

# futuro

Partners in Investment and Growth

## Financial Services Guide

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A guide to the financial services we provide and how we will work with you to achieve your goals

### Financial Services Guide:

Version 17

### Issue date

1 July 2015

### Purpose of this FSG

Before we provide you with financial advice, you should read this Financial Services Guide (FSG). It contains the following important information to help you decide whether to use our services:

- about us
- the financial products and services your adviser can provide to you
- how we, your financial adviser and other related parties are paid
- what associations or relationships we have with others that could influence the advice provided to you
- how we collect and use your personal information
- details of who to contact should you have a complaint

### About us

Futuro Financial Services Pty Ltd (**'Futuro, us or we'**) has been operating since 2002 and is an organisation of choice for highly successful groups of financial advisers and credit representatives and those who aspire to be. Futuro Financial Services holds an Australian Financial Service (AFS) Licence for providing personal advice. Futuro operates nationally through a network of advisers in most states and offers a range of financial services that are listed within this document.

Futuro is a member of the Association of Financial Advisers (AFA) and as such, Futuro and their network of advisers abide by the AFA's Code of Ethics. Futuro advisers may also be members of other associations, e.g. Financial Planning Association (FPA) or Self Managed Superannuation Fund Association (SMSFA) and abide by their respective codes of conduct and/or ethics.

This Financial Services Guide (**'Guide'**) is used by Futuro to inform retail clients of the financial products and services provided by our network of advisers. It is designed to assist you in deciding whether to use these services and to ensure that Futuro complies with our obligations under our Australian Financial Services (AFSL) and Corporations Act (Cth) 2001.

If you decide to utilise any of the services provided by our network of advisers, you will receive this Guide and your adviser's profile. Your adviser's profile must be read in conjunction with this Guide and will outline specific information about your adviser prior to you receiving advice.

### Contact Details

ABN 30 085 870 015 | AFSL No: 238478

Address: 3<sup>rd</sup> Floor, 200 Creek Street, Brisbane QLD 4000

Phone: +61 7 3018 0400

Fax: +61 7 3018 0399

Email: [info@futuro.com.au](mailto:info@futuro.com.au)

Web: [www.futuro.com.au](http://www.futuro.com.au)

Futuro has approved the distribution of this Guide. Please retain this document for your reference and any future dealings with Futuro Financial Services Pty Ltd.

### About our advisers

Advisers are authorised by Futuro to provide financial product advice in relation to, and deal in, certain financial products and services. Futuro will be responsible for any financial services that your adviser is authorised to provide to you.

Your adviser's profile contains important information about your adviser including details of their education and qualifications, what advice they can provide, what relationships and associations they maintain as well as details of the advice fees you may pay and how they get paid for providing you with advice.

### Why you should choose us

We aim to provide personalised and responsible advice suited to your objectives and believe that sound advice and planning is the key to improving your financial position.

We undertake continuous professional development and training programs so that we are up to date with legislative changes to superannuation, investment, social security and tax environments.

We have access to technical, risk and investment research professionals who provide us with additional analysis on strategies and products that become available as a result of these changes.

Our advisers will help you determine your goals and weigh up different investment strategies to achieve them.

Most importantly, we turn your thoughts into action. There are no secret formulas to achieving financial security. We work with you to get the basics right and ensure you have a plan to achieve your goals over time.

### Advice we can provide

To implement our advice, we will only recommend quality products and services that are suitable for you.

Futuro maintains a broad Approved Product List containing investment and insurance products that have been researched by both internal and external research teams. Our advisers have access to a wide range of financial products and services which have been researched and approved by us. The research team periodically reviews the products on the Approved Product List to ensure that they remain competitive with similar products which address similar client needs and objectives.

Only those products and services considered worthy of recommendation to our clients have been approved. A copy of the Approved Product List for investment and insurance can be supplied upon request.

