Financial Services Guide

This FSG is effective from 17 August 2018

This Financial Services Guide describes our financial planning and advisory services to assist you to decide whether to use our services. It describes how we are remunerated, our professional indemnity insurance and how we handle any complaints you may have.

We may give you other documents when providing our services. These may include:

- **Statements of Advice -** If we provide you with advice about your personal circumstances, we will set out our advice in a Statement of Advice (or in some cases, a shorter document called a Record of Advice). This will also tell you how we will be remunerated for the advice we give you. When we provide further advice to you, we may not give you a Statement of Advice, however we will record the advice and you can ask us for a copy of the advice by calling us.
- **Product Disclosure Statements -** If we recommend that you acquire a financial product, we will also provide you with a Product Disclosure Statement containing information about the product's features and risks.

OUR SERVICES

We are an authorised representative of Australian Financial Services (AFS) licensee, Power 2 Financial Planning Pty Ltd, AFS Licence number 307169.

Our Authorised Representative numbers are:

- Derek Fitzgerald: 260349
- John Michael Carroll: 332279
- Leesa Graham: 327931
- Revecorp Pty ltd Ta Power2 Accounting Financial Advice: 446495

Our high quality financial planning and advisory services can assist you to:

- Identify your financial and investment objectives, taking into account your current financial and personal position;
- Identify an appropriate risk profile for your circumstances;
- Help you to develop financial goals and investment strategies;
- Advise you how to implement your investment strategies; and
- Recommend and arrange financial products that are suitable for your needs.

We provide advice in the following areas:

- Cash Management – budgeting, debt management
- Superannuation – consolidating or optimising superannuation, finding lost superannuation
- Life Insurance – personal or business succession
- Investment – full financial plan, one off investment, gearing
- Retirement – transition to retirement, social security advice, aged care planning
- Retirement planning – income and investments
- Self-Managed Super Fund – advice, establishment
- Estate Planning

The financial products we can arrange for you include:

- Deposit and payment products
- Securities
- Managed investment schemes
- Superannuation, including SMSFs
- Annuities
- Funeral Bonds
- Derivatives
- Foreign exchange contracts
- Investor directed portfolio services
- Managed discretionary account services
- Government debentures, stocks and bonds
- Retirement savings accounts
- Life risk and investment products
- Margin lending

We research a broad range of products and select those that are worthy of recommendation to our clients. We also review the performance of those products periodically to ensure they remain competitive and will meet your ongoing needs. The list of products we are able to advise on is contained on our Approved Product List (APL).

We act for you when giving advice and arranging financial products. We are members of the Financial Planning Association of Australia and are an accredited FPA Professional Practice. Derek Fitzgerald and Leesa Graham are Certified Financial Planners (CFP), the highest qualification available to professional Financial Planners. John Carroll is an Associate Financial Planner (AFP).

HOW CAN YOU DEAL WITH US?

You can deal with us in person, by phone, fax or email. It is important that you provide us with complete and accurate information about your circumstances and you take the time to check any assumptions we make and the basis for our advice. If you don't our advice may not be appropriate for your needs.

Naturally, your circumstances may change over time. When this happens, our initial advice and recommendations may no longer be appropriate for you. We can periodically review your financial position, personal circumstances, financial goals and investment strategies to decide whether those strategies and goals and the financial products you hold are appropriate. Or, you can contact us for a review when your circumstances change.

17 Chain Street
Mackay QLD 4740

PO Box 497
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PHONE: (07) 4957 7574
FAX: (07) 4953 1678
EMAIL: enquiries@power2.com.au

HOW WE ARE PAID

Financial planning and investment services	**Commissions -** Generally, we will not receive any commissions for the placement, recommendation or other services related to Financial Planning and investments services. **Fee for Service -** The majority of our fees come in the form of direct fees charged to you or collected from your investment provider. Our fees for financial planning and investment services depend on the type of services we provide to you. • **Initial advice/Statement of Advice fee -** For our initial review and advice, we charge a fee of up to $5,500 inc GST, depending on the complexity of your situation. We may ask you to pay this in advance. Normally, this will cover the collation of a detailed Statement of Advice (SOA). • **Implementation fee –** For implementing our recommendations, we charge a fee of between $220 to $4,400 incl GST, depending on the extent of the work required. • **Ongoing advice fee** – If we provide ongoing review and advice services, we will charge between 0.5% - 1.2% of the value of the investments that we manage for you. The rate will depend on the complexity of your situation: • **Retainer Services -** In the event that we provide you with services that do not involve the management of your investments, we may charge you an annual retainer service fee of between $550 to $3,300 incl GST.
Life insurance service	**Commission -** If we arrange life insurance for you, we will receive a commission from the insurer with whom we place your insurance. The amount is a percentage of the premium (excluding taxes and statutory charges) and is included in the premium quoted to you. We will tell you the amounts that we will receive (or if we do not know, the way our remuneration will be calculated) when we advise you about your insurance requirements. This commission is included in the premium for the policy. • The amount of the initial commission ranges from 0 to 140% of your base premium. • The amount of the ongoing commission ranges from 0 to 40% of your base premium. We will calculate and tell you about our remuneration when we recommend a particular life insurance product to you.

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WHO WE PAY?

