIAL PLANNING PTY LTD

ABN 14 076 093 680

An Australian Financial Services Licensee

Licence Number: 246638

Level 3, 29-33 Palmerston Crescent, South Melbourne Vic 3205

Ph: (03) 9209 9777 Fax: (03) 9209 9731

FINANCIAL SERVICES GUIDE & PRIVACY POLICY

Dated: 19/03/2009

Version 5.1

Adviser: David Mardell

Adviser Office Address: 3/2045 Moggil Road, Kenmore, QLD 4069

Ph: (07) 3363 1200 Fax: (07) 3878 9183

We are required by law to give you a **Financial Services Guide (FSG)**, which helps to educate and protect you and promote honesty and fairness in financial products and services.



Affiliated with the National Tax & Accountants' Association

Financial Services Guide (FSG)

This document is a Financial Services Guide, and is designed to assist you in deciding whether to use any of the financial services that we provide. This Guide contains:

- Information on how we provide you advice and make recommendations;
- Information on our Privacy Policy;
- Information on remuneration that may be payable in connection with the provision of financial services; &
- Information on our complaints handling procedures, should you have a complaint.

The Planning Process

InterPrac Financial Planning Pty Ltd requires that all representatives follow a process when meeting and advising customers of the services you can offer. InterPrac requires all representatives to follow a step by step process in conducting business. The process we expect is in 5 steps.

- Step 1: Meet the client, introduce your services
- Step 2: Gather data; identify the clients goals and any financial issues
- Step 3: Prepare and present the financial plan
- Step 4: Execute the 'Authority to Proceed' and implement the plan
- Step 5: Identify the clients service procedure

Statement of Advice (SOA)

When you are provided with personal advice that takes into account your particular circumstances, you will receive a Statement of Advice. The Statement of Advice sets out the personal advice given to you, including any recommendations about particular financial products and the basis on which those recommendations are made

The Statement of Advice will provide information on the amount of any commissions and other fees payable in respect of financial products recommended to you in connection with this advice.

Statement of Additional Advice (SOAA)

A Statement of Additional Advice is a document which incorporates by reference information from a Statement of Advice that has previously been provided to you. You are able to request copies of any referenced Statements of Advice free of charge. The Statement of Additional Advice will also provide information on the amount of any commissions and other fees payable in respect of financial products recommended to you in connection with that advice.

Record of Small Investment Advice (RSIA)

If you receive advice where the total investment value in relation to that advice is less than \$15,000 you will not receive a Statement of Advice but will be given a Record of Small Investment Advice. The Record of Small Investment Advice is a concise document containing the following information:

- Brief particulars of the recommendations and the basis for those recommendations;
- Information on remuneration, fees and other benefits; and
- Replacement product information including exit fees and any loss of benefits.

Product Disclosure Statement (PDS)

Before you purchase a financial product, you will be given a Product Disclosure Statement for each product that has been recommended, except for shares which are not required to have a PDS. A Product Disclosure Statement sets out information specific to the product, including product benefits, terms and conditions, as well as any fees and charges payable.

InterPrac Financial Planning

InterPrac Financial Planning is dedicated to providing you with financial services and strategies suited to your personal circumstances and needs. InterPrac is not owned by any fund manager, bank, superannuation fund or life insurer. InterPrac Financial Planning Pty Ltd and its Authorised Representatives always act on behalf of you, the client. We hold an Australian Financial Services Licence No: 246638, issued by the Australian Securities and Investments Commission. We are responsible for the financial services provided by our Authorised Representatives and have authorised the distribution of this Financial Services Guide.

The contact details for InterPrac are:
 InterPrac Financial Planning Pty Ltd
 Australian Financial Services Licence Number: 246638
 Level 3, 29-33 Palmerston Crescent, South Melbourne Vic 3205
 Tel: (03) 9209 9777 Fax: (03) 9209 9731
 Email: kathy.charnley@InterPrac.com.au

Fees and Remuneration

Your Authorised Representative is a professional adviser who receives payment for the advice and services they provide. These payments are used to fund the cost of such things as:

- Ongoing education and development for the adviser;
- Running a business, including office rental, phone/fax, internet, stationery etc; and
- Providing an income for the adviser.

Your adviser will receive remuneration either by charging you a fee for service, receiving commissions, or a combination of both. Details of all fees will be clearly documented in the Statement of Advice you receive.

