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GPS WEALTH

Financial Services Guide



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 GPS Wealth Limited.

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 containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

BEFORE YOU GET OUR ADVICE

Who is my adviser and who do they act for when providing financial services to me?

Your Adviser is an Authorised Representative of GPS Wealth Limited. Therefore, GPS Wealth will be responsible to you for any financial services that your Adviser provides.

What financial services and products can GPS Wealth provide under its AFS Licence?

GPS Wealth is authorised to offer services and/or products to you in the following areas:

- Basic deposit products
- Margin lending (N.B. Certain products encompass a residential property loan as well as a margin loan. Accordingly, to be able to recommend this particular type of product, your Adviser is required to be a representative of both an Australian Financial Services Licensee and an Australian Credit Licensee. GPS Wealth holds an AFS Licence as well as a Corporate Authorised Representative of an Australian Credit Licensee Australian Loan Company (Their FSG is available on www.ausloanco.com.au)
- Financial planning
- Superannuation
- Investments
- Personal and business risk insurance
- Estate planning

- Retirement planning
- Social security
- Salary packaging
- Wealth creation and protection
- Gearing strategies
- Share trading facilities

Your adviser may only be authorised to provide advice in some of the above areas. Please refer to the Authorised Representative Certificate, which sets out those areas in which your Adviser is authorised to advise in.

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.

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

If after our initial evaluation of your needs, we believe we cannot provide the required advice, we will advise you in writing.

How will I pay for the service?

The cost of providing our service to you will depend upon the nature of the service provided. GPS Wealth and our Adviser may receive some or all of the following types of remuneration:

1. Fee for Service

Fees are payable for our advice. These fees are determined based on the complexity of your requirements.

Generally, you can expect to pay a fee for service that ranges between \$0 and \$15,000 per annum. Your adviser will be able to explain how this fee has been calculated. However, in some circumstances and depending on the complexity of the advice being sought, a fee may be charged that falls outside of this range. In the event this is the case, your adviser should provide you with a written quote for the fee for service and how the amount has been calculated.

You may also be charged a Statement of Advice preparation fee. Your Adviser will be able to tell you the cost of any such fee and this may depend on the complexity and the time spent. Any fee for service must be paid within seven (7) days of the date of the tax invoice being issued to you.

2. Initial & Ongoing commissions for Insurance

The upfront commission for risk insurance financial products can range between 0% and 132% depending on the product provider, while ongoing commission may range between 0% and 32%. For example, on an insurance premium of \$1,000 paying 100% initial commission and 10% ongoing commission, the upfront commission would be \$1,000 and the ongoing commission would be \$100 per year.

Will any third parties be paid for referring business to your Adviser?

Should you be referred to your Adviser by a third party, such as an Accountant or a Mortgage Broker, the third party may receive a fee or other benefit for the referral. This fee comes out of the fees received by GPS Wealth and your Adviser and does not represent an additional cost to you.

The actual percentage of revenue payable in any given case will be agreed between the referral party and the Adviser. However, this amount will generally be calculated as a percentage of net revenue received by the Adviser.

You will receive more detailed information concerning any referral fee in your SoA or other relevant advice document.

Relationships which might influence GPS Wealth or your Adviser in providing financial services

1. Product Provider Percentage Fee Arrangement

GPS Wealth has commercial arrangements with a number of product providers, where GPS Wealth receives a payment based on the total volume of funds invested or placed through the relevant product provider's administration platforms/services (Platforms).

Product providers may pay GPS Wealth either a:

- Set annual fee; or
- Percentage of the total funds invested with the product provider; or
- Percentage of the administration fees which they charge investors; or
- A combination of these methods

These arrangements do not further increase the administration fee or Management Expense Ratio (MER) amount that would otherwise be charged by the product provider if these percentage fee arrangements were not in place. This additional payment is usually paid by product providers on a quarterly basis and is not an additional cost to you.

Your adviser does not receive any of these payments. These fees are used to meet operational costs of maintaining an Australian Financial Services Licence such as compliance, Professional Indemnity Insurance and record keeping.

For a list of product providers GPS Wealth currently has percentage fee arrangements with, please contact GPS Wealth Head Office.

2. Active Sponsors

GPS Wealth receives payments or benefits from certain product providers in return for GPS Wealth granting rights such as being recognised as a sponsor and the right to promote their product and give presentations at conferences or training days.

3. Alternative Remuneration

In accordance with industry requirements, and as outlined in the Financial Services Council/FPA Industry Code of Practice on Alternative Forms of Remuneration in the Wealth Management Industry, GPS Wealth and your Adviser each maintain an Alternative Remuneration register that contains information about any alternative forms of payments or benefits over a

specified dollar amount that may be received, (e.g. lunches, gifts, tickets to events and conferences).

If you wish to inspect the Alternative Remuneration register or ask any questions about this, please ask your Adviser.

4. Professional Development Conference Sponsorship

GPS Wealth may receive conference sponsorships from various product providers. Fees associated with these sponsorships help GPS Wealth offset the organisational and running costs of its conferences and serves as a valuable education and training tool for our Advisers.

5. Shareholding in GPS Wealth's parent company

Some advisers or associated entities of GPS Wealth advisers may hold a shareholding in GPS Wealth's parent company GPS IP Pty Ltd. This shareholding has been acquired on a commercial arm's length basis and has no relationship to any level of business placed with either GPS Wealth or any of the product providers on its Approved Product List.

WHEN YOU GET OUR ADVICE

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 or Record of Advice.

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.

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.

IF YOU HAVE ANY COMPLAINTS

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

We are committed to providing quality advice to our clients. 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:

Phone:	(07) 5408 4100
Online:	www.gpswealth.com.au
Email:	info@gpswealth.com.au
Mail:	Complaints Resolution Officer GPS Wealth Limited PO Box 946 Noosa Heads, Queensland 4567

We will try and resolve your complaint quickly and fairly.

If we cannot reach a satisfactory resolution within 45 days, you can refer the matter to the Financial Ombudsman Service (FOS) on 1300 780 808, by post at GPO Box 3, Melbourne, Vic. 3001 or through their website www.fos.org.au. We are a member of FOS' complaints resolution service. The Australian Securities & Investments Commission (ASIC) also has a freecall Infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

PROFESSIONAL INDEMNITY INSURANCE

What compensation arrangements does GPS Wealth have?

The Corporations Act 2001 (Cth) requires GPS Wealth to operate a compensation arrangement which is designed to compensate retail clients for losses they suffer as a result of a breach by GPS Wealth or its Advisers of the obligations outlined in Chapter 7 of the Corporations Act.

GPS Wealth therefore holds Professional Indemnity Insurance cover for the activities conducted under our AFS licence. The limit of the indemnity is \$5,000,000 for any one claim and in the annual aggregate including costs and expenses. A limit of \$1,000,000 is to apply to any one claim in respect of risk insurance advice and conduct. 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).

These compensation arrangements satisfy the requirements of s.912B of the Corporations Act.

ANY QUESTIONS

Please contact your Adviser in the first instance if you have any questions about this FSG or the financial services we provide. This FSG should be retained by you in a safe place for future reference.