

Financial Services Guide

The financial services referred to in this guide are offered by:

Amalgamated Financial Services Pty Ltd trading as Virtue & Partners
ABN 42 060 673 814 AFSL & ACL No. 407238

Suite 107, Level 1 37-39 The Corso Manly NSW 2095 Ph: (02) 9977 8800 Fx: (02) 9977 8811	Suite 1408, Level 14 109 Pitt Street Sydney NSW 2000 Ph: (02) 9223 0277 Fx: (02) 9223 0244	Level 27 101 Collins Street Melbourne VIC 3000 Ph: (03) 9653 9388 Fx: (03) 9653 9383	Level 9, Nishi 2 Phillip Law St Canberra ACT 2601 (02) 9243 3673
--	---	---	--

www.virtueandpartners.com.au

We have been established since 1990, providing a range of wealth advice and assistance to help people grow, manage and protect their wealth.

We can help you create the financial security that lets you focus on what is really important in your life

This guide contains important information about:

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

When we give you financial advice - a *Statement of Advice* - to make sure that advice is appropriate to you we must make reasonable enquiries about your current financial situation and future needs.

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 which may have influenced the advice we give you.

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.

Who is my adviser?

Your adviser will be one of the Virtue & Partners team as per the team profile which forms part of this FSG.

If you do not wish to receive their 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?

Virtue & Partners is responsible for the financial services provided including the distribution of this Financial Services Guide (FSG). Amalgamated Financial Services Pty Ltd ABN 42 060 673 814 trading as Virtue & Partners is an Australian Financial Services Licensee and Australian Credit Licensee, No. 407238

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

Virtue & Partners is privately owned and is not controlled by any financial institution/s such as a fund manager, bank or insurance company. None of these institutions has a vested interest in our business and are not therefore in a position to influence us in the provision of advice. Some institutions may offer us incentives by way of volume bonuses or placement bonuses. Details of which (if applicable) will be fully disclosed in your *Statement of Advice*.

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

Virtue & Partners has five advisers who together provide advisory services designed to help you create, manage and protect your wealth including:

- wealth creation;
- retirement planning;
- direct equities;
- debt management;
- self-managed super funds;
- corporate superannuation;
- personal insurances;
- business insurance (other than general insurance);
- succession planning;
- estate planning;
- margin lending;; and
- credit advice (as per ACL No. 407238)

In the event that we identify that a client has a need for credit assistance services we can arrange those services, ie mortgage broking, commercial financing and leasing services, through Dale Virtue Pty Ltd ACL No.388981, the principals of which are Haydn Dale and Anthony Virtue. Haydn Dale is an Accredited Mortgage Consultant. His MFAA (Mortgage & Finance Association of Australia) full membership number is 45199. Dr. Anthony Virtue is also an Accredited Mortgage Consultant. His MFAA (Mortgage & Finance Association of Australia) full membership number is 14294.

Virtue & Partners is authorised to provide financial product advice in relation to:

- deposit and payment products (basic and non-basic);
- government debentures, stocks or bonds;
- life insurance products (investment and risk);
- managed investment schemes (including investor directed portfolio services);
- retirement savings accounts;
- securities; and
- superannuation
- standard margin lending facility

Virtue & Partners is also authorised to deal in these products.

What information should I provide to receive personalised advice?

You need to provide us with a list of your personal objectives, details of your current financial situation and any relevant information, so that we can offer you the most appropriate advice possible.

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

You should read the warnings contained in the *Statement of Advice* carefully before making any decision relating to a Financial product/s.

Our Privacy Collection Statement

At Virtue & Partners we are committed to protecting your privacy. We use the information you provide to understand your financial situation, needs and objectives and to provide financial advice and services through our advisers, including personal and corporate risk management, wealth creation, retirement planning, access to associated services such as stockbroking and mortgages. We provide the information that you provide to issuers, operators or providers of financial products or financial services such as insurance offices, superannuation funds, accountants or solicitors, appointed investment advisers, fund managers, banks, building societies and credit unions, Centrelink, friendly societies, Australian share registries and the Australian Taxation Office to enable them to assist with and/or implement any recommendations that you have previously authorised us to proceed with on your behalf.

