
Financial Services Guide



**This Financial Services Guide was prepared on 20th August 2016 and its distribution is authorized by: GCR FINANCIAL PTY LTD ABN: 61 133 869 182
Australian Financial Services Licensee & Australian Credit Licensee: 333543**

This Financial Services Guide (“FSG”) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by this FSG include, who we are, how we can be contacted, what services we are authorized to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures, along with how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described in this document. You have the right to ask us about our charges, the type of advice we will provide you, and what you can do if you have a complaint about our services.

You should also be aware that you are entitled to receive a Statement of Advice when we first provide you with personal advice (advice that takes into account your objectives, financial situation and needs) in respect of investment products, superannuation and life insurance products. The Statement of Advice will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

We are not required to give you a Statement of Advice when we provide you with advice about General Insurance, Mortgages, Reverse Mortgages or Short Term Finance. We are required to comply with responsible lending guidelines and as such are required to undertake investigation into whether the credit product is suitable for you in your current financial situation.

If our representative provides further advice to you and your personal circumstances have not significantly changed, and that further advice is related to the advice we provided to you in a previous Statement of Advice and we do not give that further advice to you in writing you may request a copy of the record of that further advice at any time up to 7 years from the date our representative gave the further advice to you. You can request the record of the advice by contacting the representative or us in writing or by telephone or email.

In the event we make a recommendation to acquire a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement containing information about the particular product, which will enable you to make an informed decision in relation to the acquisition of that product.

1. Who will be providing the financial service to me?

Licensee:

GCR Financial Pty Ltd ('GCR')

ABN: 61 133 869 182

Australian Financial Services License Number (AFSL) and Australian Credit License (ACL): 333543

Address: 6 Davies Street, Oxley, QLD 4075

Tel No: 1800 854 293

Fax No: 1800 854 295

Email: gye.duncan@gcrfinancial.com.au

2. Who is my adviser?

Your adviser is Gye Edward Duncan, Authorized Representative of GCR (AR Number: 248335) and he is authorized to act on behalf of GCR.

Gye Edward Duncan also trades as Norfolk Island Professional Services on Norfolk Island.

Experience and Qualifications:

- Masters of Applied Finance (majors in Investment Management (IM) and Financial Analysis (FA)) offered through Kaplan Professional Higher Learning (currently studying)
- Advance Diploma of Australian Taxation law offered through Australian Institute of Financial Services + Accounting (AIFA)
- Diploma of Financial Planning from Deakin University, Melbourne and the Financial Planning Association of Australia Ltd (FPA)
- Diploma of Financial Services (Insurance Brokering) from the Australian and New Zealand Institute of Insurance and Finance (ANZIIF)
- Diploma of Financial Services (Finance/Mortgage Broking Management) from the National Finance Institute (NFI)
- Graduate Certificate in Applied Finance from Kaplan Professional Higher Learning
- ASX Accredited Listed Product Adviser (ALPA) from the Australian Securities Exchange (ASX)
- ASX Contract for Difference Accredited Adviser (CFD) from Australian Securities Exchange (ASX)
- SEQUAL accredited Reverse Mortgage Consultant (RMC)
- FBAA 101 + 102 Anti-Money Laundering & Counter Terrorism Financing for Finance Brokers Certificate
- Finance Brokers Association of Australia (FBAA), Accredited Member
- Senior Financial Planner with 22 years industry experience in Advising and Dealing in the Financial Services & Credit Services
- Managing Director and Responsible Office of GCR Financial Pty Ltd (GCR Financial Group)
- Director of Cape Funds Pty Ltd (Boutique Fund Manager, specializing in Caravan, Tourist Parks and Storage Complexes)
- The Tax Institute, Affiliate Member
- National Insurance Broker Association (NIBA), Qualified Practising Insurance Broker (QPIB)
- Tax Practitioners Board (TPB), Registered Tax Financial Adviser

3. What kinds of financial services are you authorized to provide me and what kinds of products do those services relate to?