<b>We can provide advice on:</b>	<b>We can arrange the following products and services:</b>
<ul style="list-style-type: none"><li>• guidance on budgeting and goal setting savings and wealth creation strategies</li><li>• investment planning</li><li>• gearing strategies</li><li>• superannuation planning</li><li>• pre-retirement planning</li><li>• retirement planning</li><li>• personal insurance planning</li><li>• business insurance planning</li><li>• estate planning considerations</li><li>• aged care and Centrelink planning</li><li>• salary packaging advice</li></ul>	<ul style="list-style-type: none"><li>• deposit and payment products (e.g. term deposits and cash management accounts)</li><li>• financial planning</li><li>• life risk insurance products (life, disability, trauma, income protection and business)</li><li>• debentures, stocks or bonds</li><li>• securities</li><li>• managed investments</li><li>• direct equities</li><li>• managed discretionary account services</li><li>• superannuation and retirement savings accounts</li><li>• retirement incomes streams, including pensions and annuities</li><li>• employer superannuation</li><li>• self managed superannuation funds (including limited recourse borrowing arrangements)</li><li>• standard margin loans</li></ul>

Your adviser may only be authorised to provide advice to you in some but not all of the above products and services. Please refer to your adviser's profile for a list of strategies and products they can recommend.

### How you can give us instructions about your financial products

To develop a successful financial strategy, including recommending suitable products and services to meet your needs, we need to consider your personal circumstances and financial needs, goals and objectives. We will ask you for information about your personal circumstances when we meet with you.

You have the right not to provide us with personal information. However, without this information, or if it is inaccurate, the advice you receive may not be appropriate for your personal circumstances. If the information is incomplete and/or inaccurate, your adviser may provide you with a warning that the advice may not wholly represent your needs, objectives or financial situation.

It is also important that you keep us up to date by informing us of any changes in your circumstances so we are able to determine if our advice continues to be appropriate to your circumstances.

### Transaction services

If you do not require advice from us, but you would like us to help you complete a particular transaction, we can also arrange for you to apply for the kinds of products referred to in this Guide. In these cases, we can take your instructions and arrange for the transaction to be completed, without providing personal advice.

It is important to understand that in these circumstances, we will generally ask you to confirm your instructions in writing and sign a letter that acknowledges you have declined our offer of advice as well understand the risks of a transaction service. You will be provided with a copy of the letter for your own records.

## Documents you may receive

You can also contact us directly with any instructions relating to your existing financial products. We will accept instructions from our existing clients via telephone, mail or email. Product transactions can only be completed on those financial products your adviser is authorised in.

Our initial advice will be provided to you in a financial plan, known as a Statement of Advice (SOA). The SOA contains a summary of your goals and the strategies and financial products we will recommend to achieve your goals. It also provides you with detailed information about the fees, costs and other benefits we will receive as a result of the advice we have provided. We will maintain a Record of Advice (ROA) for any further advice and/or reviews we provide to you.

You have the right to request a copy of these documents up to seven years after the advice was provided by contacting your adviser.

If we recommend or arrange a financial product for you, we will make available a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits, and risks as well as the costs you will pay the product provider to professionally manage your investment or insurance. You should read any warnings contained in your SOA, the PDS or IDPS guide carefully before making any decision relating to our advice.

If you hold an ongoing fee arrangement with us for a period of more than twelve months, we will provide you with a Fee Disclosure Statement (FDS) and/or an Opt In Renewal Notice. The FDS outlines the amount of fees you paid in the previous twelve month period, what services were offered and what services were provided to you. The Opt In Renewal Notice allows you to renew the ongoing fee arrangement on a bi-annual basis and is for new clients from 1 July 2013.

## Your privacy and access to your information

As part of the financial planning process, we need to collect information about you and maintain a record of your personal information. We are also required under the Anti-Money Laundering and Counter-Terrorism Financing (AML-CTF) Act 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We maintain a record of your personal information. You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive. If your personal information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

Your adviser and Futuro will take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. As part of our continuing commitment to client service and maintenance of our client confidentiality, we are bound by the Australian Privacy Principles (APPs) established under the Privacy Amendment (Enhancing Privacy Protection) Act 2012. We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser and Futuro may have access to this information when providing financial advice or services to you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or Accountant;
- Your adviser may, in the future, disclose information to other financial advisers, mortgage brokers, accountants and those who are authorised by Futuro to review customers' needs and circumstances from time to time, including other companies within Futuro;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser and Futuro in providing financial advice and services to you. A list of countries where these service providers are located can be accessed via the Futuro Privacy Policy;
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to

opt-out as set out in the Futuro Privacy Policy);

- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Our Privacy Policy contains information about how to make a complaint about a breach of the Australian Privacy Principles. For a copy of Futuro's Privacy Policy visit [www.futuro.com.au/privacy](http://www.futuro.com.au/privacy) or you can contact us.

