

financial services guide

Charter financial planning

Version 10.0 March 2009

Financial services guide

This guide contains information about:

- Charter Financial Planning
- Your financial adviser
- The financial planning services and products your financial adviser can provide
- How Charter Financial Planning, your financial adviser and other related parties are paid for the financial planning services provided to you
- Any associations or relationships that could create potential conflicts of interest
- Details of who to contact should you have a complaint

Please retain this document for your reference and any future dealings with Charter Financial Planning.

Who is Charter Financial Planning?

Charter Financial Planning is wholly owned by the National Mutual Life Association of Australasia Ltd (NMLA) and is a member of the global AXA group (an international financial services organisation).

Charter Financial Planning is one of Australia's leading financial planning organisations and has been operating since 1996. Charter Financial Planning holds an Australian Financial Service Licence for providing both personal and general advice and can offer a range of financial services that are listed within this FSG.

Charter Financial Planning is a principal member of the Financial Planning Association (FPA) and as such, Charter Financial Planning and their financial advisers have adopted the FPA's Code of Ethics and rules of professional conduct.

Charter Financial Planning has approved the distribution of this FSG.



Pajoda Investments Pty Ltd trading as rmg financial services
ABN: 33 127 407 238

Who is Pajoda Investments Pty Ltd trading as rmg financial services?

Pajoda Investments Pty Ltd trading as rmg financial services is a corporate authorised representative of Charter Financial Planning. The Australian Securities and Investment Commission (ASIC) has granted Pajoda Investments Pty Ltd authority to provide financial services on behalf of Charter Financial Planning. Pajoda Investments Pty Ltd has been assigned an ASIC representative number of 328419.

Your financial adviser is Sandra Lyon of Pajoda Investments Pty Ltd, who is an authorised representative of Charter Financial Planning.

Sandra has been granted an Australian Securities and Investments Commission (ASIC) number of 255998.

Pajoda Investments Pty Ltd can offer a range of financial services that are listed within this financial services guide.

Contact details

55 Salvado Road Subiaco WA 6019

Postal address: PO Box 38 Wembley WA 6913

Telephone: 08 9380 9599

Facsimile: 08 9380 9566

Email address: sandra.lyon@rmgfs.com.au

Web page: www.rmgfs.com.au

Education and qualifications

Diploma of Financial Planning

CERTIFIED FINANCIAL PLANNER™



Charter Financial Planning Limited ABN 35 002 976 294
Licence No. 234665
Level 9 750 Collins Street, Docklands, Victoria 3008

Experience

Sandra has been working in the Financial Services Industry since 1991 and has developed extensive knowledge in many areas of financial planning. Over this period of time Sandra has been involved in a number of Licenced Dealer Groups and Life Insurance Companies. With an efficient, professional and most of all, simple and easy approach to financial planning, Sandra aims to leave you with a personalised financial planning solution.

CERTIFIED FINANCIAL PLANNER™,
CFP® and the



mark are international marks representing the highest professional certification that can be awarded to a financial planner. CFP® practitioners have completed rigorous study in financial planning, have extensive industry experience and abide by the FPA code of Ethics and Rules of Professional Conduct.

Certified quality advice practice



Pajoda Investments Pty Ltd is one of a select number of businesses that has been awarded Certified Quality Advice Practice status by Charter Financial Planning. This programme sets an industry benchmark for providing high-quality financial advice. The certification is supported by industry qualification, demonstrated best practise business operations and proven success in meeting the financial planning needs of clients.

What kinds of financial services and products are available?

We can offer a range of insurance, investment, superannuation and retirement strategies and products and AXA owned platforms (Summit, Generations, AXcess, ipac and North).

Charter Financial Planning maintains an approved product list, containing financial products that have been researched by a number of external research houses. A copy of the approved product list can be supplied to you upon request.

What advice can Sandra Lyon offer?

Sandra can provide you with advice on the following:

Strategies

- Guidance on budgeting and goal setting
- Savings and wealth creation strategies
- Investment planning
- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Estate planning considerations
- Centrelink planning
- Business succession planning
- Risk and insurance analysis
- Salary packaging advice
- Gearing strategy

Products

- Cash management trusts
- Retirement income streams
- Direct fixed interest
- Retail & wholesale managed investment schemes
- Socially responsible investments
- Hedge funds
- Master trust products
- Superannuation products
- Personal and group insurance
- Business succession insurance
- Geared products
- Direct shares
- Agribusiness
- Self managed super funds

What initial services are provided?

