



rmg financial services

Financial Services Guide

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Important



Before we provide you with financial advice, you should read this Financial Services Guide (FSG) It contains the following important information to help you decide whether to use our services:

- Who we are;
- Initial and ongoing advice we provide;
- How we are paid;
- Who to contact if you have a complaint.

About Us



Pajoda Investments Pty Ltd, corporate authorised representative (CAR), number 328419, trading as rmg financial services, is authorised to provide financial services on behalf of Charter Financial Planning.

Contact Details

rmg financial services ABN 33 127 407 238

55 Salvado Road, SUBIACO WA 6913

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web www.rmgfs.com.au

Why you should choose rmg financial services

We aim to provide personalised and responsible advice suited to your objectives and believe that sound advice and planning is the key to improving your financial position.

We undertake continuous professional development and undertake training programs so we are up to date with legislative changes to superannuation, investment, social security and tax environments.

We have access to technical, risk and investment research professionals who provide us with additional analysis on strategies and products that become available as a result of these changes.

Our financial advisers will help you sort out your goals and weigh up different investment strategies to achieve them.

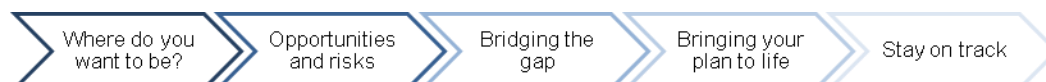
Most importantly, we turn your thoughts into action. There are no secret formulas to achieving financial security. We work with you to get the basics right and ensure you have a plan to achieve your goals over time.



rmg financial services 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 awarded based on industry qualifications, demonstrated best practise business operations and proven success in meeting the financial planning needs of clients.

Our financial planning process

Everyone is different, with different circumstances, needs and goals. We treat every client as an individual, but follow a defined financial planning process, to make sure you know what to expect from us.



Identifying where you want to be

We help you identify your financial and lifestyle goals and explain the services we offer to help you achieve them. The type of advice you need could depend on your life stage, the amount of money you want to invest and the complexity of your affairs.

We will help you to identify the range of issues that need to be addressed to meet your goals. You can then decide whether you want our advice to meet a single need or a broad range of issues.

Considering opportunities and risks

Good personal advice starts with having an understanding of your current situation. We take a close look at your current financial situation – assets, debts, income, expenses and insurance, and explore the options you could use to reach your goals.

Bridging the gap

Based on the research we have conducted, we will recommend a strategy to bridge the gap between where you are now and where you want to be.

Bringing your plan to life

We work closely with you to implement your financial plan. We help you to complete any necessary paperwork and are available to attend meetings with your accountant, solicitor and general insurer so that your strategy is implemented efficiently.

Staying on track with regular ongoing advice

Time goes on and circumstances and needs change. The final step in our advice process ensures your financial plan remains on track, by providing you with regular ongoing advice.

We design an ongoing service programme to ensure your plan remains up to date as your life changes and so you can obtain the benefits of ongoing reliable advice.

Sometimes, life takes us in unplanned directions. When you need a little extra help on top of our initial or ongoing advice, just ask us to provide you with some additional advice. We are there to help you – whatever the occasion.

About Hean-Sing Koay



Your financial adviser, Hean-Sing Koay (ASIC number 302791), is an authorised representative of Charter Financial Planning.

Education and Qualifications

CFP, Graduate Diploma of Financial Planning; Bachelor of Commerce (double major in Finance and marketing) CERTIFIED FINANCIAL PLANNER™



Experience

Sing is an employee of rmg financial services, a financial planning firm with a total of 23 employees. **rmg financial services** has won an Asset Magazine innovation award in 2008 and 2009 and has been a national finalist (and number 1 in WA) in the Independent Financial Adviser magazine's best practice awards for the past 3 years.

Sing has a Bachelor of Commerce degree and a Graduate Diploma of Financial Planning. He has over 10 years experience in financial services. He has specific responsibility for providing ongoing advice through our Smart Money Program. Sing is renowned amongst his clients for his listening ability and attention to detail.

Memberships

Financial Planning Association

Advice we can provide

Hean-Sing can provide you with advice on the following:

Strategies

- Guidance on budgeting and goal setting
- Savings and wealth creation strategies
- Investment planning

Products

- Cash management trusts
- Retirement income streams
- Direct fixed interest

- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Estate planning considerations
- Centrelink planning
- Risk and insurance analysis
- Business succession planning
- Salary packaging advice
- Gearing strategies
- Aged Care Accommodation
- Retail & wholesale managed investment schemes
- Socially responsible investments
- Hedge funds
- Master trust products
- Superannuation products
- Personal and group insurance
- Business succession insurance
- Margin lending facilities
- Direct shares

Charter Financial Planning maintains an approved product list, containing financial products that have been researched by a number of external research houses. Only those products and services considered worthy of recommendation to our clients have been approved. A copy of the approved product list can be given to you if requested.

