

Ian Henry Financial Services

Office 2, 253 Hampton Street
Hampton Victoria 3188
P O Box 41

Hampton Victoria 3188

Telephone: (03) 9521 0303

Fax: (03) 9521 0107

Email: ianhenry@financialservices.net.au

Website: www.financialservices.net.au

Financial Services Guide

A guide to our relationship with you and others

The financial services referred to in this guide are offered

By

Ian Henry & Christian Henry

on behalf of

Ian Henry Financial Services Pty Ltd

Ian Henry Financial Services Pty Ltd

AFSL. 327056 ABN 11 084 159 317

All information and advice is for the private use of the person to whom it is provided. The Authorised Representative and/or Accredited Adviser provides you with advisory services in accordance with the disclosures in the Financial Services Guide. Ian Henry Financial Services Pty Ltd is responsible to you for all conduct.

This guide contains important information about:

- the services we offer you
- how we and our associates are paid
- any potential conflict of interest we may have
- our internal and external dispute resolution procedures and how you can access them

Statement of Independence

Do you have any relationships or associations with Financial Product issuers?

Even though we are not owned or controlled by any product issuer we do from time to time receive (legacy) benefits from them based upon past placements with them. We do not believe this in any way reduces our focus on client best interests.

Lack of independence Disclosure Notice

We can't however call ourselves independent. Here's why.

The law makes it very difficult for most advisers to say they are independent, unbiased or impartial, even if they are not in any way linked to a financial product provider (like a bank). If, for example, an adviser gets paid a commission to help a client arrange some insurance they are automatically prohibited from calling themselves independent. Most advisers who receive those commissions charge their clients very little (if anything) for the advice or the help they provide putting a policy into place. From time to time we receive these commissions. So although we always put your interests before ours when giving advice we cannot (by law) call ourselves independent, unbiased or impartial.

Our financial planning process:

When we give you financial advice - a *Statement of Advice* - we adopt a six step process.

Step One – Gathering the Data

To make appropriate recommendations on your financial future, we will work with you to understand your present financial position, your financial objectives and needs, and the levels and types of investment that will meet your needs.

You have the right not to tell us, if you do not wish to. However, if you do not inform us of all your circumstances, the advice you receive may not be appropriate to your needs, objectives and financial situation.

Step Two – Identifying Your Goals

An integral part of the planning process for your financial plan is the identification of your goals and objectives.

You should consider:

- the income and asset levels you are seeking
- placing your investments related to your risk profile
- future education expenses
- upgrading the family home
- protecting your occupational income through adequate death, disability and income protection cover
- estate planning, writing a will and appointing a power of attorney
- accumulating assets to a defined level by a defined date
- maintaining an agreed level of investment accessibility and flexibility
- maintaining your lifestyle against inflation rises

Step Three – Identifying Financial Issues

We will compare your financial situation with your financial goals and identify steps necessary to achieve your goals. Your current situation, your goals and future plans will all form the basics of your financial plan.

Step Four – Preparing Your Financial Plan

Having identified your goals and objectives and assessed your financial situation, we will formulate an overall strategy.

Central to the strategy will be your 'risk profile' – it is your attitude to risk that will principally determine the investments that we will recommend for you. This is important because investments that offer a higher rate of return have a greater risk of losing value.

Your plan will provide clearly identified recommendations relating to your goals and objectives.

It will also recommend any actions necessary to remedy shortfalls, for example, in capital or income.

In the Statement of Advice we will tell you about:

- our fees and commissions
- any associations we have with Financial Product Issuers or other parties.

If we recommend to you a particular Financial Product we will give you information about the particular Financial Product—a *Product Disclosure Statement*—to help you make an informed decision about the Financial Product.

Step Five – Implementing Your Financial Plan

Once you have agreed to the financial plan developed we can implement it on your behalf, or assist you through the process

Step Six – Reviewing Your Plan

The preparation and implementation of the financial plan is the starting point for your relationship with Ian Henry Financial Services P/L.