You can request access to the information your adviser or Futuro holds about you at any time to correct or update it as set out in our Privacy Policy. If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen working days for the information to be provided. We may charge a fee to cover the cost of verifying the application and locating, retrieving and/or copying any material requested. If the information sought is extensive, we will advise you of the likely cost in advance and can help you to refine your request if required.

Another adviser may be appointed to you if your adviser leaves Futuro or is unable to attend to your needs due to an extended absence from the business. In these circumstances, Futuro will write to you advising you of the change. Your personal information will be passed on to the new adviser.

If you choose to appoint a new adviser, your new adviser will be provided access to your policy information. They will be responsible for providing you with ongoing advice relating to those policies and all future advice fees deducted from the policy/(ies) will be paid to your new adviser.

## Advice fees

The fees charged for our advice and services may be based on:

- A set dollar amount that is agreed between you and us and invoiced directly to you or paid via your product (if possible).
- A percentage-based fee that is agreed between you and us and paid via your product (if possible).

Our advice fees may include charges for the following advice services:

**Initial advice** - The initial advice fee covers the cost of researching and preparing your financial plan and is based on a set dollar amount.

Before providing you with initial advice we will prepare an Initial Advice Agreement. The Initial Advice Agreement sets out what our initial advice will cover and how much it will cost you. In addition, the initial advice fee will be disclosed in your SOA.

**Advice implementation** – The advice implementation fee covers the administrative time spent implementing the recommended strategies and products and is based on a set dollar amount. The advice implementation fee will be disclosed in your Initial Advice Agreement or in your SOA.

**Ongoing advice** – The ongoing advice fee covers the cost to review the strategies and the products recommended in your SOA. An ongoing review helps you take advantage of opportunities as they become available.

The ongoing advice fee is calculated as either a set dollar amount or a percentage of your investments. Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or fixed percentage each year. We will advise you if this fee will increase as a result of CPI.

Before providing you with ongoing advice your adviser will prepare an Ongoing Advice Agreement. This agreement sets out our ongoing advice offer, which includes the advice and services we will provide, as well as frequency these will be delivered, how much it will cost, your payment method and how the service can be terminated. In addition, the ongoing advice fee will be disclosed in your SOA.

**Additional advice** – For all other advice, an additional advice fee may be charged based on a set dollar amount or hourly rate. Any additional advice fee will be disclosed in your SOA.

**Commissions** - Please note that for services in relation to insurance, banking deposit products, margin lending, some loan products and older investment products, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your investment contributions, loan balance or insurance premiums; and
- Ongoing commission - a percentage of the value of your investment balance, outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

Your advice fees will be calculated at the time we provide you with personal advice. Your SOA will outline the advice fees and any commission inclusive of GST.

### Payment Method & Frequency

We offer you the following payment terms:

- Bpay, direct debit (credit card or savings), cheque
- Deduction from your investment
- Initial and/or ongoing advice fees may be deducted as an annual instalment or in monthly or quarterly instalments.
- Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or percentage each year. The specific amount will be agreed to by you and outlined in our Ongoing Advice Agreement.

Futuro may retain up to 22% (inclusive of professional indemnity insurance) of the gross revenue received for the recommended financial services and/or products. Futuro will pay advisers the remaining gross revenue received (unless otherwise stated). Please refer to your adviser's profile and SOA for detailed information on the types of fees charged.

### Relationships and associations

It is important for you to understand the relationships that exist between us and other service providers, as they may be considered to influence our recommendations to you.

The Highfield Group Pty Ltd (Highfield) is the entity which owns Futuro. Highfield's shareholders include the directors of Futuro, Futuro staff and some advisers.

AMP Limited ("AMP") owns 10% of the shares in Highfield. AMP provides Futuro with administration and support services on an arm's length terms and shares in the profits of Futuro's business. Administration and support services are provided through an arrangement with Jigsaw Support Services Limited ABN 21 005 799 977, an AMP subsidiary.

Sterling Managed Investments Pty Ltd ("**Sterling**") is an entity owned by Highfield. Sterling holds an Australian Financial Services (AFS) License (No.340744). The shareholders of Highfield share in dividends that Sterling generates. The share price of Highfield may be affected favourably by the sale of products issued by Sterling.

