



Financial Services Guide

1 July 2013

This Financial Services Guide is to help you understand our services and how we may assist you

McMaster Heathfield Pty Ltd trading as McMaster Heathfield Wealth Advisers

ABN: 21 066 972 307

Address: Level 6, 210 Wickham Street, Brisbane Qld 4001

Telephone: 07 3211 8600

Email: admin@mhwa.com.au

Facsimile: 07 3236 4259

Australian Financial Services Licence Number: 341309

www.mhwa.com.au

McMaster  Heathfield
WEALTH ADVISERS

Before you get our advice

Before seeking our advice, you probably have a number of questions you would like to ask about us. You have the right to ask about our charges, the type of advice we will give and what you can do if you have a complaint about our services. Key information is set out in answer to the questions below. If you need more information or clarification, please ask us. This Financial Services Guide is issued by your Adviser with the authority of McMaster Heathfield Pty Ltd.

You should also be aware that you are entitled to receive a **Statement of Advice (SoA)** whenever we provide you with any advice which takes into account your objectives, financial situations and/or needs. The SoA 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.

If further advice is furnished, or when no financial product is recommended, a **Record of Advice (RoA)** may be provided to you instead of a SoA. You have the right to request a copy of the RoA (if you have not previously received a copy) within 7 years of that further advice being given.

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

Our advisory services

Who is my Adviser?

Andrew has been providing financial advice to clients since 1982. He is a Director and Authorised Representative of McMaster Heathfield Wealth Advisers.

Andrew McMaster is accredited with the following:

- Associate Member Financial Planning Association
- Diploma in Financial Services (Financial Planning)
- Diploma in Superannuation Management DipSM
- Accreditation Self Managed Super Funds (Tribeca)
- SMSF Specialist Adviser – Self Managed Super Fund Professionals Association of Australia (SPAA)

Andrew McMaster is active within the following professional associations:

- Financial Planning Association Australia (FPA)
- Self Managed Super Fund Professionals Association of Australia (SPAA)

Who does the Adviser act for when providing financial services?

Your Adviser will be acting for **you** on behalf of McMaster Heathfield Wealth Advisers.

What advisory services are available to me?

We specialise in giving advice in the following disciplines;

- Cash flow management
- Wealth creation
- Debt management
- Personal insurance
- Superannuation
- Business insurance
- Self Managed Superannuation borrowing
- Self Managed Superannuation
- Transition to retirement planning
- Corporate Superannuation
- Succession planning
- Retirement planning
- Social security planning
- Estate planning

In addition, your Adviser is able to offer you an on-going monitoring and review service for your investment portfolio or life insurance program.

We provide financial product advice for the following financial products:

- Deposit and payment products, including basic deposit products, deposit products other than basic deposit products and non-cash payment products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Risk insurance products, including life, trauma, income protection and total and permanent disability insurance
- Retirement savings accounts
- Listed Securities
- Personal and Employer Superannuation
- Managed investments.

We **do not** provide advice on the following services;

- General insurance
- Taxation
- Legal advice
- Real estate advice
- Foreign exchange
- Credit advice
- Products that are not on our Approved Product List (APL).

We will only 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 of products and they have been researched by external experts.

Our commissions and fees

Initial and on-going commissions and fees

Financial products

The initial commission for investment type financial products acquired before 1 July 2013 can range between 0% and up to 4.0% (10% for a tax effective product), while on-going commissions may range between 0.25% and up to 2.0%.

For example, for an investment of \$10,000 in a managed investment paying 4.0% initial commission and 1.0% on-going commission, the upfront commission would be \$400 and the on-going commission \$100 per year.

Risk products

The upfront commission for risk insurance financial products may range between 0.00% and 115% of the first year's premium, depending on the product provider, and/or if held through a default super fund (MySuper); while on-going commission may range between 0 and 10% per year.