- Identification of your financial goals and objectives.
- Collection and analysis of your existing personal and financial situation.
- Investigation and consideration of possible financial planning strategies and products that will assist you to meet your goals and objectives.

- Presentation of a written recommendation, referred to as a 'statement of advice'.
- Implementation of your strategy.

What ongoing services are provided?

- Revision of your personal and financial situation at suitable intervals.
- Discussion of whether our recommendations remain appropriate should your personal circumstances or the legislative environment change.
- Implementation of any recommendations made as part of our ongoing service to you.

What do these services cost?

All fees are payable to Charter Financial Planning.

Prior to the commencement of any of the above services, a service agreement will be provided which will outline the services you have requested and the payment method agreed upon. The available payment options are outlined below and may be paid with your own funds or deducted from your investment.

The following fee schedule applies to new clients of rmg financial services from 1 January 2009. If you are an existing client of rmg financial services, there is no change to your existing fees as disclosed in your most recent Statement of Advice

Initial advice fee options

- The fixed rate advice fee ranges between \$4,400 and a negotiable amount depending on the level of service required by you. The fee will be negotiated prior to any services being provided and will be disclosed in the Statement of Advice we provide to you.
- The hourly advice rate for ad-hoc advice is \$440 per hour.

Implementation fee options

- Brokerage of 1.0% per trade is payable for all direct share transactions. A minimum fee of \$33 applies.

Ongoing advice fee options

- The fixed rate advice fee ranges between \$5,500 and a negotiable amount depending on the level of service required by you. The fee will be negotiated prior to any services being provided and will be disclosed in the Statement of Advice we provide to you.

Commissions

Initial and ongoing commissions may be paid by fund managers and life companies in association with product recommendations. These commissions may be as follows:

- Initial commission of up to 10% may be payable for certain agribusiness investments.
- Insurance commissions are factored into the premium costs and range between 11% and 125% of the initial premium, and between 0% and 40% per annum of the renewal premium.
- Ongoing commission is factored into the product costs for superannuation and investments and ranges between 0% and 0.80% per annum. It is generally calculated and paid based on the monthly investment balance. If you choose to become a member of rmg's Service program, these ongoing commissions may be rebated.

All applicable fees, commissions and/or brokerage will also be fully detailed in the statement of advice you receive. All fees disclosed are inclusive of Goods and Services Tax.

How will you pay for the services provided?

Charter Financial Planning and your financial adviser can be paid by various methods.

Your financial adviser will discuss and agree upon the method of payment with you before any financial services are provided. In addition, where you receive personal advice, your statement of advice will outline all remuneration and other benefits associated with the advice provided.

How is Pajoda Investments Pty Ltd paid?

Charter Financial Planning will retain 0% to 3% of the gross revenue received for the recommended financial services and/or products. Charter Financial Planning will pay Pajoda Investments Pty Ltd 97% to 100% of the gross revenue received.

Sandra Lyon is paid a salary and bonuses.

Other benefits

Some product providers may give Charter Financial Planning or your financial adviser non-commission benefits such as entertainment or sponsorship. Both Charter Financial Planning and your financial adviser maintain a register in line with industry standards to document any alternative forms of payment received. This register is publicly available and must be provided within 7 days of the request date.

Pajoda Investments Pty Ltd trading as rmg financial services may receive the following benefits. These benefits are payable by Charter Financial Planning and are not an additional charge to you.