Futuro has relationships with a number of financial product providers where we receive a payment based on the total volume of funds invested or placed through the relevant product provider's administration platforms/services (Platforms). Futuro has arrangements with the following product providers:

- AMP
- Colonial First State
- IOOF
- MLC
- Netwealth
- OnePath
- Russell Investments

Product issuers may also make payments to us as follows:

- For investment products and loan products, up to 0.33%\* pa of funds under administration, the balance of the cash account or the total loan value outstanding.
- For insurance products, up to 10%\* of the total premium paid.

\* includes GST

The payments are usually made quarterly and are generally less any fixed fee that has been paid. Since this amount is calculated in the future, we cannot provide an exact figure at this point. However as an example, if:

- total funds under administration for a particular investment product is \$10 million with a nil fixed fee component, the issuer would pay Futuro \$33,000 annually.
- total premiums for insurance products are \$1 million; the insurer would pay Futuro up to \$100,000 annually.

Issuers of products do not pay to be included on our Approved Product List, however once on the list, product issuers or service providers may pay Futuro a fixed annual fee of up to \$30,000

(including GST). This fee assists with the costs of distribution and education support provided by us. These amounts are paid to Futuro by product providers from the amounts we are entitled to receive, and is not an extra charge to you if you elect to invest in these products.

### Other benefits we may receive

We may be offered or receive non-commission benefits such as entertainment or sponsorship from some product providers at no extra cost to you. Both our advisers and Futuro maintain a register to document benefits received. A copy of this register will be made available within seven days of a request.

- **Productivity Recognition Payment:** AMP may provide us with a volume payment based on the total value of in-force annual premiums on eligible insurance products. AMP will pay us up to 3.00% of total premiums on some AMP insurance products. For example:
  - If our clients pay a combined annual premium of \$150,000 for insurance with AMP, we may receive \$4,500.
- **Business efficiency:** We may receive financial assistance including rebates, subsidies or reimbursements for dealer fees, accounting, legal and bank fees, marketing or other once-off transitional support costs, to help us grow our business or implement appropriate succession planning options. Eligibility is dependent on certain criteria being met including audit ratings, membership of a professional body, use of approved technology, administrative processes and business efficiency, which may include the use of products from Futuro's Approved Product List.
- **Non-monetary:** From time to time, product issuers have access to our advisers to advertise or give training on their products. Any payments made by fund managers for educational purposes at conferences, professional development or training days are shown in a non-monetary benefits register, which is available for inspection on request.

In certain circumstances, Futuro and/or your adviser may receive benefits in the form of subsidies for conferences including payments for travel and accommodation or other indirect benefits stemming from the advice provided to you. Any benefits we receive that may reasonably be considered to influence our advice and services to you will be disclosed in your SOA.

Our advisers and Futuro keep a non-monetary benefit register of indirect benefits received from product issuers that are less than \$300. Indirect benefits include such things as lunches, tickets to sporting or cultural events, corporate promotional merchandise and so on. You can see a copy of this register by asking us.

- **Payments to and from other professionals**

In some cases, your business may have been referred to us by non-regulated third parties such as real estate agents, accountants, mortgage brokers etc. Where this is the case:

- We may pay a referral fee when clients are referred to us from other professionals. This will be disclosed in your adviser's profile and SOA if applicable.
- We may receive a referral fee from other professionals when we refer you to their services. This will be disclosed in your adviser's profile and SOA if applicable.

Alternatively, you can ask us about the fees and we will tell you how much was paid and how it was calculated.

### What should you do if you have a complaint?

If you have a complaint about the advice or services we provided to you, you should take the following steps:

- Contact your adviser and tell them about your complaint;
- If your complaint is not satisfactorily resolved within three working days by your adviser, you can telephone Futuro on +61 7 3018 0400, email us at [info@futuro.com.au](mailto:info@futuro.com.au) or put your complaint in writing to:

**Complaints Officer**  
Futuro Financial Services  
GPO Box 942,  
Brisbane QLD 4001

Futuro places great importance on resolving complaints quickly and amicably. For all complaints we will follow the following steps:

- We will acknowledge your complaint and try to resolve your complaint as quickly as possible.
- We will conduct a thorough investigation of your situation and the issues that you raise;
- We will provide you with a formal written response usually within a 45-day period. If circumstances do not allow us to respond within this timeframe, we will write to you explaining the reasons for the delay and specify a date when we will provide you with this response.

