

## FINANCIAL SERVICES GUIDE (FSG)

The purpose of this Financial Services Guide (FSG) is to describe the financial planning and advisory service we provide (financial services). It is designed to provide you with clear and concise information to assist you in making an informed decision regarding using Forsyths Financial Services Pty Limited (Forsyths Financial Services). It is a legislative requirement to provide you this FSG.

Specifically, the FSG provides detailed information about:

- What professional financial services we are authorised to provide and the products they relate to;
- The remuneration and other benefits received by Forsyths Financial Services as licensee;
- The fee schedule for services provided to you;
- Details of our Privacy Policy;
- Details of our internal and external dispute resolution procedures, and how you can access them;
- Client compensation arrangements;
- Next steps should you proceed to utilise Forsyths financial services & process for accessing your client records.

### WHO WE ARE & WHAT WE DO

Forsyths is a privately owned, leading edge business and financial advisory firm. As the financial planning licensee of a regional accounting firm, Forsyths Financial Services provides more than the usual services you would expect. We build meaningful relationships with you, your family and your business.

**Who will be responsible for the advice given to me?** Forsyths Financial Services is the licensee and as such is responsible for the provision of any financial services to you. We have authorised several representatives under our licence to provide advice to you.

**What do we do?** Forsyths Financial Services provide high quality financial planning and advisory services on a broad range of financial products, including:

Financial Advisory Services	Portfolio Management & Advice	Securities Advice & Trading Services	Superannuation & Rollover Advice
Retirement Planning	Personal Risk Insurances	Investment Advice	Standard Margin Lending

### WHEN YOU RECEIVE OUR ADVICE

If you decide to utilise our advisory services we will:

1. Develop a tailored Statement of Advice (SoA) confirming the information you have provided us, the advice we will give and explain our remuneration.
2. If we recommend a particular financial product to you, we will also provide you with a Product Disclosure Statement containing information about the product such as its features and risks.
3. Arrange a suitable time to meet and present the SoA and obtain authority to proceed if you so choose.

**Will you give me advice that is suitable to my needs and financial circumstances?** To ensure our advice is appropriate to your circumstances, we need to understand your individual financial objectives, circumstances, needs and requirements. You have the right not to divulge this information to us, in which case we are required to warn you about the possible consequences of us not having your full personal information. In some cases we may not be able to give you the advice you are seeking.

**What about ongoing advice, relating to my initial advice?** We may record our advice to you in a document called a 'Record of Advice' (ROA). You may ask us to provide you with a copy of any ROA issued by us, at any time. All ROAs are retained in line with the requirements of the Corporations Act.

**What should I know about any risks of the investments or investment strategies you recommend to me?** We will explain to you relevant risks of any financial investments, products and strategies that we recommend to you. If you feel that you need further clarification, please ask your adviser.

**Can I tell you how I wish to instruct you?** Yes. You may specify instructions by telephone, fax, email, or in person.

## **OUR RELATIONSHIPS**

Forsyths Financial Services is privately owned financial advisory business. Our aim is to provide you with transparent, clear financial services. Where we have relationships or arrangements with persons or organisations which may impact on the services we provide you, or provide a benefit to us, other than those set out in this FSG, we will notify you in writing.

We have engaged Lonsdale Financial Group Limited to provide certain services with back-office operations and software platforms. As part of this arrangement, we receive access to Lonsdale product research and platform & service offerings through various parties in their corporate group or network. We do not operate our business on volume targets with these service providers. Any recommendations we make to you regarding platform and service offerings from Lonsdale or a related body will be made on the basis of best available fit within your personal circumstances.

The Macquarie Virtual Adviser Network provides financial advisory support services including consulting services to various companies in the Forsyths group on a contractual basis. Further to this arrangement, Forsyths may be entitled to additional bonuses based on the level of business provided to Macquarie via certain administration platforms and/or life insurance policies. In addition to the remuneration disclosed in the fees section of this SOA, for risk insurance products Forsyths may receive volume bonuses on total net new premium taken up following our advice for Macquarie Life Active & Futurewise policies (5% of Net New Premium). Macquarie (Manager) Wrap Accounts placed via Forsyths will see clients entitled to a fee rebate of 35%. This reduction in costs is passed on entirely to clients.

## **HOW WE ARE PAID**

**Our team of highly qualified and skilled advisers** are remunerated and rewarded under their employment contracts and **are paid in the form of salary**. They may also receive bonuses or benefits based on employment and internal performance criteria linked to compliance, training and business targets. Where our advisers are also our firm principals, their remuneration package includes dividends paid by Forsyths, linking their income to the overall profitability of the firm. Where the firm receives commissions or other benefits from product providers as a result of the advice given to you, these are allocated to the firm and not any particular adviser.

v8.0 Prepared on 24 September 2014

Forsyths Financial Services Pty Ltd

ABN 89 103 898 988

Australian Financial Services Licence 259938

Liability limited by a scheme approved under the Professional Standards Legislation.

**We're a part of  
your world.**

Forsyths Financial Services is primarily a **fee-for-service oriented business**. Wherever possible, your adviser will provide you with a fee amount (in either dollar or percentage terms) for the services to be provided to you. Where this fee amount includes commission payable on investment products and personal and business risk insurances, these will be fully disclosed to you in an SOA. Our fee for service arrangements may include rebates on certain product commissions. Where commissions are not rebated on investment products and personal and business risk insurances arranged on your behalf, these will be retained by Forsyths Financial Services.