Advisers	Our advisers are paid an annual salary. All our advisers are also owners of the business and AFSL Licensee. As such, Derek Fitzgerald, Leesa Graham and John Carroll may also receive a profit share from the business in line with their equity holdings.
Licensee	Power 2 Financial Planning Pty Ltd retains 10% of the revenue received by Power2 for the Financial Services it provides to you. This is in exchange for license services such as insurance, training, and administration support. If for example, you pay us a $1,000 Statement of Advice fee, $100 will be retained by Power 2 Financial Planning Pty Ltd.
Referrers	It is our policy not to offer financial rewards to any refers.

IMPORTANT ASSOCIATIONS

We do not have any ownership arrangements with any product, insurance, investment or superannuation providers.

KEY RELATIONSHIPS

Derek Fitzgerald, via associated entities, has an ownership interest in Revecorp Pty Ltd T/A Power2 Accounting & Financial Advice. Derek also has an ownership interest in Power 2 Financial Planning Pty Ltd. Derek is a director of Revecorp Pty Ltd and also of Power 2 Financial Planning Pty Ltd.

John Carroll, via associated entities, has an ownership interest in Revecorp Pty Ltd T/A Power2 Accounting & Financial Advice. John also has an ownership interest in Power 2 Financial Planning Pty Ltd. John is a director of Revecorp Pty Ltd.

Leesa Graham, via associated entities, has an ownership interest in Revecorp Pty Ltd T/A Power2 Accounting & Financial Advice. Leesa also has an ownership interest in Power 2 Financial Planning Pty Ltd.

OUR PROFESSIONAL INDEMNITY INSURANCE

Our AFS licensee has professional indemnity insurance in place which covers us for any errors or mistakes relating to our financial planning services. This insurance meets the requirements of the Corporations Act and covers the services provided by us and our authorised representatives 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.

WHAT TO DO IF YOU HAVE A COMPLAINT?

If you wish to complain about our services, you can either discuss the matter with your adviser or contact our Complaints Officer, Derek Fitzgerald on 07 49 577 246 or via email d.fitzgerald@power2.com.au. We will acknowledge receipt of your complaint immediately, and attempt to resolve it within 28 days.

Up until 1 November 2018, our AFS licensee will be a member of the Financial Ombudsman Service (FOS), an external dispute resolution scheme. If you are not satisfied with the manner in which we handle your complaint, you are entitled to take your complaint to them. Their contact phone number is 1300 780 808. You can access this scheme for free and any decision they make is binding on us but not on you.

From 1 November 2018, our AFS licensee will become a member of the Australian Financial Complaints Authority (AFCA), which will supersede our membership of FOS. AFCA is also an external dispute resolution scheme. You can access this scheme for free and any decision they make is binding on us but not on you. Their toll-free number is 1800 931 678.

HOW CAN YOU CONTACT US?

We can be contacted at:

Your financial planner is employed by:	Our AFS licensee
Revecorp Pty Ltd trading as Power 2 **ABN:** 27 090 740 579 **AR No:** 446495 **Email:** enquiries@power2.com.au **Website:** www.power2.com.au **Derek Fitzgerald** Director BPsych, PGradDip PFP CERTIFIED FINANCIAL PLANNER® professional LRS® Life Risk Specialist **AR No:** 260349 **Ph:** 07 4957 7246 **Fax:** 07 4953 1678 **Email:** d.fitzgerald@power2.com.au **John Carroll** Director B.IT, GradCert FP, AFP© **AR No:** 332279 **Ph:** 07 4957 7246 **Fax:** 07 4953 1678 **Email:** j.carroll@power2.com.au **Leesa Graham** BBus, PGradDip PFP CERTIFIED FINANCIAL PLANNER® professional **AR No:** 327931 **Ph:** 07 4957 7246 **Fax:** 07 4953 1678 **Email:** l.graham@power2.com.au	Power 2 Financial Planning Pty Ltd **ABN:** 67 122 107 528 **AFS Licence No:** 307169 17 Chain Street, Mackay QLD 4740 **Ph:** 07 4957 7246 **Fax:** 07 4953 1678

This FSG has been authorised for distribution by the AFS licensee identified above.

How we protect your privacy?

We are committed to protecting your privacy. We use the information you provide us to advise you on your financial circumstances, goals and strategies. We only provide your information to the product issuers with whom you choose to deal (and their representatives). We do not trade, rent or sell your information or disclose it to overseas recipients. If a recipient is not regulated by laws which protect your information in a way that is similar to the Privacy Act, we will seek your consent before disclosing your information to them.

If you don't provide us with full information, we may not be able to properly advise or assist you with your financial services needs. For more information about how to access the information we hold about you, how to have it corrected and how to complain if you think we have breached the privacy law, ask us for a copy of our Privacy Policy, or visit our website at www.power2.com.au.

Our payment terms

We will invoice you for our services and you must pay us within 14 days of the date of the invoice. We accept payment by cheque, credit card, direct deposit to our bank account or EFT. We can arrange a direct debit for any ongoing fees from your investment portfolio account or approved bank account. If you pay by credit card we may charge you a non-refundable credit card fee. This fee will be shown on your invoice and reimburses us for the bank interest and extra charges/costs for credit card use.

If you have completed an application form for a product we have recommended, we will direct you to pay the product issuer direct unless we have agreed to hold those moneys for you and make payment on your behalf.

This FSG was prepared on 17 August 2018.

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