We do not trade, rent or sell your information. We may disclose your information to recipients in England and/or New Zealand for the purpose of receiving or sending superannuation and pension benefits. This would only happen with your prior approval and written consent.

From time to time, we will use your contact details to send you offers, updates, events, articles, newsletters or other information about products and services that we believe will be of interest to you. We may also send you regular updates by email or by post. We will always give you the option of electing not to receive these communications and you can unsubscribe at any time by notifying us that you wish to do so.

You are not obliged to give us your personal information. However if you do not provide us with some or all of the information that we ask for, it will affect our ability to properly analyse your personal circumstances when you are seeking financial planning services which means that we may not be able to provide you with the product or services that you want.

For more information about how to access the information we hold about you, how to have it corrected and how to complain if you think we have breached the privacy law, ask us for a copy of our Privacy Policy by contacting us on (02) 9977 8800 or visiting our website <http://virtueandpartners.com.au>.

<p><i>How can I give you instructions about my Financial Product/s?</i></p>	<p>You may tell us how you would like to give us instructions. For example by telephone, fax or other means such as e-mail.</p> <p>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.</p>
<p><i>How will I pay for the services provided?</i></p>	<p>You may pay us as per the schedule of professional fees, fee schedule and ongoing review & maintenance attached.</p> <p>Alternatively, we may receive a payment called commission which is paid to us by the Financial Product issuer/s.</p> <p>We will give you a <i>Statement of Advice</i> containing details of our fees and any payments made to us by a Financial Product issuer/s.</p>
<p><i>How are any commissions, fees or other benefits calculated for providing the financial services?</i></p>	<p>Generally the payment we receive will be based on the amount you invest. It may vary from one Financial Product provider to another. Details of payments we receive are contained in the Product Disclosure Statements available from your adviser.</p> <ul style="list-style-type: none"> ○ We may receive upfront commission from life insurance companies. Typically commissions may range from 25% to 110% (including GST) of premium for life insurance products (based on net annual premium) (for example, initial commission rate 75% on a net annual premium of \$1,500 = \$1,125.00). ○ Details of our professional fees etc; are as indicated in the schedule which forms part of this FSG.
<p><i>Will anyone be paid for referring me to you?</i></p>	<p>Where you have been referred to us by someone else, if we pay them a fee or commission in relation to that referral, we will tell you in the <i>Statement of Advice</i> who will receive that fee or commission and the amount they will receive.</p>

What should I do if I have a complaint?

If you have any complaints about the service provided to you, you should take the following steps.

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 45 days, please contact Dr. Anthony Virtue on (02) 9977 8800 or put your complaint in writing and send it to us at Virtue & Partners address, noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.
3. If the complaint can't be resolved to your satisfaction you have the right to refer the matter to the Financial Ombudsman Service in respect of both our Australian Financial Services and Australian Credit Licence activities. They can be contacted on 1300 780 808 or you can write to them at GPO Box 3 Melbourne Vic 3001.

It should be noted that Virtue & Partners has Professional Indemnity Insurance in place to cover us for the financial services and credit services that we provide. We understand that it is adequate to meet our requirements as a financial services and credit licensee. The policy includes coverage for claims made in relation to the conduct of representatives/employees who no longer work for us (but who did at the time of the relevant conduct)

If you have any further questions about the financial services that Virtue & Partners provides, please contact Tony Virtue on (02) 9977 8800.

Retain this document for your reference and any future dealings with Virtue & Partners

Our team

Anthony D Virtue

Anthony has been providing financial advice to clients since 1990. His Authorised Representative Number issued by ASIC is 239509. He is a Responsible Manager for the Licensee.