Fee for service only – Fees are charged according to the work undertaken by your adviser and may be charged on an hourly basis or as a flat fee. A fee may be charged for the initial work in developing and implementing a strategy, as well as for ongoing monitoring and reviews. Under a fee for service agreement, initial and ongoing commissions will generally be rebated back to you. A typical rate for fee for service arrangements is between \$300 and \$350 per hour plus GST.

Commission only – Your adviser may be remunerated for the services they provide by receiving commission. Commission rates vary greatly between products and providers. The following table illustrates the ranges of initial and ongoing commission payable for each product type. The example transactions illustrate the dollar range of commission that would be payable at both the low and high level. The Statement of Advice provided to you by your adviser will illustrate each level of commission applicable to your situation.

Commission Type and Product Type	Commission Range		Example Transaction	Dollar Range	
	Low	High		Low	High
Initial Investment	0%	5%	\$100,000	\$0	\$5,000
Ongoing Investment	0%	2%	\$150,000	\$0	\$3,000
Initial Insurance	20%	120%	\$1,250	\$250	\$1,500
Ongoing Insurance	5%	33%	\$1,250	\$62.50	\$413
Initial Aggri Business	5%	12%	\$40,000	\$2,000	\$4,800
Ongoing Aggri Business	0%	0%	\$40,000	\$0	\$0

Please note that commissions are not an additional charge to you. Commissions are paid by the product provider from the fees paid on your investment, or from the premium you pay for your insurance.

All fees and commissions are paid directly to InterPrac Financial Planning on a fortnightly, monthly or quarterly basis. InterPrac retain a percentage in the range 10% to 20% of the fee income generated by each Authorised Representative. InterPrac then pay the net income to the Authorised Representative on a bi-monthly basis.

Referral Fees

InterPrac Financial Planning Pty Ltd and its Authorised Representatives work closely with many professional people and organisations such as accountants and solicitors. Where we receive referrals from these sources, they may be paid a referral fee. Referral fees are generally in the range of 20% to 40% of the income we receive for developing and implementing our advice. Referral fees are not a separate charge to you, they are paid from the fees received by InterPrac.

Research and Recommended Products

Any product that is recommended to you by your InterPrac Adviser must first be included on InterPrac's Recommended Product List. The list is constructed and maintained by our Investment Committee using ratings and reports from leading independent Australian research groups such as Lonsec, Standard & Poors, Van Eyk and Adviser Edge. The purpose of the list is twofold:

1. To ensure that the recommended product providers have the necessary skills, resources and experience to achieve their stated investment objectives.
2. To ensure that our Advisers have a broad range of researched products to select from in meeting the diverse needs of their clients.

Where our Advisers provide recommendations in relation to direct shares, they are able to use research provided by a broad range of groups including Lonsec and Aspect Huntley.

Association and Relationships

InterPrac Financial Planning Pty Ltd may from time to time receive marketing allowances from Companies within the Financial Services industry. These allowances are provided to assist InterPrac with the cost of developing marketing materials and for the training of Authorised Representatives. The value of any allowance is negotiated on a case by case basis and is paid solely to InterPrac Financial Planning Pty Ltd. InterPrac receives up to 0.2% of funds under management from the following providers; Netwealth, IOOF, Asgard, Colonial First State and Macquarie Wrap, and may receive up to 1% on gross applications from Gunns Plantations, Timbercorp, Great Southern Plantations and Rewards Group. Please note that marketing allowances are not an additional cost to the client, they are paid by the fund manager.

Insurance and Security Bond

As required by Corporations' Law, InterPrac Financial Planning holds an appropriate level of Professional Indemnity Insurance as well as a Security Bond with with the Commonwealth Bank.

Complaints

If you do have a complaint, please contact your Authorised Representative, or InterPrac to obtain a copy of our Complaints Handling Policy and Procedures.

InterPrac are committed to providing quality financial services in an efficient and honest manner. We take all complaints seriously, and have developed a formal complaints handling process to deal with any complaints from our clients. If you do have a complaint, you should follow the steps outlined below:

1. Contact your Authorised Representative directly to discuss the issue and to seek a resolution.
2. If the complaint cannot be resolved by talking to your Authorised Representative, you should then contact InterPrac directly by writing to:

The Complaints Officer
InterPrac Financial Planning Pty Ltd
Level 3, 29-33 Palmerston Crescent, South Melbourne Vic 3205
Tel: (03) 9209 9777 Fax: (03) 9209 9731

3. If InterPrac are not able to resolve your complaint to your satisfaction, you can then lodge a complaint with the Financial Ombudsman Service.

