

Everything we need to tell you about ClearView Financial Planners.

Welcome

This Financial Services Guide (FSG) contains important information about:

- Who we are;
- The financial services and products we can offer;
- Who is responsible for the financial advice;
- Our charges and how we are paid;
- How we protect your personal information;
- What we can do and what we expect from you;
- Any potential conflict of interest we may have;
- What to do if you have a complaint; and
- Our internal and external dispute resolution procedures.

“Who we are”

Any financial services offered will be provided by Authorised Representatives of ClearView Financial Advice Pty Limited (CFA), ABN 89 133 593 012 AFSL No. 331367. CFA is licensed under the Corporations Act to provide these financial services to you.

CFA is a wholly owned subsidiary of ClearView Wealth Limited (CWL) ABN 106 248 248. Other companies within the ClearView Wealth Limited Group (the Group) may also be able to provide you with financial services and products.

Contact details

Head Office: Level 12, 20 Bond Street
Sydney NSW 2000
Telephone: 132 976
Facsimile: (02) 9233 1960
Website: www.clearview.com.au
Postal Address: GPO Box 4232
Sydney NSW 2001

References in this FSG to:

- “SoA” means Statement of Advice;
- “RoA” means Record of Advice;
- “Advice Document” means SoA or RoA;
- “ClearView”, “we”, “our” and “us” means ClearView Financial Advice Pty Limited (CFA);
- “ClearView Financial Planner” means a ClearView Financial Planner authorised by CFA;
- “IDPS” means an Investor Directed Portfolio Service; and
- “Adviser Service Fee” also means Member Advice Fee for the purpose of investment in Superannuation.

“What financial services & products can we offer?”

CFA authorises its ClearView Financial Planners to provide financial product advice and deal in some or all financial products and services listed below:

- Deposit Products;
- Derivatives;
- Foreign Exchange contracts;
- Government Debentures, Stocks and Bonds;
- Life (Risk) insurance products; including:
 - Life Cover (cover in the event of death or terminal illness);
 - Total and Permanent Disability Cover;
 - Trauma Cover (critical illnesses and injuries); and
 - Income Protection/Business Expense Cover.
- Investment (Life) insurance products;
- Margin Lending;
- Managed Investment Schemes;
- Retirement Savings Accounts;
- Securities;
- Superannuation; and
- Investor Directed Portfolio Service.

“What is your ClearView Financial Planner authorised to do?”

Your ClearView Financial Planner will help you with planning and looking after your retirement savings. Your planner may be able to provide advice on the above listed financial products and services held under our Approved Product List.

Your ClearView Financial Planner is also able to help you with reviewing the appropriateness of your existing investments, life insurances and strategies, and providing advice regarding any suggested changes that you should make.

Financial planning advice

This document, together with a Financial Planner Profile containing information about your ClearView Financial Planner’s qualifications and experience, make up the FSG. The FSG is designed to assist you in determining whether to use our services.

Circumstances

Your ClearView Financial Planner will consider your financial needs, goals and objectives before recommending a suitable strategy.

We will set out our advice in a personalised Advice Document. The Advice Document will illustrate:

- what your financial needs are;
- our recommendations; and
- how our recommendations meet your financial needs.

Additionally, the Advice Document will tell you about our fees and commissions and any associations we have with financial product issuers or other parties.

Where required, the Advice Document will be accompanied by the relevant Product Disclosure Statement (PDS) or IDPS Guide when we recommend a particular investment or insurance product or service to you.

The PDS gives you information about the relevant financial products and services to assist you in making an informed decision about whether to purchase the product or service.

If you receive further advice you may receive a SoA or a RoA depending on the nature of the advice provided. A RoA may not be issued unless you request a copy from your ClearView Financial Planner. In the Advice Document we will detail:

- our financial recommendations and reasons for the recommendations;
- confirm information contained in the previous SoA; and
- offer you a copy of the previous Advice Document should you require it at no cost to you.

You are under no obligation to act on our advice. However, if you decide to accept any of the recommendations, your ClearView Financial Planner will help you complete the necessary forms to get your financial strategy underway.

“Who are my ClearView Planners?”

ClearView Financial Planners are Authorised Representatives of ClearView Financial Advice Pty Limited and are accredited and committed to providing you with the highest standard of service.

“What we expect from you?”

You need to provide us with:

- complete and accurate information about your personal objectives and current financial situation; and
- information of any changes to your personal financial situation or contact details so we can offer you the most appropriate ongoing advice.

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

To confirm your agreement to the initial advice and the products and services we recommend, we require you to sign a document called an ‘Authority to Proceed’. This is attached to the Advice Document.

