



FINANCIAL SERVICES GUIDE

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Life Insurance Broker
ABN 19 109 451 916
Australian Financial Services Licence No. 281394

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About This Guide

This Financial Services Guide (FSG) contains important information about the financial services we offer as well as the financial services licensee that we represent – Core Advisor Group Pty Ltd.

The purpose of this FSG is to assist you in deciding whether you want to use the services being offered. It sets out information about:

- Core Advisor Group
- the financial services offered
- how the financial service is provided
- how we are paid for the services
- any potential conflicts of interest
- how to access our internal and external dispute resolution procedures if you have a complaint.

You should also be aware that you are entitled to receive a Statement of Advice when we first provide you with personal advice, (advice that takes into account your objectives, financial situation and needs). The Statement of Advice 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 our representative provides further advice to you and your personal circumstances have not significantly changed, and that further advice is related to the advice we provided to you in a previous Statement of Advice and we do not give that further advice to you in writing you may request a copy of the record of that further advice at any time up to 7 years from the date our representative gave the further advice to you.

You can request the record of the advice by contacting the representative or us in writing or by telephone or by email.

In the event we make a recommendation to acquire a particular financial product (other than securities), 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.

Who Will Provide The Financial Service?

Core Advisor Group Pty Ltd
ABN 19 109 451 916
Unit 8, 9 Longland Street
NEWSTEAD QLD 4006
Tel (07) 32 600 600
Fax (07) 32 600 699

www.coreadvisor.com.au

Core Advisor Group holds an Australian Financial Services Licence (AFS Licence number 281394).



Who is My Advisor? Your advisor is an employee of Core Advisor Group Pty Ltd and will be acting on behalf of Core when they make recommendations. Core Advisor Group is responsible for the financial services provided to you. Attached to this document is an Advisor Profile which forms part 2 of the Financial Services Guide and provides more detail about your advisor.

What advisory services are available? We are licensed to provide advice on and deal in the following products:

- Deposit products
- Government Debentures, Stocks & Bonds;
- Life Insurance Investment Products;
- Life Insurance Risk Products;
- Managed Investment Schemes;
- Securities;
- Retirement Savings Account Products; and
- Superannuation;

Core Advisor Group can provide the following services:

- Financial Planning Advice and Strategies
- Retirement Planning Advice and Strategies
- Margin Lending / Gearing Advice and Strategies
- Life Insurance Advice and Strategies
- Superannuation Advice and Strategies
- Self Managed Superannuation Advice and Strategies
- Rollover Advice
- Succession Planning Advice and Strategies
- Portfolio Review Service

Your advisor may choose to specialise in certain financial products. The advisor profile (Part 2 of the FSG) sets out which of these financial services our representatives are authorised to give advice on.

The law requires that any advice we provide must be appropriate to your personal circumstances having regard to our investigation and consideration of those circumstances at the time of the advice. We will only recommend an investment to you after considering its suitability for your individual needs, objectives and financial circumstances. Our objective is to provide personalised service, after identifying your needs.

You have the right to not tell us personal information. However if you don't tell us, the advice you receive may not be appropriate to your needs, objectives and financial situation.

Portfolio Monitoring:

Internal databases are maintained detailing client's investments that were recommended by the licensee. This does not constitute portfolio monitoring. Portfolios are reviewed on an annual basis, subject to the client's discretion.

Our Responsibility to You

We will:

- Only advise within the Core Advisor Group approved product list.
- Deal if directed but only with your approval.
- Take instructions from you.
- Consider but not advise on tax issues.
- Not ask you to sign blank documents.

How much will you pay for the Service provided?

Core Advisor Group can be remunerated for its services in a number of ways. We have outlined below those methods. We could receive commissions direct from product providers, fees could be invoiced to you or it could be a combination of both.

Fees

- A fee for service based on an hourly rate of up to \$330.00 (inclusive of GST) per hour for consultative services.

Or

- A minimum of \$275.00 applies for initial advice with a maximum initial advice fee of \$5,500.00 (inc. GST) which includes the preparation of the Statement of Advice (SoA). The amount charged may be based on the scope and complexity of advice provided and/or the value of the funds you invest. Your financial advisor will discuss and confirm the advice and SoA preparation fee with you before starting work on your SOA. This fee is usually payable in full, based on our invoice, within 14 days of receipt of your SoA.

Or

- For investments not using a platform (some Superannuation Funds) an entry fee is not applied and a fee for service will be negotiated prior to the preparation of the advice document.

And/Or Commissions from providers:

Investment

- On placement of investment funds where a wrap Account or Master Trust platform is used, an up-front fee ranging from 0 to 4.4% (inc GST) of the amount invested may be payable. Commission will then be paid to Core Adviser Group by the product provider based on the fees paid. For example, \$10,000.00 invested with a fee of 2.2% would provide commission of \$220.00 (inc GST).