While we prefer to recommend products and platforms promoted or issued by AXA or AMP companies, we may select products from other companies if appropriate to your needs.

Documents you may receive

Our initial advice will be provided to you in a financial plan, known as a Statement of Advice (SOA). The financial plan contains a summary of your goals and our advice to help you achieve them.

We will keep a record of any further advice we provide you for seven years. You may request a copy by contacting our office.

You will also receive a Product Disclosure Statement (PDS) if we have recommended you invest in or purchase a financial product. The PDS contains key features of the recommended product, significant benefits, risks and the fees you pay the product provider to professionally manage your investment or insurance.

You should read any warnings contained in your financial plan or the PDS carefully before making any decision relating to a financial strategy or product.

You can contact Hean-Sing Koay directly with any instructions relating to your financial products.

Advice fees



The fees charged for the advice services of rmg financial services may be based on a combination of:

- A set dollar amount; or
- A percentage based of funds that you invest.

The advice fees of rmg financial services may include charges for the following advice services:

Initial appointment - The initial appointment fee covers the cost of providing initial general overview of your existing situation and is based on a set dollar amount.

Initial appointment cancellation - The initial appointment cancellation fee will apply if the initial appointment is cancelled within 24 hours before the appointment made and is based on a set dollar amount.

Initial advice - The initial advice fee covers the cost of researching and preparing your financial plan and is based on a set dollar amount.

Before providing you with initial advice we will prepare an Initial Advice Agreement. The Initial Advice Agreement sets out what our initial advice will cover and how much it will cost you.

In addition, the initial advice fee will be disclosed in your SOA.

Advice implementation – The advice implementation fee covers the administrative time spent implementing the recommended strategies and products and is based on a set dollar amount.

The advice implementation fee will be disclosed in your Initial Advice Agreement and / or your SOA.

Ongoing advice – The ongoing advice fee covers the cost to review the strategies and the products recommended in your SOA. An ongoing review helps you take advantage of opportunities as they become available. The fee for the ongoing advice fee service is calculated as either a set dollar amount or a percentage of your investments.

Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or fixed percentage each year. We will advise you if this fee will increase as a result of CPI.

Before providing you with ongoing advice rmg financial services will prepare an Ongoing Advice Agreement. This agreement will set out what our ongoing advice will cover, how much it will cost and your payment method.

In addition, the ongoing advice fee will be disclosed in your SOA.

Additional advice – For all other advice, an additional advice fee may be charged based on a set dollar amount. Any additional advice fee will be disclosed in your SOA.

Commission - Please note that for services in relation to insurance, and business/corporate superannuation, commissions may be paid as follows:

Initial commission – deducted from your investment contributions or paid from insurance product providers, and

Ongoing commission - a percentage of the value of your investment balance, outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

Your advice fees will be calculated at the time rmg financial services provides you with personal advice. Your SOA will outline the advice fees and any commission inclusive of GST.

Payment Method & Frequency

We offer you the following payment terms:

- Bpay, direct debit (credit card or savings), cheque, EFTPOS
- Deduction from your investment
- Ongoing advice fees may be deducted as an annual instalment or in monthly or quarterly instalments.
- Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or percentage each year. The specific amount will be agreed to by you and outlined in our ongoing advice agreement.

How the advice fees are distributed

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 rmg financial services 97% to 100% of the gross revenue received.

Hean-Sing Koay is paid a salary from rmg financial services and does not earn any fees, commissions or brokerage, but may receive bonuses and other benefits.

Other benefits rmg financial services may receive

We may be offered or receive non-commission benefits such as entertainment or sponsorship from some product providers at no extra cost to you. Both Charter Financial Planning and Hean-Sing Koay maintain a register to document benefits received. A copy of this register will be made available within seven days of a request.