Among other things, this document outlines the scope of the services we have agreed to provide and confirms you understand the advice and the products and services you are about to purchase. It also verifies that you understand the risks involved and the costs incurred and fees you are required to pay.

You should carefully read any warnings contained in the Advice Document.

“How do we protect your Privacy?”

We keep a record of your personal information, which may include details of your investment objectives, financial situation and particular needs. We will also keep records of the recommendations we make to you. On your request, we can provide you with a copy of your personal information and advice documents at any time. Please note that a fee for this service may apply.

Privacy Information

ClearView is committed to protecting your privacy, and abides by the National Privacy Principles established under the Privacy Amendment (Private Sector) Act, 2001.

We only collect, maintain and use this information if it is necessary for us to provide to you appropriate financial advice.

We may disclose your personal information to superannuation funds, product issuers and insurance providers for the purpose of implementing recommendations made by us.

We are also obliged under the Anti-Money Laundering and Counter-Terrorism Finance Act 2006 to verify your identity.

A copy of our Information Handling Policy is available upon request. Please call 1800 265 744 if you have any questions, regarding privacy matters.

“How will I pay for my ClearView Financial Planner’s recommendations?”

If you wish to have an Advice Document prepared, a fee is usually payable and will vary with the complexity of the advice. The fee will be agreed between you and your ClearView Financial Planner, that may include an up-front fee for service, commission or ongoing payment or a combination of these.

We will give you an Advice Document with details of any up-front and ongoing fees and payments made to us, except where the advice is provided by way of a RoA that is kept on file, for which you may request a copy.

“How are fees calculated and paid?”

Your ClearView Financial Planner may be entitled to a percentage of between 0% to 100% of the up-front and ongoing fees with ClearView retaining the balance.

In most cases, we receive fees and/or commission for the investments you make and any life insurance you take out. The two types of commission that may be received are initial/up-front commission and ongoing payments. These commission payments are made by the relevant product issuers from their normal fees and charges.

Any ongoing fee or commission is either a flat dollar fee or calculated as a percentage of the value of your investment, and is usually calculated based on the account balance of your investment at the end of each month.

For personal life insurance, we may receive commission for arranging the cover. This will generally be no more than 138% of the first year's insurance premium and 0% to 33% of the insurance premiums received in subsequent years. Generally commission is paid to ClearView on a monthly basis.

ClearView Financial Planners may refer you to LawSource Pty Ltd for Estate Planning services. Should you subsequently be provided with any Estate Planning, your ClearView Financial Planner will be remunerated for the referral.

Commission rates will be explained to you when you meet your ClearView Financial Planner.

Details of the payments for investment products are also in the Product Disclosure Statements or IDPS Guide for each product or service, available from your ClearView Financial Planner. If you receive personal advice from us we will tell you about any commissions, fees and other payments, where possible in actual dollar amounts in the Advice Document, otherwise, we will disclose the manner in which the payment is to be calculated. You will receive the Advice Document before we proceed to act on your instructions. If you instruct us to act immediately you will receive the Advice Document after we proceed to act, however we will disclose all fees and payments verbally at the time of our advice and confirm all information in the subsequent Advice Document.

“Does ClearView have any relationships or associations with the financial product issuers?”

All other ClearView branded financial products and services are issued by our related companies, ClearView Life Assurance Limited (CLAL) ABN: 12000021581 AFSL: 227682, ClearView Life Nominees Pty Limited (CLN) ABN: 37003682175 AFSL: 227683 and ClearView Financial Management Limited (CFML) ABN: 99067544549 AFSL: 227677.

ClearView does not guarantee the performance of these products or services.

CLN as Trustee outsources its administration to CFML and CLAL.

CLAL is the issuer of Life (Risk) Insurance products.

CFML is the operator of Investor Directed Portfolio Service. CFML outsources its administration to Avanteos Investments Limited (AIL). AIL receives a payment from CFML for this service. This is not an additional fee paid by you.

CFML issue the ClearView Managed Investment Scheme products. In order to issue and administer Managed Investment Scheme products, CFML is authorised to conduct investments activities in derivatives, debentures, stocks and government bonds.

When operating Managed Investment Schemes and dealing in the underlying assets of the Schemes, CFML acts in its capacity as responsible entity of those schemes. When receiving monies into Managed Investment Schemes, CFML does so on its own account as the product issuer.

CFML or its related companies, may receive fees and /or a premium if you purchase these financial products or services.

In addition, our ClearView Financial Planners are authorised to make recommendations on a range of products or services provided by external parties. These external parties are not related to us however ClearView may also receive additional ongoing fees and/or soft dollar benefits from some product providers including MLC, Macquarie, Colonial First State, Russell Investment Group, CommInsure and Financial Services Partners Pty Ltd for as long as the investment or insurance policy remains in force.

