



Financial Services Guide

Version 1.9
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Important Information

Financial Services Guide

This Financial Services Guide (FSG) is designed to clarify who we are and what we do, and help you decide whether to use our services.

To make things simple, this guide explains:

- the services and types of products we're able to offer you
- how we and our associates are paid and any other benefits we may receive
- any potential conflicts of interest we may have
- how we protect your privacy and handle your personal information
- how we resolve disputes, and what you should do if you have one.

The Licensee has authorised the distribution, website disclosure of information and alteration of this FSG to ensure it is up to date. Please read through the whole FSG, as it's full of useful information – and is also worth holding on to for future reference. And of course, if you ever have any questions, please contact us.

Other documents you may receive

In addition to this FSG, when we provide you financial advice we will also present you with a written Statement of Advice (SOA).

This will describe the strategies, products and services we recommend and outline any fees or commissions we will receive and any associations we have with other parties that have not already been disclosed in this FSG.

If you receive further financial advice from us, we will present you with either another SOA or keep our own written Record of Advice (ROA). You can request a copy of this by contacting us any time up to seven years from the date of the advice provided. Please refer to the "Contact us" section of this FSG for our contact details.

To help you make an informed decision about a financial product you generally will be given a Product Disclosure Statement (PDS) which outlines the product features and costs in detail. In certain circumstances it is not a requirement that you be given a PDS (including, for example, where you already have one).

Giving us instructions

If you want to make changes to your financial plan or provide other instructions, please contact us. Please refer to the "Contact us" section of this FSG for our contact details.

Generally, you will need to give us instructions in writing (eg fax, email or letter) or another method agreed with us.

About our Licensee

Forty Seven Financial Pty Ltd trading as Forty Seven Financial Planning ("we", "us", "our") is a corporate authorised representative of Forty Seven Group Pty Ltd ABN 35 166 576 450, Australian Financial Services Licence Number 506053 of Suite 206, 96 Mill Point Road South Perth WA 6151 ("Forty Seven Group", "Licensee").

Our associations and relationships

We generally recommend products that are listed on Forty Seven Group's approved product list. Before any products are added to this list a review process is undertaken and products are required to meet minimum standards. If these products are not appropriate for your circumstances then we may recommend a product outside of this list. At all times, we will ensure that our recommendations are in your best interests.

Forty Seven Group is a West Australian privately owned company. It is not owned or controlled by any superannuation fund, financial institution or product provider.

Lack of Independence

For existing clients already in an established commission arrangement, we may receive commission on Life insurance products held.

We do not receive commission for new insurance advice, we charge an agreed fee for service which will be dependent on the work involved.

About us

Who we are

Forty Seven is a Western Australian business which started in 2001. We inspire clients to reach their retirement dreams. We strive to be the benchmark for industry best practice for the services we provide to our clients.

We provide financial planning services in our capacity as a corporate authorised representative of Forty Seven Group. Our Authorised Representative (AR) number: 448508.

Forty Seven Group has authorised us to provide you with this Financial Services Guide.

Brett Crabb

Authorised Representative No. 000286142

Brett is a CERTIFIED FINANCIAL PLANNER TM (CFP®), which is internationally recognised as the highest professional credential for a financial planner. He also has a Bachelor of Commerce Degree and a Graduate Diploma of Financial Planning. He is a member of the Financial Advice Association Australia.

Andrew Hartshorn

Authorised Representative No. 000327516

Andrew has completed his Diploma and Advanced Diploma in Financial Planning. He is a member of the Financial Advice Association Australia.

What we do

We are authorised by Forty Seven Group to provide financial advice in relation to:

- Wealth Accumulation
- Income & Asset Protection
- Tax Strategies
- Superannuation
- Retirement & Redundancy Planning
- Estate Planning
- Government Benefits
- Debt Management

and to provide financial advice and deal in the following financial products only:

- Deposit and Basic Deposit Products
- Government Debentures, Stocks or Bonds
- Life Products – Investment Life Insurance
- Life Products – Life Risk Insurance
- Managed Investment Schemes, including Investor Directed Portfolio Services (IDPS)
- Securities
- Superannuation

We are not authorised by Forty Seven Group to provide financial product advice in the following financial products:

- General Insurance Products

We are not authorised to provide any other financial services or financial products on behalf of Forty Seven Group.