Ongoing services can include:

- tracking of existing investments
- reviewing progress in achieving your financial goals and revising strategies as required
- investment portfolio valuations and reviews
- information on new investment opportunities
- ongoing communications
- ongoing consultations as required

Who are my advisers?

Your Financial Adviser will be either Ian Henry or Christian Henry. Ian Henry is the Director of Ian Henry Financial Services Pty Ltd. He has over forty-five years of experience in the Financial Services Industry and specialises in investments, insurance, superannuation strategies and retirement planning. Ian has completed a Diploma in Financial Planning and has also achieved the highest Financial Planning designation of Certified Financial Planner (CFP). Ian Henry is a member of the Financial Planning Association of Australia Ltd (FPA) and the Association of Financial Advisers Ltd. Ian Henry is an accredited aged care professional and a tax (financial) adviser.

Ian Henry also has the following qualifications:
Bachelor of Business Studies (Banking and Finance)
Fellow of the Financial Services Institute of Australasia

Alternatively, your Financial Adviser may be Christian Henry who is an authorised representative under Ian Henry Financial Services Pty Ltd. Christian holds a Bachelor of Business in both Financial Planning and Entrepreneurship. Christian Henry is a member of the Financial Planning Association of Australia Ltd (FPA) and is an accredited aged care professional.

If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions.

If you do not obtain advice, you face the risk that the Financial Product/s you select will not fully take into account your objectives, financial situation or needs.

Who is responsible for the financial services provided?

Ian Henry Financial Services Pty Ltd is responsible for the financial services provided including the distribution of this Financial Services Guide (FSG).

Ian Henry Financial Services Pty Ltd is an FPA Professional Practice and is committed to upholding the FPA's Code of Professional Practice.

What kinds of financial services are you authorised to provide me and what kinds of Financial Product/s do those services relate to?

Ian Henry Financial Services is authorised to provide personal and general advice and deal as your agent in relation to:

Deposits

Government debentures, stocks and bonds

Insurance (investment linked and pure risk)

Managed Investments

Retirement Savings Accounts

Securities

Superannuation

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a privacy policy *, which ensures the privacy and security of your personal information. A copy of our privacy policy is enclosed for your information.

If you wish to examine your file please ask us. We will make arrangements for you to do so.

*** For Privacy Policy of Ian Henry Financial Services Pty Ltd see Attachment 2.**

How can I give you instructions about my Financial Product/s?

You may tell us how you would like to give us instructions. For example by letter, fax or other means such as e-mail.

If we provide you with execution related telephone advice, you may request a record of the execution related telephone advice, at that time or up to 90 days after providing the advice.

What is the cost of a Statement of Advice?

There is a fee of \$990 (inclusive of GST) for the preparation of the initial full *Statement of Advice*, and \$495 (inclusive of GST) for a limited *Statement of Advice*.

Does my Adviser receive any other forms of remuneration?

Your Adviser may receive an alternative form of remuneration.

Should this arise and equal or exceed \$300 in value, it will be recorded in a public register.

This register is available to you for inspection within 7 days of your request.

Even though Ian Henry Financial Services Pty Ltd is not owned or controlled by any product issuer, it does currently utilise the administration services of Macquarie Portfolio Manager.

How are any commissions, fees or other benefits calculated for providing the financial services?

Generally the payment we receive will be based on the amount you invest. It may vary from one Financial Product issuer to another.

Details of the payment we receive are contained in the *Product Disclosure Statements* for most Financial Product issuers available from your adviser. Your adviser can give you full details.

If you receive personal advice from us, we will tell you about any commissions, fees and any other benefits, where possible in actual dollar amounts, in the *Statement of Advice*. Our adviser will give you this *Statement of Advice*, before we proceed to act on your instructions.

- We may be paid by the Financial Product issuer at the time you invest or contract, and during the life of your investment or contract.
- We may charge you a fee, depending on the time we spend developing your strategy, or depending on the value of funds you invest.
- We may invoice you for a fee when you receive our written recommendations.
- You may have to pay us a management fee annually or in instalments.
- We may receive an ongoing payment from the Financial Product issuer.

Your adviser will tell you in writing in the *Statement of Advice* what fees we may charge you, when you have to pay and what payments we may receive from the Financial Product issuer/s.