Sometimes we may receive remuneration that is not a direct money transaction. This is called Alternative Remuneration, and includes things like sponsorship to attend conferences, IT hardware and software support, gifts and entertainment. Forsyths Financial Services maintains an Alternative Remuneration Register which contains details of all material alternative remuneration in accordance with the requirements of the Financial Planning Association of Australia (FPA). You may request a copy of this register at any time.

Some arrangements entered into with product providers before 1 July 2013 may provide for commission payments to Forsyths Financial Services. Where permitted by law, we will continue to accept these payments.

## FEES

**Initial Meeting** is free of charge. We will go through this FSG, discuss your circumstances and the advice you are seeking.

**Advice** costs are determined by your adviser, tailored to your circumstances and the advice you are seeking. Your adviser will discuss this with you before work commences, and will detail this in your SOA.

**Premium Service** is offered by Forsyths to provide you with ongoing strategic advice and comprehensive portfolio administration regarding your financial plan. Like advice, this is tailored to your circumstances and ongoing costs will be set out in your SOA.

**Other transaction costs** such as brokerage (cost of trading listed securities) are fixed. Brokerage is set at 1.1% of transaction value (minimum \$88) including GST. Other execution services may attract fees in addition to the advice preparation fee, for example the establishment of a self-managed superannuation fund, preparation and lodgement of forms to transfer assets or preparation of minutes for retirement income streams. These will be detailed in a separate invoice to you, and discussed prior to advice being prepared.

**Risk Insurance** arranged on your behalf (including life, disability, salary continuance) may be subject to upfront and/or ongoing commissions from the insurance company. These are set by the insurer and may range from 0% to over 100% of premiums payable by you, and are paid by the insurance company (not you) to Forsyths Financial Services. All commissions will be detailed in your SOA.

## PRIVACY

**How do you protect my privacy?** Forsyths Financial Services is committed to protecting your privacy. We only use the information you provided us to advise you on your financial circumstances, goals, and strategies. Your information may be shared with other entities within the Forsyths group, for the purposes of client management and other services offered by those entities. We do not trade, rent or sell your information. You can check the information we hold about you at any time by contacting your adviser.

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A copy of Forsyths Privacy Policy can be obtained from our website [www.forsyths.com.au/Privacy-Policy](http://www.forsyths.com.au/Privacy-Policy), or the Forsyths Privacy Officer who can be contacted on (02) 6763 0100 or email [planners@forsyths.com.au](mailto:planners@forsyths.com.au).

**What information do you maintain in my file and can I examine my file?** We maintain a record of your personal information which includes details of your financial objectives, financial circumstances, needs and requirements, records of any Statement of Advice we may provide to you and copies of identification we seek from you in order to satisfy our obligations under various legislation. We maintain these records for the time periods set down in the relevant legislation. We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. If you wish to examine your file, you should contact your adviser who will make arrangements for you to do so.

### **COMPENSATION ARRANGEMENTS**

Forsyths have professional indemnity insurance arrangements in place to satisfy the requirements of the Corporations Act which covers us for liabilities which may arise from our financial planning services. This insurance covers the services provided by our advisers after they cease working with us provided we notify the insurer of the claim when it arises and this is done within the relevant policy period.

### **COMPLAINTS**

**What should I do if I have a complaint about the financial service provided?** If you have a complaint about the service provided to you, please take the following course of action:

1. Contact your adviser to explain the nature of your complaint.
2. If your advisor cannot satisfactorily resolve your complaint within three (3) business working days, you should contact Forsyths Client Complaints Officer on (02) 6773 8400. Alternatively you can email details of the complaint to [planners@forsyths.com.au](mailto:planners@forsyths.com.au) or post details of the complaint to:

Client Complaints Officer  
Forsyths Financial Services  
PO Box 114  
Armidale NSW 2350.

The Client Complaints Officer will acknowledge receipt of complaint within three (3) business working days and try to resolve your complaint quickly and fairly. If the Client Complaints Officer can resolve the complaint within four (4) weeks of initial receipt, a letter will be issued to you confirming that the complaint has been resolved. All complaints should be resolved, on receipt of necessary & relevant information within forty five (45) days.

3. If you are not satisfied with the manner in which we resolve your complaint, you may be entitled to refer your complaint to an external dispute resolution scheme. Forsyths is a member of Financial Ombudsman Service (FOS). FOS can be contacted on 1300 780 808 or [www.fos.org.au](http://www.fos.org.au). The service provided by FOS is free of charge.

If you would like further information regarding your rights we suggest you contact the Australian Securities and Investments Commission (ASIC) Infoline on 1300 300 630.

**CONTACT US**

If you would like to make an appointment to discuss your financial needs and objectives in more detail, please contact our office:

<b>Office Telephone</b>	Tamworth (02) 6763 0100 Armidale (02) 6773 8400
<b>Office Location</b>	Level 3, 201 Marius Street, Tamworth 92 Rusden St, Armidale
<b>Email</b>	<a href="mailto:planners@forsyths.com.au">planners@forsyths.com.au</a>
<b>Postal Address</b>	PO Box 758 Tamworth NSW 2340
<b>Website</b>	<a href="http://www.forsyths.com.au">www.forsyths.com.au</a>

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