Where we are unauthorised to provide you with a financial service or financial product that you are interested in, we will advise you of this and refer you to an alternative source of advice.

Contact us

For more information on anything you have read in this FSG, to obtain a copy of our privacy policy or if there is anything else we can help you with, please contact us at:

Address: Suite 206, 96 Mill Point Road
South Perth, WA 6151

Phone: 08 9355 2133

Email: clients@finwest.com.au

Website: www.fortyseven.com.au

Privacy Notification

How we manage your personal information

We are grateful for the trust and confidence you have in us to safeguard your privacy. This notification covers us and tells you how we collect your information, what we use it for and who we share it with. It also points out some key features of our Privacy Policy. For a copy of our Privacy Policy, please ask us.

Collecting and using your personal information

We need to collect and use your personal information (which may include your sensitive information, such as health information) for a variety of purposes, including to provide you with the financial services you have requested (including answering your requests and complaints, varying products and services and managing your relevant product portfolios) and to contact you about other products and services that may be relevant to you. It is also necessary for us to collect personal information in order to prevent or investigate any fraud or crime, or any suspected fraud or crime.

We'll collect your personal information from you directly whenever we can. Sometimes we collect your personal information from other sources or third parties such as your Accountant. We do this only if it's necessary to do so, for example where:

- we can't get hold of you and we rely on publicly available information to update your contact details;
- we need information from an insurer about an insurance application you make through us;
- with your permission, we exchange information with your lawyer, financial adviser, accountant, mortgage broker or other representative.

You may not be aware that we have done so. If we collect information that can be used to identify you, we will take reasonable steps to notify you of that collection.

We may collect information about you because we are required or authorised by law to collect it. There are laws that affect us, including company and tax law, which require us to collect personal information. For example, we require personal information to verify your identity under Commonwealth Anti-Money Laundering law.

What happens if you don't provide your information to us?

If you don't provide your information to us, we may not be able to:

- provide you with the product or service you want;
- manage or administer your product or service;
- verify your identity or protect against fraud; or
- let you know about other products or services that might better meet your financial and lifestyle needs.

Protecting your privacy

Protecting your privacy is essential to our business. Your file, containing your profile, personal objectives, financial circumstances and our recommendations, is kept securely.

Disclosing your personal information

We may share your personal information (which may include your sensitive information, such as health information where we have your consent) with third parties for any purposes for which we use your information. This may include to the following types of third parties:

- those involved in providing, managing or administering the products or services you have requested, including other advisers, paraplanners and organisations who work with us, depending on the financial services and products you have requested;
- insurance providers, superannuation trustees and product providers related to the financial services you have requested;
- professional associations and organisations that help us operate our business, such as those that provide administrative, financial, accounting, insurance, research, legal, strategic advice, auditing, computer or other business services, including our Licensee, Forty Seven Group Pty Limited;
- your representatives, service providers, or other organisations, such as your accountant, solicitor, tax agent, stockbroker or bank;
- organisations involved in a business restructure or a transfer of all or part of the assets of our business;
- government and regulatory authorities and other organisations when required or authorised by law (in some instances these bodies may share it with relevant foreign authorities); and
- where you have given your consent.

We run our business in Australia. In order to provide you with our services however, we may share your information with organisations outside Australia (for example information technology service providers).

We may store your information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an internet connection, it is not always practicable to know in which country your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed.

Overseas organisations may be required to disclose information we share with them under a foreign law. In those instances, we will not be responsible for that disclosure.

Consent to marketing activity

We presume you consent to being contacted by us (including about suitable products and services) via the contact details you have provided. We may continue to contact you for these reasons until you withdraw your consent. You can do this at any time by contacting us (see the 'Contact us' section of this FSG). We will process your request as soon as practicable.

Your confidence in our advice

Gaining access to your personal information

You can gain access to your personal information that we hold about you. This is subject to some exceptions allowed by law. We will give you reasons if we deny access. You can find out how to access your information by reading our Privacy Policy, available by contacting us.

Correcting your Information

You can ask us to correct information we hold about you. You can find out how to correct your information by reading our Privacy Policy or by contacting us.

Complaints

If you have a complaint about a privacy issue, please tell us about it. You can find out how to make a complaint and how we will deal these complaints, by reading our Privacy Policy (by contacting us) or by referring to the 'Your confidence in our advice' section of this FSG.