If your complaint has not been resolved satisfactory, you have the right to complain to one of the following External Dispute Resolution Schemes listed in the following table:

Type of complaint	External complaints service
Financial advice, investments, superannuation or insurance matters	<p>Financial Ombudsman Service (FOS) on 1300 780 808</p> <p>GPO Box 3 Melbourne VIC 3001 Phone: 1300 780 808 Fax: 03 9613 6399 Email: <a href="mailto:info@fos.org.au">info@fos.org.au</a> Website: <a href="http://www.fos.org.au">www.fos.org.au</a></p> <p>NB: There are some limits on the size of claims that can be handled by FOS. For details of the current limits, please go to the FOS website.</p>
Personal information held	The Privacy Commissioner on 1300 363 992

The Australian Securities & Investments Commission (ASIC) may also be contacted on 1300 300 630 to find out which body may best assist you in settling your complaint.

### Professional indemnity insurance

Futuro is covered by professional indemnity insurance satisfying the requirements under the Corporations Act for compensation arrangements.

The insurance covers claims arising from the advice, actions and recommendations of current or former employees or representatives of ours, even where subsequent to these actions they have ceased to be employed by or act for us.

You do not have a direct right to claim under this insurance, which is taken out to ensure sufficient resources will be available to meet claims against us.



# Credit Guide

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A guide to the credit services we provide and how we will work with you to achieve your goals

## Licensee profile

<b>Credit Guide:</b>	Version 3
<b>Issue date</b>	1 July 2015
<b>Purpose of this Credit Guide</b>	Before we provide you with credit advice, you should read this Credit Guide. It contains the following important information to help you decide whether to use our services:

- about us
- the credit products and services your credit representative can provide to you
- types of products and lenders we recommend
- how we, your credit representative and other related parties are paid
- what associations or relationships we have with others that could influence the advice provided to you
- how we collect and use your personal information
- details of who to contact should you have a complaint

### About us

Futuro Financial Services Pty Ltd (**'Futuro, us or we'**) has been operating since 2002 and is an organisation of choice for highly successful groups of financial advisers and credit representatives and those who aspire to be. Futuro Financial Services holds an Australian Credit Licence (ACL) for providing credit advice. Futuro operates nationally through a network of credit representatives in most states and offers a range of credit services that are listed within this document.

Futuro credit representatives may be members of associations, e.g. Mortgage and Finance Association of Australia (MFAA) or Finance Brokers Association of Australia (FBAA) and as such, abide by their respective codes of practice.

This Credit Guide (**'Guide'**) is used by Futuro to inform retail clients of the credit products and services provided by our network of credit representatives. It is designed to assist you in deciding whether to use these services and to ensure that Futuro complies with our obligations under our Australian Credit Licence (ACL) and National Consumer Credit Protection (NCCP) Act 2009.

If you decide to utilise any of the services provided by our network of credit representatives, you will receive this Guide and your credit representative's profile. Your credit representative's profile must be read in conjunction with this Guide and will outline specific information about your credit representative prior to you receiving advice.

### Contact Details

ABN 30 085 870 015 | ACL No: 238478

Address: 3<sup>rd</sup> Floor, 200 Creek Street, Brisbane QLD 4000

Phone: +61 7 3018 0400

Fax: +61 7 3018 0399

Email: [info@futuro.com.au](mailto:info@futuro.com.au)

Web: [www.futuro.com.au](http://www.futuro.com.au)

Futuro has approved the distribution of this Guide. Please retain this document for your reference and any future dealings with Futuro Financial Services Pty Ltd.

### About our credit representatives

Credit representatives are authorised by Futuro to provide credit product advice in relation to, and deal in, through an approved Aggregator, certain credit products and services as well as credit assistance such as how to structure debt, suitability of existing loan structures and repayment options. Futuro will be responsible for any credit services that your credit representative is authorised to provide to you.

Your credit representative's profile contains important information about your credit representative including details of their education and qualifications, what advice they can provide, what relationships and associations they maintain as well as details of the advice fees you may pay and how they get paid for providing you with advice.

