

Financial Services Guide

DJM Financial Services is an **independently owned** financial advisory business delivering **professional** services designed to meet clients' **individual needs**.



"We help people plan for the future and protect the present, with integrity and ongoing support being the cornerstones of our operation."

Welcome to DJM Financial Services (DJM)

This guide describes the financial services available through DJM and the process involved, including the detail on advice we cover; our fee policy; and how complaints are dealt with. If you need more information or clarification, please don't hesitate to ask us.

DJM Financial Services (DJM) is independently owned by Damien McColl (Director). There are no affiliations with financial institutions, nor, product providers. We act for the client, in their best interests, building long term relationships and tailoring advice to individual circumstances.

We provide strategic advice in the following areas:

- Retirement Planning
- Wealth Creation
- Personal Insurance
- Centrelink
- Redundancy
- Superannuation
- Investments
- Estate Planning
- Salary Packaging
- Gearing

We can advise you on the following types of financial products:

- Deposit and Payment
- Superannuation
- Life Risk and Investment Insurance
- Debentures, Stocks or Bonds
- Securities
- Managed Investments
- Standard Margin Lending Facilities
- Retirement Income Streams

Your Adviser

Damien McColl is the Representative of DJM Financial Services, **authorised to provide financial product advice on behalf of DJM Financial Services Pty Ltd** – an Australian Financial Services Licensee (licence number 328056). Damien's qualifications include a Bachelor of Economics – The University of Adelaide and a Graduate Diploma – The Securities Institute of Australia.

Damien is a Certified Financial Planner and member of the Financial Planning Association of Australia and the Association of Financial Advisers ("AFA").

Damien has over 25 years experience in the financial services industry, mostly as a Strategic Financial Adviser. In addition to this, Damien has worked as a Technical Adviser, specialising in legislation affecting financial service products and strategy and as a Business Development Manager, focussing on investments. Over his career Damien has worked for several financial institutions, including AMP, National Australia Bank and Zurich Financial Services.

Meeting with You

Initially, we'll meet with you to identify **how we can assist you**, and whether **we can work together** to help you achieve your objectives. Once this is established, we'll need to find out all about you. This involves plenty of discussion and collecting information about you in a range of areas. Having established the framework of your requirements, including your needs, objectives, and financial situation, we will then conduct our analysis. A document known as a **Statement of Advice** ("SoA"), outlining our recommendations will be provided to you. This will contain the advice and its basis, as well as information about how we will be remunerated and if there are any associations which may have influenced the provision of the advice.

If further advice is furnished, we may record the advice instead of providing a SoA. You can ask us for a copy of the **Record of Advice** (RoA). Where we recommend that you acquire a financial product (other

than securities), we will 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 its acquisition.

We only give advice and recommend a financial product to you after considering its suitability for your individual **needs, objectives and financial situation**. The products we recommend are selected from our approved list and they have been researched by external experts, as well as our internal area.

We will explain to you **any significant risks of investments and strategies** we recommend to you.

Implementation

After you have reviewed our advice and had all your questions answered, you then instruct us to implement the advice, either in part or in full. We then proceed with applications with the selected product provider(s), and liaise through to full implementation.

Paying for the Service

Financial Planning involves a great deal of expertise and experience, and our role is to simplify the entire process and ensure your financial affairs are structured for your long-term financial security. Our fees are based upon the **time and value** we provide in assisting you with this.

We usually **do not charge a fee when we initially meet**, unless you require an immediate service. In this case, we will discuss a fee with you. Our hourly rate is \$330, including GST.

Our consulting fees usually range between \$330 and \$5,500 (including GST). The type and level of work can vary from case to case so we determine our fee on an individual basis. We discuss this with you and obtain your **agreement prior to commencement of any work**.

We are flexible in the way the fee can be paid. It can be paid as a direct fee from you, as a fee taken from invested funds (flat dollar or percentage) or a combination.

Where we arrange **personal insurance** for you, we will receive a commission from the insurance provider, not you. We choose to be remunerated in this way because it's more cost effective for you. How much time it will take to arrange insurance is often unclear and in some cases, we may not be able to get the cover underwritten, therefore, we don't believe a direct fee is suitable.

Percentage commission is calculated on the premium, this can be up to 121% initial and up to 33% ongoing (including GST). As an example, for an insurance premium of \$1,000 pa paying 110% initial commission – the dollar amount is \$1,100 and for 11% ongoing commission – the dollar amount is \$110 pa.

We do have a **limited number of referral arrangements** and if you are referred to us from one of these sources we pay a referral fee. This isn't an additional cost to you and will be disclosed to you in the SoA.

Ongoing Service and Reviews

Regular reviews and planning are the keys to reaching your long-term financial and lifestyle objectives. To support this, we offer an ongoing service, and this is designed with the overall objective of keeping you on track, ensuring you are informed, providing peace of mind and enhancing your general awareness.

Fees for Ongoing Service and Review

Your ongoing service needs will be discussed with you during the advice process and a fee for the service agreed upon prior to any implementation. This can be 1.10% pa (including GST) charged on the funds under advice. This reduces for higher balances. As an example, for an investment of \$200,000, the dollar fee is \$2,200 pa. We use a percentage base because invariably the larger the funds under our advice – the more work is involved and for smaller balances a minimum flat dollar fee may become disproportionate to the investment.

We offer a range of **ongoing services**, some of which are continual and some are provided as required. These include:

- Adviser Access
- Portfolio Management and Personal Insurance Management
- Strategic Financial Planning and Modelling
- Review Consultations
- Portfolio and Insurance Updates
- Retirement Targeting
- Post Retirement Services
- Regular Newsletters and Updates on relevant changes in Legislation and Regulations
- Centrelink Liaison and Other Professionals Liaison
- Administrative Services
- General Enquiries Service

A review of your situation and portfolio is strongly advised at least on an annual basis, especially if your personal circumstances change significantly. We proactively remind you of our services, particularly, reviews, through our regular correspondence, however, **you must contact us** to organise a review and other services that may be required from time to time. Existing clients on a regular/ongoing commission basis are assessed on an individual basis and may be charged a further fee for additional ongoing services required.

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

We maintain a record of your personal profile that includes details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you. If you wish to examine your file, you should ask us and we will make arrangements for you to do so.

We are committed to implementing and promoting a Privacy Policy which will ensure the privacy and security of your personal information. If you would like a copy of our Privacy Policy please let ask us.

Who can I speak to if I have a complaint about the advisory service?

We are committed to providing quality advice to our clients, and this commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

Contact Damien McColl of DJM Financial Services Pty Ltd on (08) 8379 2716 about your complaint. We will try to resolve your complaint quickly and fairly. If we cannot reach a satisfactory resolution, you can raise your concerns with the Credit Ombudsman Service ("COSL") on 1800 138 422 or by post to Credit Ombudsman Service Ltd, PO Box A252, South Sydney NSW 1235. We are a member of the COSL' Complaints Resolution Service.

Professional Indemnity Insurance

We hold Professional Indemnity Insurance cover for the activities conducted under our AFS licence. The insurance will cover claims made in relation to the conduct of authorised representatives, representatives and employees of the Licensee who no longer work for the Licensee (but who did at the time of the relevant conduct). We believe that our Professional Indemnity Insurance cover satisfies the requirements of s. 912B of the Corporations Act.