Further information

If you have any questions or comments about our Privacy Policy and procedures, please contact us by using the contact details set out in the 'Contact us' section of this FSG.

For more information about your privacy, you can also visit the Office of the Australian Information Commissioner's website at www.oaic.gov.au

Your satisfaction is very important to us and we have procedures in place to resolve any concerns promptly and fairly.

Our complaints procedure

If you're unhappy with the advice you receive or other aspects of our service, please follow the steps outlined below.

1. Please let your financial adviser know so we can act on it immediately.
2. If your adviser has not satisfactorily resolved your complaint, please contact our Advice Dispute Resolution Team on:

Phone: 08 9355 2133
Email: clients@finwest.com.au
In writing to: Advice Dispute Resolution Team
Forty Seven Group
PO Box 674
South Perth WA 6951

3. If your complaint isn't resolved within 30 days or to your satisfaction, then you may refer the matter to the Australian Financial Complaints Authority (AFCA) of which we are a member. AFCA provides consumers with fair, free and independent dispute resolution for financial complaints.

You can lodge a complaint as follows:

Online: www.afca.org.au
By phone: 1800 931 678
In writing to: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

4. Forty Seven Group holds professional indemnity insurance that satisfies the requirements of Section 912B of the Corporations Act. This insurance also covers the conduct of our advisers who were authorised by Forty Seven Group at the time of providing the advice, but are no longer authorised representatives of Forty Seven Group at the time of your complaint.

Payments and benefits we receive

You can pay for the services you receive on a fee for advice basis. This allows you to know that you are paying for our advice irrespective of any product you use, clarifies the services you are entitled to, and ensures all recommendations are driven by your needs.

We will agree with you the amount you pay based upon:

- a flat dollar fee;
- an hourly rate;
- the amount you invest; or
- a combination of the above.

You can pay in the following ways:

- as a fee for advice that will be deducted from your investments as a one-off payment or in instalments;
- by direct invoice from us for initial and ongoing advice;
- via commission we may receive from a financial product provider when you commence an insurance contract; or
- a combination of the above.

If you are not already on a fee for advice package, you can move to this payment at any time.

Other payments we may receive

We will provide you with details of all fees, commissions or other benefits we may receive when we provide advice to you and, where possible, will give actual dollar amounts. If we cannot provide this accurately, we will provide worked-dollar examples.

Even if you don't receive personal financial advice from us, you can still request the details of any fees, commissions or other benefits we receive in relation to any other financial service we provide you.

Benefits we may receive

Sometimes in the process of providing advice, we may receive benefits from product providers.

Conferences

We may attend conferences and professional development seminars that have a genuine education or training purpose. Product providers may cover the costs of conferences or seminars that we attend but may not pay for the costs of our travel and accommodation.

Non-monetary benefits

We keep a register detailing certain non-monetary benefits that we receive e.g. benefits valued between \$100 and \$300, and those that relate to genuine education or training and technology software or support.

You can view an extract of the register by contacting us. Please be aware that Forty Seven Group Limited may charge you for the cost of providing this information to you.

How we charge for our services

How will I pay for the service?

Forty Seven Financial Pty Ltd may charge a fee directly to you or through a product provider or a combination of both. We may also receive a commission from life insurance providers.

Fees are charged according to the activity undertaken

Advice preparation	Comprehensive financial plan (Statement of Advice) - \$3,900 to \$6,500 depending on complexity.
Implementation	The implementation fee will be disclosed in the Statement of Advice and will be dependent on the work involved. It will usually be \$1,500.
Ongoing fee for advice	The ongoing service fee will be disclosed in the Statement of Advice and will be dependent on the work involved.
Hourly Charge option	Ad hoc advice will be charged at an hourly fee of \$400.
Insurance products	For existing clients already in an established commission arrangement, we may receive commission on insurance products held. The relevant insurer will pay initial commission between 0% and 80% and ongoing commission between 0% and 30% of the annual premium for as long as you hold the product. Commissions are paid to us by the product provider and are not an additional cost to you. We do not receive commission for new insurance advice for existing clients but may charge an agreed fee for service which will be dependent on the work involved. We don't provide insurance advice to new clients.