For example, on an insurance premium of \$1,000 paying 60% initial commission and 10% on-going commission, the upfront commission would be \$600 and the on-going commission \$100 per year.

Fee for service

Consultation

There is an initial consultation fee of \$195.00 (inc GST) payable at the time of your consultation.

Our advice and its implementation

Set fee – based on a quote provided in a letter of engagement.

The fee is determined by the time and complexity of the work and is based on a standard hourly rate of \$330 (GST inclusive). An estimate of the anticipated time and cost will be provided in our letter of engagement and, should you accept, is payable by invoice issued to you **prior to commencement of any work OR upon presentation of our advice.**

Fee schedule – initial advice (GST inclusive)

Comprehensive advice (including data collection, research, modelling, preparation, presentation, implementation)	from \$3,850
Hourly rate	\$330
Risk management only advice	\$900
Corporate super tender report	\$1,650

Ongoing advice and service

We provide ongoing advice and personal service to ensure your goals are achieved.

Fee schedule – ongoing advice (GST inclusive)

Ongoing advice and service*	from \$2,750
-----------------------------	--------------

* Subject to revision on 30 June each year.

All fees will be outlined to you in our letter of engagement and your written consent will be obtained before proceeding. No fees are payable unless you engage our services by signing the letter of engagement.

Frequently asked questions

Do any relationships exist with product providers which may influence the advice being given?

McMaster Heathfield Pty Ltd is a privately owned financial planning service. We do however utilise the services of Associated Advisory Practices and other fund managers. Provided below are details pertaining to that relationship.

Shareholding in Associated Advisory Practices (No. 2) Ltd

Effective as of 30 June 2010 and as a result of past recommendations in certain financial products, McMaster Heathfield Wealth Advisers has obtained a shareholding in Associated Advisory Practices (No. 2) Ltd., (AAP) a service company that provides, compliance training and business development support to McMaster Heathfield Wealth Advisers. This shareholding will entitle McMaster Heathfield Pty Ltd to receive a share of the distribution of any profits via annual dividend. The amount of the dividend receivable is solely at the discretion of the AAP Board of Directors. Further recommendations in the product(s) below may result in McMaster Heathfield Pty Ltd being eligible for additional shareholding in AAP:

- MLC Navigator Master Trust (PIP & PRP)
- Asgard Master Trust
- Asgard E Wrap
- Asgard Elements
- Colonial Geared Investments
- Blueprint Protection
- BT Wrap
- BT Assemble Wrap
- BT Life
- Challenger Income Plan
- Tal Insurance (formerly Tower)
- Asteron Lifeguard suite of products
- Ventura Wholesale Funds
- Colonial First Choice Retail
- Colonial Wrap
- Comminsure
- One Path In force premium (formerly ING)
- One Path One Answer, Select, Frontier

- All Star Funds Management
- IOOF Pursuit suite of products
- IOOF Portfolio Service suite of products
- IOOF LifeTrack suite of products
- IOOF Supersaver Options
- IOOF Spectrum
- Investment Exchange

Shareholding in Challenger Financial Services Limited

McMaster Heathfield Pty Ltd and Nayfield Pty Ltd ATF McMaster Super fund hold direct shares in Challenger Financial Services Limited.

IOOF Investment Management Ltd

McMaster Heathfield Pty Ltd have in place arrangements with IOOF Investment Management Ltd to receive a volume based revenue share payment (Volume Payment). This arrangement has been in place since 1 December 2009.

The products that count towards the Volume Payment include:

- IOOF Portfolio Service (IOOF Personal superannuation and IOOF Employer superannuation)
- Lifetrack superannuation Fund
- IOOF Corporate superannuation
- IOOF Pursuit Select and Pursuit Core
- IOOF Portfolio Service Wholesale
- Spectrum superannuation

* For all IOOF Pursuit Select products, amounts in excess of \$500,000 in any one client's accounts or clients' accounts linked under the fee aggregation feature of the relevant product or service shall be disregarded in the calculation of the volume payment.