And

- Ongoing fees of 0 to 3.3% (inc. GST) are also charged by the product provider based on the account balance with on-going commission payable to Core Advisor Group. The commission paid will be less than the total ongoing fees applied by the provider. For example, \$10,000.00 invested with a total ongoing fee of 3.3% may produce a commission of 2.2% which equates to \$220.00 (inc. GST) commission annually, paid monthly to Core Advisor Group. This ongoing commission continues to be paid as long as you stay invested in the product, and I am nominated as your adviser.

Life Insurance

- Up-front commissions are paid for life insurance products recommended. The commissions are based on the annual premium paid and can vary from 0 to 121% of the first years premium. This is not an extra cost to you. For example an insurance premium of \$500.00 with a 90% commission rate would pay Core Advisor Group \$450.00. (including GST)

And

- Ongoing commissions are payable each year the policy remains in force and are based on the renewal premium. They can vary from 0 to 33% of the annual premium. For example an annual premium of \$500.00 with an ongoing commission of 12% would provide an annual commission of \$60.00 (including GST). All insurance commissions are paid by the Life Insurance companies and are not an extra cost to you.

Core Advisor Group representatives do not receive any fees or commissions directly. All are paid direct to the Licensee. Each representative is paid a salary and based on the volume of business submitted during a particular period, may qualify for a bonus.

NOTE: Remember; Core Advisor Group will discuss the remuneration options with you and agree an appropriate method with you. Full details of all specific fees and commissions will be provided to you in a Statement of Advice at the time of receiving any recommendation.

Core Advisor Group and your financial advisor may also receive additional benefits such as help with marketing expenses, complimentary or subsidised attendance at conferences, and other rewards such as gift vouchers, tickets to sporting events and invitations to social events. Benefits greater than \$300 in value are recorded in a Register retained by Core Advisor Group.

Neither Core Advisor Group nor any employee, has a relationship or association with any product or service providers [apart from the commercial arrangements for payments of commission].

Referrals

Your financial advisor may provide other services independently of Core Advisor Group. Where required these areas of advice will be provided only by referral and may be to a solicitor, accountant or other professional. We may pay or receive payment for referrals; any referral fee will be disclosed to you in a Statement of Advice.

Compensation Arrangements

The licensee is required to have compensation arrangements in place that meet the requirements of the Corporations Act. Core Advisor Group has Professional Indemnity Insurance to satisfy that requirement. This insurance also covers the acts of employees when providing financial services on behalf of Core and who have since left us.

Other information

Core Advisor Group and your financial advisor endeavour to provide the best financial service to you. If you have any complaints, we are committed to resolving them as quickly as possible. We are members of the Financial Ombudsman Service. If you have a complaint about the service provided to you:

1. Contact your financial advisor about your complaint.
2. If your complaint is not resolved to your satisfaction within five days, contact:

Rowan Keast at Core Advisor Group on
(07) 32 600 600 or

Put your complaint in writing and send it to:

Rowan Keast
Core Advisor Group Pty Ltd
PO Box 594
ALBION BC QLD 4010

Core Advisor Group will aim to resolve your complaint quickly and fairly.

3. If the complaint is not resolved to your satisfaction and it meets Financial Ombudsman Service (FOS) jurisdiction rules, you can take your complaint to FOS. This service is provided to you free of charge. You can contact FOS by phone on 1300 780 808 or in writing at:

Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001

If your concerns involve unethical conduct, you can raise your concerns by writing to Rowan Keast of Core Advisor Group above or alternatively you may also contact the Australian Securities and Investments Commissions (ASIC) on 1300 300 630.

Privacy statement

Your financial advisor will collect your personal information to provide you with the services described in this FSG. For example, your information is required to assess your financial planning needs or to purchase financial products from product providers. If you do not want to disclose your personal details, you have the right not to do so but without that information, we may not be able to provide you with an appropriate level of service.

If you wish to access your information, you should ask your financial advisor. No fee will be charged for an access request, but you may be charged reasonable costs of giving you any information you have requested.

Who else will have access to my personal information?

Your financial advisor and Core Advisor Group may disclose your personal information (as necessary):

- on a confidential basis to industry bodies, Core Advisor Group employees, agents, contractors or external service providers that provide financial, administrative or other services for the purposes of your investments. External service providers may include consultants, business partners, product providers and mail houses.
- to external service providers to develop new products and services.
- to provide marketing material to you about products and services offered by Core Advisor Group or our external service providers. If you do not want your personal information to be used in this way, you may opt out by notifying your financial advisor.
- where the law requires us to do so
- if you consent.

Where can I access more information about the Privacy Act with respect to my investments?

Core Advisor Group's privacy policy explains Core Advisor Group's policies on the management of personal information. You can access the policy from the Core Advisor Group website at www.coreadvisor.com.au.