- ipac has entered into an equity partner transaction with Pajoda Investments Pty Ltd trading as rmg financial services an entity owned by ipac (60%), Patrick Canion (20%) and John Donald (20%). Pajoda Investments Pty Ltd trading as rmg financial services will service the clients and operate the business on behalf of ipac.
- Funding the cost of business equipment and training where net practice earnings exceed \$50,000 per annum. One point is earned per \$1.25 (inc GST) over \$50,000. For example, \$100,000 of net practice earnings equates to \$50,000 of qualifying earnings, which is divided by \$1.25 to produce 40,000 points. These points are multiplied by 0.008 cents to produce a benefit of \$320.
- Charter Financial Planning rewards Pajoda Investments Pty Ltd trading as rmg financial services for operating a top 25 practice (based on revenue and their retention of the 'Certified Quality Advice Practice' status) by covering the cost of attending the national conference and provides financial planning software (total value of approximately \$15,000).
- We may recommend AXA products where appropriate, which helps to streamline the services that we provide to you. As a result, we are able to participate in the Value Participation Scheme (VPS), which provides us with a cash payment based on total AXA product funds under management.
- We may participate in short term incentive programmes. For example, a product provider may offer additional commissions for a specified period. Due to the temporary nature of these arrangements they have not been included in this document. Details of any short term incentives will be outlined in the fee disclosure section of your statement of advice.
- You may be referred to an external service provider to assist you in specialist areas. We may receive a referral fee or commission for introducing you to the service provider. These fees will be disclosed in your statement of advice.

Payments to other professionals

If a third party referred you to us we may forward referral payments or commissions to the third party. These amounts do not involve additional costs and will be disclosed in your statement of advice.

Does Charter Financial Planning have any relationships or associations with financial product issuers?

Your financial adviser can provide advice on products from a wide range of financial product providers, some of which are part of the global AXA group and as such are affiliated with Charter Financial Planning, including:

- The National Mutual Life Association of Australasia Ltd (AXA & AC&L)
- National Mutual Funds Management Limited

- NMMT Ltd - (Summit, Generations & AXcess)
- N.M. Superannuation Pty Limited (Summit, Generations & North)
- Alliance Capital Management Australia Limited
- ipac asset management limited
- AllianceBernstein Australia Limited
- AXA Rosenberg Investment Management Asia Pacific Limited

What information should you provide to receive personalised advice?

Your financial adviser will complete a client questionnaire with you, which will record your personal objectives, lifestyle goals, details of your current financial situation and any relevant information. The information obtained will be assessed by your financial adviser to assist them in providing appropriate advice.

You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

You should read any warnings contained in the client questionnaire and statement of advice carefully before making any decision relating to a financial strategy or product.

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.

What information is maintained in your file and can you examine the client file?

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

Who may access the information you provide?

Charter Financial Planning and your financial adviser are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. Please ask your financial adviser if you wish to obtain a copy of the privacy policy.

It is important to note that in order to best meet your needs and provide you with financial services and advice, your financial adviser may need to disclose your personal information to other parties. Typically these parties may include fund managers, life companies, related entities and other licensees. Similarly your financial adviser may bring to your attention products and services or other information which may be relevant to your

situation. You will be given the opportunity to choose whether you wish to receive such information.

Charter Financial Planning reserves the right to appoint another financial adviser to ensure your ongoing needs are met. In these circumstances Charter Financial Planning will write to you advising you of the change.

What other documents might you receive?

You may also receive the following documents, designed to help you make an informed decision on any financial strategy or recommended product.

Statement of advice (SoA)

All personal advice provided to you will be outlined in an SoA. The SoA will contain personal advice, the basis on which it is given, details of fees, commissions and information on relevant associations. The SoA is used for initial advice and any subsequent advice may be provided in the form of a record of advice, a statement of additional advice or another form of advice documentation.

Product Disclosure Statement (PDS)

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

Professional indemnity insurance

Charter Financial Planning and your financial adviser maintain professional indemnity (PI) insurance policies. These insurances cover advice, actions and recommendations which have been authorised by Charter Financial Planning to be provided by your adviser. These arrangements satisfy the requirements imposed by the Corporations Act 2001 and financial services regulations.

What should you do if you have a complaint?

If you have any complaints about the services provided to you, or personal information held, 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 3 days, please contact the Charter Financial Planning office on 137 292 or put your complaint in writing and send it to:

Charter Financial Planning
Attention: Advice and Licensing
Level 9, 750 Collins Street
DOCKLANDS VIC 3008

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

3. If your complaint has not been resolved by Charter Financial Planning, you may escalate your complaint to one of the External Complaints Schemes listed in the following table, of which Charter Financial Planning is a member.

Type of complaint	External complaints service
Financial advice, investments, superannuation or insurance matters	Financial Ombudsman Service (FOS) on 1300 780 808
Personal information held	The Privacy Commissioner on 1300 363 992
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.	