Our range of fees is as follows:

A fee for service of 0.935% (inclusive of GST) is applied to all funds where assistance is provided in managing the investment(s).

For example:

A \$100,000 portfolio consisting entirely of managed funds would incur an adviser fee of \$935.00.

A \$100,000 portfolio consisting of \$50,000 of managed funds and \$50,000 of direct property holdings, where no advice from Ian Henry Financial Services Pty Ltd is necessary, would incur an adviser fee of \$467.50.

Will anyone be paid for referring me to you?

No

Disputes handling and our complaints policy

We treat any complaint we receive seriously. If you are dissatisfied with your experience as our client, we ask that you communicate with us (e.g. by phone, email or in person) so we can try to resolve the issue for you. We'll do our best to help figure out the background of the matter with you.

We have adopted best practice complaints handling processes to ensure:

1. Acknowledgement of your concerns within 24 hours of receipt;
2. Speedy assessment and investigation;
3. Timely provision of a response (known as IDR response) no more than 30 days after we receive your complaint.

If we cannot resolve the issue to your satisfaction within the time frame we will refer you to the free industry complaints handling body known as Australian Financial Complaints Authority Limited (AFCA).

We are a financial member of AFCA, the Government approved External Disputes Resolution scheme.

AFCA can be contacted on 1800 931 678.

AFCA's mailing address is GPO Box 3, Melbourne VIC 3001

AFCA's website is www.afca.org.au

Ian Henry Financial Services Pty Ltd has Professional Indemnity Insurance in place and is confident that it is a reasonable arrangement to have for compensating its retail clients for any loss or damage they may suffer should it or one of its representatives be found to have caused them to suffer loss or damage due to the breach of a relevant obligation under chapter 7 of the Corporations Act.

Subject to all statutory limitation periods its insurance arrangements cover work performed under the AFSL by its representatives even when they cease to be its representative.

If you have any further questions about the services Ian Henry Financial Services Pty Ltd provides, please contact Ian Henry on 03 9521 0303.

Retain this document for your reference and any future dealings with Ian Henry Financial Services Pty Ltd.

Financial Product Advice

Authorised through Australian Financial Services Licence No. 327056

1. This Licence authorises the licensee to carry on a financial services business to:
 - (a) provide financial product advice for the following classes of financial products:
 - (i) deposit and payment products limited to:
 - A. basic deposit products;
 - B. deposit products other than basic deposit products;
 - (ii) debentures, stocks or bonds issued or proposed to be issued by a government;
 - (iii) life products including:
 - A. investment life insurance products as well as any products issued by a Registered Life Insurance company that are backed by one or more of its statutory funds;
and
 - B. life risk insurance products as well as any products issued by a Registered Life Insurance company that are backed by one or more of its statutory funds;
 - (iv) interests in managed investment schemes including:
 - A. investor directed portfolio services;
 - (v) retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997);
 - (vi) securities;
 - (vii) standard margin lending facility; and
 - (viii) superannuation; and
 - (b) deal in a financial product by:
 - (i) applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
 - (A) deposit and payment products limited to:
 1. basic deposit products;
 2. deposit products other than basic deposit products;
 - (B) debentures, stocks or bonds issued or proposed to be issued by a government;
 - (C) life products including:
 1. investment life insurance products as well as any products issued by a Registered Life Insurance company that are backed by one or more of its statutory funds;
 2. life risk insurance products as well as any products issued by a Registered Life Insurance company that are backed by one or more of its statutory funds; and
 - (D) interests in managed investment schemes including:
 - (1) investor directed portfolio services;
 - (E) retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997);
 - (F) securities;
 - (G) standard margin lending facility; and
 - (H) superannuation;
to retail and wholesale clients.

Privacy Policy

Our Privacy Policy relates to how we address each of the Australian Privacy Principles (APPs) set out in the Privacy Act 1988

APP1 – open and transparent management of personal information

Our policy: We are committed to manage any personal information we collect from our clients in an open and transparent way.