Gye Duncan is authorized by the Licensee to offer you the following services:

- Financial Planning Strategies
- Life Insurance - Life Insurance Brokering, Life Insurance Investment & Risk Products;
- General Insurance – General Insurance Brokering (incl. Personal and Commercial Insurances);
- Credit Activities other than as a credit provider – Mortgage & Finance Brokering (incl. for personal and commercial purposes);
- Basic Deposit Products and Non Basic Deposit Products
- Government Debentures, Stocks & Bonds;
- General Insurance Products;
- Managed investment Schemes including Investor Direct Portfolio Services;
- Direct Investment Financial Advice, Negotiating & Management (incl. Equities, Property & Business);
- Investment Portfolio Construction & Management;
- Retirement Savings Accounts (RSA);
- Securities;
- Superannuation Strategies; including Self Managed Super Funds (SMSF) & Retirement Planning;
- SMSF Investment, Formation and Compliance;
- Taxation Planning & Structuring;
- Succession Planning, Will Assessment & Estate Planning;
- Standard Margin Lending Facilities;
- Non Cash Payment Products;
- Managed Discretionary Account Services (MDA Services);
- Tax & Accounting Services.

We can advise you in respect of Securities and we can provide a service to buy or sell Securities, or we are able to refer you to a stockbroker who will arrange for your purchase or sale of securities.

Portfolio Monitoring:

Internal databases are maintained detailing client's investments recommended by GCR. This does not constitute portfolio monitoring. Portfolios are reviewed on a six monthly or annual basis, subject to the client's requirements.

4. Who do you act for when you provide financial services for me?

GCR is responsible for the financial services provided to you.

5. How will I pay for the service?

GCR will charge you a fee, brokerage fee and/or receive commissions from the issuers of the products approved by GCR and that I recommend and you accept. For Comprehensive Financial Advice you will be required to enter a Financial Services & Financial Advice Engaged Client Agreement (ECA).

Before I can give you appropriate personal advice you will need to give us details of your personal objectives, current financial situation, needs and any other relevant information. You can choose not to provide us with this information, but any advice I give you will be general in nature and may not be appropriate to your objectives, financial situation and needs. You should read the warnings contained in the SoA carefully before making any decisions relating to a financial product.

If I give you personal advice, GCR will maintain a record of your personal profile, including details of your objectives, financial situation and needs. GCR will also maintain records of any recommendations made to you. For more information on how to access these records, please refer to the section 'Your Privacy' below.

We can provide personal advice to you if you decide to engage GCR Financial by returning a signed copy of the Engagement letter and after pre-payment for this service has been received. Our fee for service (comprehensive financial advice) is based on the time and complexity involved in gathering information about your personal and financial needs, researching and developing recommendations, preparing your Statement of Advice (SOA) and implementing the recommendations. The initial fee is based on time and acumen required in the SOA preparation. I will not give you personal advice in our regular updates or marketing material.

If you require ongoing comprehensive financial advice and ongoing management services of your financial affairs you may consider become an engaged client within our Engaged Client Agreement (ECA). Our minimum ECA fee is \$6,600 per annum (excl. GST). ECA fees are generally paid monthly via electronic transfer to GCR bank account. Any ongoing financial adviser service fees, ongoing brokerage fees or ongoing commissions are offset and deducted from the ECA annual fees until the agreed ECA fee is reached per annum. We have a specific separate agreement for ECA client's, please ask for details if you require comprehensive ongoing financial advice and management services. An hourly fee of \$266.00 (excl. GST) is payable for comprehensive financial advice for non-engaged clients.

If you do not require comprehensive personal advice from me, I can also arrange for you to apply for the kinds of products you require. In this case I can take your instructions and arrange for the transactions to be completed, without providing personal advice. If you wish to proceed without advice from me, normally I will ask you to confirm your instructions in writing and sign an Acknowledgement Form. You can ask for a copy at any time.