Financial Ombudsman Service
GPO Box 3, Melbourne VIC 3001
Telephone: 1300 780 808 Fax: (03) 9613 6399
Email: info@fos.org.au

Privacy Policy

The privacy of our clients and their personal information is an important issue for InterPrac Financial Planning Pty Ltd. The following policy describes how InterPrac complies with the National Privacy Principles, and how we collect, use, disclose and manage personal information.

Collection of Information

- InterPrac collects and holds your personal information for the sole purpose of providing financial services to you.
- If the information you provide to us is inaccurate or incomplete, it may impact the quality and appropriateness of our recommendations.
- Where we are arranging insurance and/or investment products for you, we will be required to collect and lodge relevant information for the purposes of those applications.
- Where you provide us with information about another person, such as your nominated beneficiary, you must ensure that they are aware information has been provided to us and of the existence of this document.

Use and Disclosure

We will only use or disclose your personal information in the following circumstances:

- For the purpose of providing you with financial services, or in arranging for the application of insurance or investments on your behalf;
- Where you provide your consent, either expressly or implied by your behaviour, for information to be provided to a third party (eg your accountant);
- Where we are required by law;
- Where we are using the information in a direct marketing communication (you will have the option of electing not to receive direct marketing materials).

Quality of Information

We will make every effort to ensure that the personal information we collect is accurate, complete and up-to-date, however we will rely on you informing us if your personal details change.

Security of Information

We will take reasonable steps to protect the personal information we hold from misuse, loss, and from unauthorised access, modification or disclosure. Where your personal information is no longer needed, and we are not required by law to maintain it, we will ensure that it is securely and permanently destroyed.

Access to Personal Information

You may at any time request access to your personal information that we hold. We will endeavour to comply with your request as soon as possible, which would normally be within a period of 14 days. In most cases there will be no charge for providing such information; however requests involving large amounts of information may incur a fee.

Contacting InterPrac

If you have a complaint in regards to the collection or use of your personal information, or have an enquiry about this Privacy policy, please write to:

Privacy Officer
InterPrac Financial Planning Pty Ltd
Level 3, 29-33 Palmerston Crescent, South Melbourne, Vic 3205
Tel: (03) 9209 9777 Fax: (03) 9209 9731

Your Authorised Representative

Your financial adviser is David Mardell and he is an Authorised Representative of InterPrac Financial Planning Pty Ltd. David's Authorised Representative Number is 300773 and his contact details are as follows:

Mardell Holdings Pty Ltd

Corporate Representative No: 315423

David Mardell

Authorised Representative No: 300773

3/2045 Moggill Road, Kenmore, QLD 4069

Phone: (07) 3363 1200 Mobile: 0414 823 146 Fax: (03) 3878 9183

Email: david@mardell.com.au

Background and Experience

David specialises in the development of personalised financial planning strategies and advice to suit each individual's personal circumstances and needs. David is able to assist you in all areas of financial planning that InterPrac offer, bringing a wealth of experience, expertise and knowledge to his role as a financial planner. David also holds a Diploma of Financial Planning and has previously worked with leading financial planning groups in key consultancy roles.

The products on which David can provide advice comprise:

- Deposit and Payment Products;
- Margin Lending;
- Managed Investment Schemes including Unit Trusts, Investment Bonds, Direct Shares, Property Trusts, Growth Funds, Balanced Funds, Indexed Funds and Cash Management Accounts;
- Share Market Investments;
- Tax Effective Investments;
- Mortgage Lending;
- Superannuation, including Allocated Pensions, Rollovers, Personal Superannuation, Company Superannuation and Self Managed Superannuation Funds;
- Life Insurance Products, including Annuities, Term Insurance, Income Protection, Trauma and Total and Permanent Disability Insurance.

The InterPrac network also provides access to a number of associated entities that can provide advice and assistance with:

- Finance, including leases, mortgages and refinancing;
- Investment Property;
- Companies and Trusts.



Financial Planning Client Service Fee Schedule

To provide you with accurate and complete financial planning advice, significant input and expertise will be required from our firm in developing strategies to achieve your needs and objectives now and into the future.