Example: If McMaster Heathfield Wealth advisers managed \$10,000,000 in the IOOF Pursuit Select superannuation fund, we would receive 0.22% (including GST) of the balance we manage which equates to \$22,000 per annum.

Frequently asked questions

Do I get detailed information about actual commissions and other benefits my adviser gets from making the recommendations?

Yes. You have the right to know about details of commissions and or other benefits your Adviser receives for recommending investments. We will provide this information to you when we make specific recommendations in the Statement of Advice (SoA) or Record of Advice (RoA).

Will you give me advice that is suitable to my needs objectives and financial circumstances?

Yes. However, to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial product 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. You should read the warnings carefully.

What should I know about any risks of the investments or investment strategies recommended to me?

We will explain to you any significant risks of investments and strategies that we recommend to you. If we do not do so, you should ask us for further clarification.

What information do you maintain in my file and can I examine my 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. A copy of our Privacy Policy please can be viewed on the McMaster Heathfield Wealth Advisers website at www.mhwa.com.au or please ask us to provide you with a copy.

Can I tell you how I wish to instruct you to buy or sell my investment?

Yes. You may specify how you would like to give us instructions. For example by telephone, email, fax or other means. But in all cases we must receive a written confirmation of these instructions.

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

If, at any time, you are not satisfied with the advice you receive, or any other aspect of our service, we would welcome this feedback and will act on it immediately. You can forward your instructions to us by phone, fax, mail or email. Our contact details are:

Name: McMaster Heathfield Wealth Advisers
Attention: MHWA Complaints Officer
Address: GPO Box 2496
Brisbane, Qld, 4001
Telephone: 07 3211 8600
Fax: 07 3236 4259
Email: andrew@mhwa.com.au

We will aim to resolve a dispute within 45 days.

If we cannot resolve your concerns, you may contact the Credit Ombudsman Service (COSL) at:

Attention: Case Management Team
Address: C-/Credit Ombudsman Service
PO Box A252
Sydney South NSW 1235
Telephone: 1800 138 422
Fax: 02 9273 8440
Website: www.cosl.com.au

The Credit Ombudsman Service provides consumers and financial service providers an accessible, independent and fair dispute resolution service.

This service is free to consumers

ASIC regulates all holders of Australian Financial Service Licences including MHWA. They can be contacted on 1300 300 630.

Protecting you

Professional Indemnity Insurance

We hold Professional Indemnity Insurance cover for the activities conducted under our AFS licence. The limit of the indemnity is \$2,500,000 for each and every claim and \$5,000,000 in the aggregate for all claims arising out of our AFS licence activities. The insurance will cover claims made in relation to the conduct of authorised representatives 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*.

Your privacy

Your adviser will develop a strategy based on your current financial situation, with the aim of meeting your individual financial goals. To achieve this, you need to be open and honest with your adviser. We realise that it can be uncomfortable to provide personal information on your health and lifestyle, or financial situation. We understand this, and will do everything we can to make you feel comfortable. McMaster Heathfield Wealth Advisers has a policy relating to clients' personal information and the process which we follow.

We will also ensure that your personal information, including any financial records or advice provided to you, is kept confidential and secure. We will keep any personal information in a secure file and you are free to view this file if you wish. To learn more about our collection and use of your personal information (for marketing and other purposes), please view the McMaster Heathfield Wealth Advisers Privacy policy statement available on our website at www.mhwa.com.au or ask us to provide you with a copy.

The advice we can give you is only as good as our understanding of your personal circumstances. Please help us to help you by being honest with your personal information.

You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

Any Questions?

Please contact Andrew McMaster in the first instance if you have any questions about this FSG or the financial services we provide.



McMaster Heathfield Wealth Advisers
Level 6, 210 Wickham Street, Brisbane Qld 4001
admin@mhwa.com.au
www.mhwa.com.au