6. What are the fees and commissions GCR receives?

Fees paid by you

GCR as the Licensee will receive all fees and commissions paid by you.

Commissions for Investment products

The issuers of the investment products I recommend may pay the Licensee an initial commission. This commission, which can vary depending on the product and manager, is in a range of between 0% to 5.5% is calculated on your initial investment amount and deducted from your investment amount.

AND

The issuers of the investment products I recommend may pay GCR an ongoing commission. This commission, which can vary depending on the product and manager, is in a range of between 0% to 1.5% per annum calculated on the balance in your account. This commission is paid monthly or quarterly to the licensee for as long as you hold the product.

For example: If your investment amount was \$50,000 and the initial commission paid to GCR was 5%, GCR will receive \$2,500 when you place the investment. In addition, if the ongoing commission is 1.50% GCR will receive \$750 per annum.

Commissions for Life Insurance products

The issuers of insurance products pay GCR an initial commission. This commission, which can vary depending on the product and insurance company, is in the range of 25% to 125% of your first year's premium.

AND

The issuers of insurance products pay GCR an ongoing commission. This commission, which can vary depending on the product and insurance company, is in a range of between 10% to 35% of your second and subsequent year's premium. This commission is paid monthly or quarterly to the licensee for as long as you hold the product.

For example; If your first year's premium was \$500 and the initial commission was 120% GCR would receive \$600. If your premium for the second and subsequent years was \$500 and the ongoing commission was 35% GCR would receive \$175 per annum.

Commissions for General Insurance Products

The issuers of insurance products pay GCR an initial commission. This commission, which can vary depending on the product and insurance company, is in the range of 10% to 22.5% of your first year's premium.

AND

The issuers of insurance products pay GCR an ongoing commission. This commission, which can vary depending on the product and insurance company, is in the range of 10% to 22.5% of your second and subsequent year's premium. This commission is paid either each quarter, monthly or on annual renewal of your insurance to the licensee for as long as you hold the product.

For example; If your first year's premium was \$500 and the initial commission was 22% GCR would receive \$110. If your premium for the second and subsequent years was \$500 and the ongoing commission was 22% GCR would receive \$110 per annum.

Broking Fees for General Insurance Products

As a registered General Insurance Broker, GCR Financial may charge broking fees in addition to general insurance commissions received from the product provider. These fees can and will vary depending on various factors but not limited too complexity of clients insurance portfolio, time spent placing and managing clients insurances and out of pocket expenses. Broking fees are disclosed on your insurance schedule.

Cancellation of your general insurance policy will incur a \$55.00 administration cancellation fee deducted from your premium refund.

If you cancel your general insurance policy between renewal dates the commission GCR received from the product provider is not refunded unless the cancellation is within the 30 day cooling off period.

Commissions for Mortgage & Finance Products

The issuers of credit products pay GCR an initial commission. These commissions can vary depending on the product and credit provider and can range from 0.50% to 4.00% of your initial loan balance.

AND

The issuers of credit products pay GCR an ongoing commission. This commission, which can vary depending on the product and insurance company, is in the range of 0.10% to 0.60% of your outstanding loan balance. This commission is paid monthly to the licensee for as long as you hold the credit product.

For example; If your initial loan balance was \$250,000 and the initial commission was 2.0% GCR would receive \$5,000. If your ongoing outstanding loan balance in subsequent years was \$250,000 the ongoing commission was 0.60% GCR would receive \$1,500 per annum.

Broking Fees for Mortgage & Finance Products

As a registered mortgage & finance broker GCR Financial may charge brokering fees in addition to mortgage & finance commissions received from the credit product provider. These fees can and will vary depending on various factors but not limited to the complexity of clients mortgage & finance portfolio, time spent placing and managing clients mortgages & finance and out of pocket expenses.

Any broking fees will be disclosed in your mortgage & finance engagement (agreement if applicable) or your ECA.