1. Building Your Financial Strategy

Services Include		Fees
Financial Advice	General as well as specific strategy advice	\$330 per hr
Comprehensive Financial Plan including: - Transition to Retirement - Income Stream Strategies - Maximise tax benefits in retirement - Investment Strategy	A comprehensive document that provides the foundation for us to work together in the future to achieve your financial goals	\$1,660*
Estate Planning Report	A comprehensive review of your Non estate and Estate assets and make sure that your assets move to the right people at the right time in the most tax effective manner on your death. This service involves dealing you're your other professionals advisers	\$880*
Risk Management Report	Full Risk Management Report identifying risk reduction strategies through the implementation of personal insurances (Life, Total and Permanent Disablement, Trauma and Income Protection for individuals as well as businesses	\$275
Family Superannuation Fund Establishment and Upgrade	Making sure the super fund complies with SIS legislation on establishment including ABN, TFN and other ATO Registrations	Est: \$880# Upgrade: \$440#
Family Superannuation Fund Investment Strategy	Complete your funds new Investment Strategy in line with the members retirement objectives	\$440
Family Superannuation Fund - Ongoing Management, Advice, Investment and Administration for Trustees	Priority access to your Adviser and Accountant. We will provide advice to Trustees of the latest strategies available to SMSF's. Annual review of Investment Strategy, minutes, DVD's and other educational material. Completion of all paper work required to the ATO for Pensions, Transition to Retirement, rollovers and Annual Tax Returns etc	Refer to separate Fee Schedule in Family Super Fund Brochure

* Our Fee will be provided in your Engagement Letter for you to accept before proceeding
SMSF Trust Deed with special purpose Corporate Trustee will be \$2,080

2. Implementation of our advice

Direct Share portfolios - \$660 flat fee for the purchase of the shares as recommended in the Financial Plan and establishing the portfolio onto our systems for ongoing review and monitoring. All brokerage costs at \$26.95 or the greater of 0.11% per trade through Commsec Adviser Trading Centre are payable on each share transaction by the client.

Our fee for once off share transactions on an Execution only basis for **non clients** is a 0.75% with a minimum fee of \$100 per trade plus Commsec Adviser Trading Centre fees.

Managed Fund Portfolios – Implementation of investments is 2.2% for the first \$100,000 and then 1.1% for the balance of funds above that amount.

Insurance Policies – The commissions paid to us can be up to 120% of the first year premium and then up to 33% of the premiums ongoing. It is industry practice that commission is paid on the implementation of insurance and this is not an additional cost to yourself.

3. Portfolio Administration of Investments

All portfolio administration is provided through Accountants Share Portfolio Solutions (ASP Solutions) www.asps.com.au. This allows you to receive 24 hr - 7 days per week access to your portfolio. This service requires no administration on your behalf with owning a direct share portfolio and you will receive simplified reporting and consolidated taxation reports.

In addition you will receive **ASP Solutions Desktop Application** which is included in this service and available exclusively to our clients. ASP Solutions Desktop is a powerful 20 minute delay web application (live is available at a cost) market data service that is fully integrated with your existing share portfolio that provides the ultimate portfolio administration solution.

The fees for ASP Solutions start at a minimum of \$85 per month, or

- 0.57%pa for the first \$500,000, then
- 0.27%pa above this amount
- \$660 pa Registered Office fee where we complete all paperwork (Corporate Actions, Direct Debit, Tax File Number notifications, postage and handling etc)

4. Ongoing Investment Advice and Investment Monitoring

The ongoing investment service fee for funds under our administration is 0.55% pa. Our brokerage fee for share transactions for **clients** is \$45 per trade plus Commsec Adviser Trading Centre fees.

This includes:

- Annual Valuation Report
- Ongoing daily monitoring to make sure your portfolio is actively managed
- Updated investment research as provided by Independent Research Houses
- Priority access to your adviser
- Email updates on current market conditions and new investment opportunities

5. Formal Annual Review

The cost for this service is \$660. At a minimum you will be required to have one annual review where we will review your current financial strategy to make sure you are keeping track with your financial goals and objectives.

Additional Services

- Tax return preparation via Bob Mardell Chartered Accountants
- Self Managed Super investment strategy review
- Home Loan mortgage broking service through Choice Home loans

Notations

- Ongoing portfolio management and advice fees **are tax deductible**
- All fees shown include GST
- All fees and charges will be disclosed in your Statement of Advice before proceeding
- It is imperative that we have a current email address as this is the main form of communication to you with industry changes as well as issues affecting your financial plan.



Client File Copy

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MY ADVISER HAS PROVIDED ME WITH AN **FSG** AND EXPLAINED ITS
CONTENTS.

Signed.....Dated.....



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& Accountants' Association