- **Value Participation Scheme:** AXA and/or AMP may provide us with a cash payment based on total AXA and AMP product in force annual premiums and funds under management.
- **Technology and Education:** Charter Financial Planning provides us with 'points' when our business revenue exceeds \$50,000. One point is received per \$1.23 (inc GST) over \$50,000. Points are only redeemed for office equipment and staff training to ensure you receive up to date information and advice.
- **Top 25 business award:** For operating a top 25 practice, based on revenue and the retention of the 'Certified Quality Advice Practice' status, Charter Financial Planning covers our cost of attending the national conference and financial planning software (total value of approximately \$15,000).
- **Product Competitions:** We may participate in short term incentive programmes such as a product provider paying additional commissions during 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 your financial plan.
- You may be referred to an external specialist to receive further advice. We may receive a referral fee or commission for introducing you to the specialist. This will be disclosed in your financial plan if applicable.

- Pajoda Investments Pty Ltd trading as rmg financial services is pleased to have entered into an agreement with ipac securities limited (ipac) ABN 30 008 587 595, where ipac is a 55% shareholder in Pajoda Investments Pty Ltd trading as rmg financial services with Patrick Canion (20%), John Donald (20%) and Julian Summers (5%). rmg financial services will service the clients and operate the business on behalf of ipac. ipac is wholly owned subsidiary of the AMP Group, a leading financial solutions provider and investment manager. We are confident this arrangement will benefit our clients now and into the future through the additional services and support ipac is able to bring to our practice.
- rmg financial services also incorporated a risk specialist – Piersbridge Consultants into our business structure. Piersbridge Consultants will provide specialized risk advice on behalf of rmg financial services.

Payments to other professionals

- We may pay a referral fee when clients are referred to us from other professionals. This will be disclosed in your financial plan if applicable.

About Charter Financial Planning



Charter Financial Planning Limited ABN 35 002 976 294

Australian Financial Services Licensee 234665

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www.axa.com.au

Charter Financial Planning is a member of the AMP Group. The AMP Group includes companies formerly part of the Australian and New Zealand operations of AXA Asia Pacific Holdings Limited.

Charter Financial Planning has approved the distribution of this FSG.

Charter Financial Planning is a Professional Partner of the Financial Planning Association (FPA) and we are fully committed to the FPA's Code of ethics and Rules of Professional Conduct. Charter Financial Planning is also a Corporate Member of the Association of Financial Advisers (AFA).

Relationships and associates

Hean-Sing Koay can provide advice on products from a wide range of financial product providers, some of which are part of the AMP Group and as such are affiliated with Charter Financial Planning, including:

| Product Issuer | Product brands used by issuer |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • The National Mutual Life Association of Australasia Ltd | <ul style="list-style-type: none"> • AXA |
| <ul style="list-style-type: none"> • National Mutual Funds Management Limited | <ul style="list-style-type: none"> • AXA |
| <ul style="list-style-type: none"> • NMMT Ltd | <ul style="list-style-type: none"> • Summit • Generations • AXcess SMSF |
| <ul style="list-style-type: none"> • N.M. Superannuation Pty Limited | <ul style="list-style-type: none"> • Summit • Generations • North |
| <ul style="list-style-type: none"> • Multiport Pty Ltd | <ul style="list-style-type: none"> • Multiport |
| <ul style="list-style-type: none"> • ipac asset management limited | <ul style="list-style-type: none"> • iAccess |
| <ul style="list-style-type: none"> • AMP Bank Limited | <ul style="list-style-type: none"> • AMP |
| <ul style="list-style-type: none"> • AMP Capital Investors Limited | <ul style="list-style-type: none"> • AMP |
| <ul style="list-style-type: none"> • AMP Superannuation Limited | <ul style="list-style-type: none"> • AMP |
| <ul style="list-style-type: none"> • AMP Life Limited | <ul style="list-style-type: none"> • AMP |

Privacy

rmg financial services maintains a record of your personal information. You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

A copy of any recommendations made to you will be retained by rmg financial services for seven years.

Please contact rmg financial services to review your file.

Charter Financial Planning and Hean-Sing Koay implement a privacy policy, which ensures the privacy and security of your personal information. You can request a copy of the policy from rmg financial services Hean-Sing Koay.

Professional indemnity insurance

Professional indemnity insurance is maintained by Charter Financial Planning and Hean-Sing Koay to cover advice, actions and recommendations which have been authorised by Charter Financial Planning and provided by Hean-Sing Koay. The insurance satisfies 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, you should take the following steps:

- Contact your financial adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three days, please contact Charter Financial Planning on 137 292 or put your complaint in writing and send it to:

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

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

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following table.

| Type of complaint | External complaints service |
|--------------------------------------------------------------------|---------------------------------------------------|
| Financial advice, investments, superannuation or insurance matters | Financial Ombudsman Service (FOS) on 1800 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.