Broking Fees for Stockbroking

Where we refer you to a stockbroker to execute your instructions GCR will receive 0% to 20% of the brokerage amount you pay to the stockbroker.

Other remuneration and conflicts of interest information

Referral payments

If you have been referred to me by another party I may pay that party a fee of up to 50% of the initial commissions or fee payable to GCR by the product provider.

Volume bonuses

Issuers of investment products may pay what is commonly referred to as a volume bonus. This bonus is calculated on the amount of client money paid to the particular issuer (fund manager) by a licensee.

GCR **DOES NOT** receive volume bonuses.

7. Do any relationships or associations exist which might influence you in providing me with the financial services?

Both Gye and GCR Financial, have a commercial relationship with Oasis Asset Management Pty Ltd as GCR Financial receives a Dealer Cut of 0.495% (incl GST) of funds invested with Oasis Asset Management Pty Ltd as well as free software usage of MoneyOne software. The Dealer Cut is included in the administration fees of the product.

GCR does hold investments in certain listed securities for investments and research purposes. These holdings could constitute a conflict of interest as GCR may recommend these securities to you as investments. It is not GCR intention to create or benefit from this potential conflict of interest.

Gye Duncan is a Managing Director of GCR Funds Pty Ltd which holds shares in Cape Funds Pty Ltd. Gye is also a Director of Cape Funds Pty Ltd and Cape Property Services Pty Ltd.

The securities GCR currently has holdings in are:

ANZ Ltd, ASX Ltd, SYD Airport Fortus Ltd, BHP Ltd, Telstra Corporation Ltd, Goldfields Money Ltd, APA Group Ltd, Carsales.com Ltd, REA Ltd, iCar Asia Ltd, iProperty Group Ltd, Metcash Ltd, Wealthtrac Pty Ltd, Woolworths Ltd, Freelancer Ltd, SEK Ltd, TTG Fintech Ltd, 99 Wuxian Ltd and Sunbridge Group Ltd . Gye Duncan and Cara Duncan own shares in some of the above companies for investment purposes. GCR Family Pty Ltd ATF GCR Family Trust owns shares in some of the above companies.

The exact amounts of any fees, commissions, bonuses or other incentives received by me and the licensee will be included in a Statement of Advice that I will provide to you or disclosed orally at the time I provide any further advice.

8. Will you provide me advice, which is suitable to my needs and financial circumstances?

Yes. But to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you.

You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information.

9. What should I know about the risks of the financial products or strategies you recommend to me?

We will explain to you any significant risks of financial products and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

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

We maintain a record of your personal profile, which includes details of your address, date of birth, medical details 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 will ensure the privacy and security of your personal information. A copy of our privacy policy is available upon request.

If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise of the likely cost in advance and can help to refine your request if required.

11. Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?

Yes. You may specify how you would like to give us instructions, for example by telephone, email, or other means.

12. Who can I complain to if I have a complaint about the provision of the financial services to me?

GCR has in place Professional Indemnity Insurance as required by the Corporations Act which meets ASIC's requirements and covers present and past representatives.

If you have any complaint about the service provided to you, you should take the following steps and we will seek to resolve your complaint quickly and fairly:

1. Contact your adviser and discuss your complaint.
2. If your complaint is not satisfactorily resolved within 5 working days, please ring GCR's Managing Director, or put your complaint in writing and send it to;
Complaints Manager, Marielle Andrew
GCR Financial Pty Ltd, 6 Davies Street, Oxley, QLD 4075
Ph: 1800 854 293 or Fax: 1800 854 295
Email: marielle.andrew@gcrfinancial.com.au

Your complaint should be finalized within 45 days of receipt of your complaint.

GCR is a member of the Financial Ombudsman Service.

If the complaint cannot be settled to your satisfaction you have the right to complain to the Financial Ombudsman Service (FOS).

This service is free of charge to you and FOS can be contacted on:

Phone: 1300 78 08 08

Email info@fos.org.au

Mail to: GPO Box 3, Melbourne Victoria 3001.