We collect personal information from you and about you as part of our advisory role. We do this in a variety of ways, including asking you for data about you and asking others to provide data about you (e.g. a super fund you invest in).

Any personal information we hold about you will be securely stored either in hard copy or on computer hard drive.

If you have any reason to complain about our treatment of your personal information you can contact us or the Privacy regulator directly – they are accessible here: www.oaic.gov.au

Because we store some of our business data electronically and may back some or all of this data up using so-called “cloud-based” technology there is a chance that some of your personal information may be disclosed to overseas recipients in the sense that its transmission via the cloud will mean it is “disclosed” to the party that operates the IT infrastructure where the data is backed up.

We are unable to say with complete certainty which countries this infrastructure may be located in however if this is of concern to you we are happy to investigate and to advise.

We are also happy to provide you with a copy of this Privacy Policy free of charge upon request.

APP 2 – anonymity and pseudonymity

Our policy: Although the Privacy Act makes provision for people to remain anonymous or use pseudonyms we believe it is impractical for us to deliver our services to you if you wish to do this.

APP3 – collection of solicited personal information

Our policy: We only collect information from you that we believe we need in order to deliver our services to you. Of course, if we seek to collect “sensitive” personal information (as defined) from you we also seek your express consent first.

APP 4 – dealing with unsolicited personal information

Our policy: If we determine that we have obtained unsolicited personal information from you (i.e. information we don't actually need in order to deliver our services to you) we will contact you and return it or otherwise remove it from our records as soon as is practicable.

APP 5 – notification of the collection of personal information

Our policy: Where we collect information about you other than directly from you we will advise you of this fact and provide any other information to you about that collection as is determined relevant in the circumstances and in light of sub-clauses 5.1 and 5.2 of the APPs.

APP 6 – use or disclosure of personal information

Our policy: If we use or disclose your personal information for any purpose other than the primary purpose of its collection (or any secondary purpose you have expressly consented to) we will advise you as soon as practicable.

APP 7 – direct marketing

Our policy: If we wish to use any information we have gathered from you for the purpose of direct marketing we will seek your express consent first unless the circumstances of collection made it reasonably likely that we collected the information for that purpose – even if this is not the primary purpose of collection.

Of course, if we ever do this you will always have the option to “opt out” and not receive any direct marketing from us.

APP 8 – cross-border disclosure of personal information

Our policy: The only overseas recipient of your personal information we can currently imagine is the party that hosts any IT infrastructure that we back our business data to – e.g. via the so-called “cloud”. We will seek confirmation from any such service provider that they will treat your data securely and in alignment with the APPs. If we form the view that they are not able to treat client personal information in this way we will seek an alternative service provider.

If we determine that some other overseas party may also receive your personal information we will perform the same assessment as above before we engage with them.

APP 9 – adoption, use or disclosure of government related identifiers

Our policy: We won't use any Government related identifier as our own identifier of you unless it is necessary for us to deliver our services to you and in doing so we need to liaise or communicate with a Government Department or agency that requires us to use a Government related identifier.

APP 10 – quality of personal information

Our policy: We will do all we can to ensure the personal information we collect is accurate, up-to-date and complete.

APP 11 – security of personal information

Our policy: We will take all reasonable steps to maintain and store your personal information securely so long as we reasonably require it to deliver our services. Once we no longer require this information we will take all reasonable steps to ensure it is securely destroyed or returned to you or your nominated agent.

APP 12 – access to personal information

Our policy: We will provide you with access to the personal information we hold about you provided no statutory exception applies.

If we believe one does we will always advise you of our basis for refusing access so that you may consider your position viz-a-viz that refusal.

APP 13 – correction of personal information

Our policy: We are happy to rectify any personal information we hold about you should you (or we) consider our records to be inaccurate.

Contacting

If you have any questions about this Privacy Policy, please contact:

Privacy Officer: Ian Henry
Position: Director
AFSL: Ian Henry Financial Services P/L
Address: Office 2, 253 Hampton Street
Hampton Victoria 3188
Telephone: 03 9521 0303
Fax: 03 9521 0107
Email address: ianhenry@financialservices.net.au