He specialises in giving advice in the following disciplines:

- Wealth Creation
- Direct Equities
- Retirement Planning
- Debt Management
- Self Managed Super Funds
- Corporate Superannuation
- Personal & Business Insurances
- Estate Planning
- Margin Lending
- Credit Advice

Anthony is both a Certified Financial Planner and a Self Managed Superannuation Fund Specialist Advisor. He also holds the following academic qualifications;

- Bachelor of Business,
- Master in Applied Finance and Investment,
- Doctor of Business Administration,
- Diploma of Management Studies;
- Statement of Attainment – Direct Equities through Integratec,
- Self Managed Super Funds – Kaplan
- Fellow Financial Practitioner designation - AFA

Anthony is active within a number of professional associations:

- Financial Planning Association of Australia (FPA)
- Mortgage & Finance Association of Australia (MFAA)
- Australian Institute of Company Directors (FAICD)
- Association of Financial Advisers (AFA)
- SMSF Professionals Association of Australia (SPAA)
- Corporate Super Specialist Alliance (CSSA)
- Fellow of National Institute of Accountants (NIA) and is a
- Justice of the Peace, registration number 103615 (NSW)

Anthony is a visiting lecturer in Financial Planning at Flinders University

Anthony is remunerated by salary plus a discretionary bonus.

Arthur Pringle

Arthur has been providing financial advice to clients since the 1970's. His Authorised Representative Number issued by ASIC is 239475. He is an adviser of the Member Firm.

He specialises in giving advice in the following disciplines:

- Personal Insurances
- Corporate Superannuation
- Business Insurances

Arthur holds the following:

- Superannuation & Retirement Planning - Integratec
- Diploma of Financial Planning 1 & 2 – Deakin University
- Justice of the Peace, registration number 161281 (NSW)

Arthur is remunerated by salary plus a discretionary bonus.

Matthew Sutton

Matthew Sutton has been providing financial advice to clients since 1982. His Authorised Representative Number issued by ASIC is 239495. He is an adviser of the Member Firm.

He specialises in giving advice in the following disciplines:

- Retirement Planning
- Debt Management
- Personal Insurances

Matthew holds the following:

- Certificate 1 Personal Financial Planning
- Certificate 2 in Business Insurance
- Certificate in Disability Insurance

Matthew is remunerated by salary plus a discretionary bonus.

Matthew is also a qualified Counsellor with experience in helping people find solutions to everyday living. These services are offered in a private and confidential environment or over the telephone if there are geographical restraints. This is a new separate service to clients. Please see our website for more information.

Matthew also holds the following qualifications:

- Bachelor of Social Science specializing in Counselling. (Australian College of Applied Psychology).

Brett Wheatley

Brett Wheatley commenced providing financial advice to clients in 1985. His Authorised Representative Number issued by ASIC is 265193. He is an adviser of the Member Firm.

He specialises in giving advice in the following disciplines:

- Wealth Creation
- Retirement Planning
- Corporate Superannuation
- Self Managed Super Funds
- Personal & Business Insurances
- Risk Management

Brett holds the following academic qualifications:

- Master of Management
- Associate of the Australian Insurance Institute
- Diploma in Financial Planning

Brett is also a Justice of the Peace for the Supreme Court of New South Wales (JP 102341) and an active member of the Association of Financial Advisers (AFA).

Brett is remunerated by salary plus a discretionary bonus.

Fiona Goodland

Fiona joins us with a wealth of corporate and client services experience gained within the insurance and professional services sector. Her Authorised Representative Number issued by ASIC is 469963.

As a member of our practice since June 2013, Fiona supports our business in the following areas:

- Client services within corporate superannuation
- Providing general financial advice to our corporate and individual clients
- Assisting Financial Planners in organisational and administrative support
- Marketing and Human Resources management

Fiona is a Justice of the Peace (NSW) and holds the following qualification:

- Diploma of Financial Planning

Deborah Lykles

Deborah has a background in education, working as a teacher and trainer in both Australia and New Zealand for 10 years, following this, for 9 years she worked as a coordinator of aged and disability services in Sydney for both the private and government sectors. Deborah has 10 years' experience working in the Financial Planning Industry and joined our team over 6 years ago. Her Authorised Representative Number by ASIC is 469960.

Deborah supports our business in the following areas:

- Practice Administration and Client Services
- Support person to Responsible Manager
- Assisting Financial Planners in organisational and administrative matters

Deborah is a Justice of the Peace (NSW), her registration number is: 204988 and she holds the following academic qualifications:

- Diploma in Financial Planning
- Diploma in Early Childhood Education

She is a member of the Australian Institute of Training and Development.