These payments are paid to ClearView by the product provider as a portion of the standard management or administration fee and is not an additional charge to you.

ClearView has arrangements with investment, superannuation and insurance providers whereby they pay ClearView a rebate based on the amount of client monies invested through their platform and or products. The amount paid is calculated as a percentage of all funds invested over an agreed period and is paid from the relevant platform and or product provider's administration fees. The arrangement does not increase any fee that would otherwise be charged by the investment, superannuation and insurance providers if this arrangement were not in place.

These rebates paid by investment, superannuation and insurance providers constitutes revenue to ClearView and your financial planner may be entitled to share in this revenue. The financial planners potential share is based on future funds under advice and inforce risk premiums. Therefore the amount your financial planner may receive is not able to be quantified at this time. Further details of any relevant information is available in the Advice Document which will be provided to you at the time you receive your advice.

ClearView may also receive financial support from these product providers that are applied to training, conferences and marketing initiatives and is not an additional charge to you.

“How is the Adviser Service Fee calculated?”

An Adviser Service Fee does represent an additional charge to you. Any Adviser Service Fee charged will need to be agreed between you and your ClearView Financial Planner.

A one-off Adviser Service Fee generally in the range of 0% to 5% (of the total investment amount) may be deducted from your account.

In addition, an ongoing Adviser Service Fee may be charged and will generally range from 0% to 2.5%. This fee is usually calculated based on the account balance. Generally, the on-going Adviser Service Fee is paid to ClearView on a monthly basis.

Adviser Service Fee rates will be explained to you when you meet your ClearView Financial Planner.

“How is my ClearView Financial Planner paid?”

- ClearView Financial Planners are paid through a combination of commission, salary and performance-related bonus.
- ClearView Financial Planners may also be paid commission payments and performance related bonuses by external product issuers that are not related to us.
- The ClearView Financial Planners performance-related bonus is based upon exceeding an agreed level of new business, servicing existing clients, as well as meeting our compliance, continuing education and client service standard.
- ClearView Financial Planners may also receive work-related benefits paid for by us, such as attendance at the annual Financial Planning Association Conference. From time to time we may pay ClearView Financial Planners, one-off or short-term bonuses, which will have specific criteria applying to that particular bonus arrangement.

This will be explained to you in more detail when your Advice Document is prepared. If you have any questions, please feel free to ask your ClearView Financial Planner.

“Will anyone be paid for referring me to ClearView?”

In certain circumstances ClearView may pay a referral fee to a referral partner for referring you to us ranging from 0% to 50% of the initial and/or ongoing fees or commissions. Where any such referral fee is paid full details will be provided to you in your Advice Document.

In addition the employees of referral partners may participate in an incentive and recognition program for referring you to us. Any such person may receive a benefit from us and the benefit is detailed in the Advice Document.

Alternative Forms of Remuneration Register

We maintain an Alternative Forms of Remuneration Register, which is a requirement of being a member of the Financial Planning Association and the Financial Services Council. Our Registers are publicly available and you can access them by sending a written request to:

Compliance Manager
ClearView
GPO Box 4232 – Reply Paid
Sydney NSW 2001

Professional Indemnity (PI) Insurance

We confirm that ClearView has appropriate Professional Indemnity cover, satisfying the requirements under the Corporations Act for compensation arrangements.

The insurance is subject to terms and conditions. However the insurance includes cover for claims made in relation to the conduct of representatives/employees who no longer work for ClearView, but who did at the time of the relevant conduct.

“Who can I talk to if I have a complaint?”

If you have any complaints about your ClearView Financial Planner or our products or services, please take the following steps:

1. Contact us on 132 977 and outline your complaint or write to us at:

Complaints Manager
ClearView
GPO Box 4232 - Reply Paid
Sydney NSW 2001

We will acknowledge receipt of your complaint in writing within 5 business days of receipt. We will endeavour to resolve your complaint quickly and fairly, and within 45 business days of receipt.

2. If you are still not satisfied with the complaints resolution, you may lodge a complaint with:

Financial Ombudsman Service
Telephone: 1300 780 808
Facsimile: 03 9613 6399
Website: www.fos.org.au
Email: info@fos.org.au
Postal address: The Manager
Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001

Or

Superannuation Complaints Tribunal
Telephone: 1300 884 114
Facsimile: 03 8635 5588
Website: www.sct.gov.au
Email: info@sct.gov.au
Postal Address: Locked Bag 3060
MELBOURNE VIC 3001

Please keep this document for your reference and any future dealings with ClearView.

This FSG is issued on 30 November 2011. This FSG is issued by
ClearView Financial Advice Pty Limited
ABN 89 133 593 012 AFS Licence No. 331367
GPO Box 4232 Sydney NSW 2001