Self Managed Super Consultants Pty Ltd

Self Managed Super Consultants (ABN: 57 156 240 916), Corporate Authorised Representative No. 422937, has been established by Dr. Anthony Virtue who is the Sole Authorised Representative and Operator under the same basis as his existing disclosure.

Wheatley Virtue Pty Ltd

Wheatley Virtue Pty Ltd (ABN 23 159 978 659), is a Joint Venture between Dr. Anthony Virtue and Brett Wheatley. Their Corporate Authorised Representative Number issued by ASIC is 443911.

Dr. Anthony Virtue and Brett Wheatley are the Authorised Representatives and Operators under the same basis as their existing disclosures.

Our professional fees

We believe the services we offer are valuable and the remuneration received is a fair reward for our expertise and skills. We believe in being very open about any benefits or payments we receive and the costs you will incur for using our services.

1. We charge fees for our initial advice, its implementation, ongoing monitoring and review.
2. We may also charge fees for other advice or services which fall outside the scope of those above.
3. No fees are payable unless you have instructed us to proceed with the provision of advice and services by signing our Letter of Engagement.
4. All fees charged by us and any brokerage or commissions paid by product providers (total remuneration) are receivable by Virtue & Partners as the AFS Licensee.
5. The members of Virtue & Partners are Anthony Virtue, Arthur Pringle, Matthew Sutton, Brett Wheatley and Haydn Dale. They (or their company) may receive a dividend from the Virtue & Partners.

Full details of all fees, brokerage, commissions or other benefits that we or any other related party receive as a result of recommendations to you will be provided in the Statement of Advice document.

Fee schedule

Consultation

This is charged at our standard hourly rates based on the assignment.

Our Advice and its Implementation

Statement Of Advice - this is charged as a flat fee based on the time, skill and expertise required to meet our obligations to you.

Implementation Fee – this is charged as either a dollar or percentage fee based on the complexity and size of the investment, with a minimum of 1.1%.

Fee schedule (cont'd)

Option 2 differing hourly rates – estimate provided in letter of engagement

The fee will be charged in two stages. The first stage is determined by the time involved and is based on the hourly rate of the relevant employee performing the service.

These hourly rates are:

Dr. Anthony Virtue	\$500
Matthew Sutton	\$300
Brett Wheatley	\$300
Arthur Pringle	\$300
Haydn Dale	\$300
Fiona Goodland	\$180
Administrator	\$120

These fees are exclusive of GST

An estimate of the anticipated time and cost will be provided to you in advance in our letter of engagement. This fee is payable by invoice issued to you **prior to commencement of any work OR upon presentation of our advice.**

Ongoing review & maintenance

We recommend that you review your financial situation at least every 12 months or whenever your personal or financial circumstances change. It is your responsibility to initiate the review process. If you would like a review, or if at any time you have any specific concerns, please feel free to contact us. The cost of this service is linked to the value of the funds you have invested with us. This may vary based on the level of future ongoing service required and the active / passive management of your investment.

Our scale (GST inclusive) is as follows:

First	\$500,000	1.10%
Next	\$500,000	0.88%
Next	\$500,000	0.77%
Balance		0.66%

As with our initial advice fee, we offer flexibility in that you may request a regular invoice or you may arrange for the payment to be taken directly from your portfolio where this is possible. Our fee is charged on a monthly basis.

ADMINISTRATION PLATFORMS

We may recommend an Administration Platform to assist in the consolidation in reporting on your financial affairs. We may share in some of the revenue of this platform to reflect the duties performed in our office on your behalf. Where practical we will disclose this income on a case by case basis on your Statement of Advice. As a guide this figure is likely to be in the range of 0.10 to 0.20% of Funds Invested.

OWNERSHIP OF PRACTICE / LICENCES

The licenses are ultimately owned by Dr. Anthony Virtue and his family via a trust structure.

EQUITY INVESTMENTS

- Amalgamated Financial Services Pty. Ltd. owns equity in Personal Choice Management Pty Ltd (PCM), a provision of Administration Platforms to the Independent Advisory Market.
- Amalgamated Financial Services Pty. Ltd. owns equity in Advisor Wrap an Administration Platform in partnership with B.T.