### Why you should choose us

We aim to provide personalised and responsible advice suited to your objectives and believe that sound advice and planning is the key to improving your financial position.

We undertake continuous professional development and training programs so that we are up to date with legislative changes to mortgage and finance broking.

We have access to technical, risk and credit research professionals who provide us with additional analysis on strategies and products that become available as a result of these changes.

Our credit representatives will help you determine your goals and weigh up different credit strategies to achieve them.

Most importantly, we turn your thoughts into action. There are no secret formulas to achieving financial security. We work with you to get the basics right and ensure you have a plan to achieve your goals over time.

## Advice we can provide

We will only recommend quality products and services that are suitable for you.

Our credit representatives have access to a wide range of credit products and services which have been researched and approved by us. Only those products and services considered worthy of recommendation to our clients have been approved.

We can recommend and assist you to apply for a number of loan types.

We can provide advice on:	We can arrange the following products and services:
<ul style="list-style-type: none"><li>mortgage and finance broking services</li></ul>	<ul style="list-style-type: none"><li>home loans (first mortgage)</li><li>home loans (subsequent mortgage)</li><li>equity release (reverse mortgage)</li><li>vehicle loans</li><li>boat loans</li><li>other personal loans</li><li>overdrafts</li><li>credit cards</li><li>car leases</li><li>other consumer leases</li><li>CALIA+ products</li></ul>

Your credit representative may only be authorised to provide advice to you in some but not all of the above products and services. Please refer to your credit representative's profile, which sets out the advice they can provide and the types of credit services we have authorised them to provide.

## Panel of lenders

Futuro maintains a panel of lenders ranging from major banks, building societies, credit unions, retail lenders and specialist non-banks, through use of Connective. Connective is an approved aggregator, who acts as an intermediary between credit representatives and lenders.

As at 1 July 2015, Futuro uses the following lenders most frequently.

1. Westpac
2. Commonwealth Bank
3. National Australia Bank
4. St George
5. ANZ
6. Macquarie Bank

As at 1 July 2015, the lenders who our credit representatives are accredited with are:

- |                              |                             |                       |
|------------------------------|-----------------------------|-----------------------|
| 1. AMP                       | 9. Gateway Credit Union     | 17. Pepper Home Loans |
| 2. Australian First Mortgage | 10. Heritage Bank           | 18. Suncorp Bank      |
| 3. BankWest                  | 11. Homeside Lending        | 19. St George Bank    |
| 4. Citibank                  | 12. ING Direct              | 20. Westpac           |
| 5. Commonwealth Bank         | 13. La Trobe Financial      |                       |
| 6. Deposit Power             | 14. Loan Ave                |                       |
| 7. FirstMac                  | 15. Macquarie Bank          |                       |
| 8. Heritage Bank             | 16. National Australia Bank |                       |

## Suitable options

We provide credit assistance to you when we:

- suggest or assist you to apply for a particular credit contract with a particular credit provider; or
- suggest or assist you to apply for an increase to the credit limit of a particular credit contract with a particular credit provider; or
- suggest you remain in a particular credit contract with a particular credit provider.

We will make sure that any new or existing credit contracts we assist you with meet two main requirements:

1. meet your needs and objectives; and
2. that you are able to meet the financial obligations of the contract, without placing you in a position of financial hardship.

Credit contracts that meet these requirements are known as being 'not unsuitable'. If we cannot meet these requirements, we are unable to provide credit assistance.

We don't make any promises about the value of any property you finance with us or its future prospects. You should always rely on your own enquiries.

We don't provide legal or financial advice. It is important you understand your legal obligations under the loan or lease, and the financial consequences. If you have any doubts, you should obtain independent legal and financial advice before you enter any loan/lease contract.

## Documents you may receive

A Credit Quote provides information about the fees you have agreed to pay for our services before a finance application is lodged. You may obtain information about how these fees and charges are calculated and a reasonable estimate of those fees. If there are no fees payable, a credit quote will not be provided, however you can request one.

A Credit Proposal Document sets out important information about the particular credit contract that you have selected or are interested in.

A Preliminary Assessment is used to determine the suitability of that product for you. When we make this preliminary assessment, we consider:

- your requirements and objectives – that is, what kind of loan do you want, and for what purpose;
- your financial and relevant personal situation; and
- your ability to repay the loan that you are considering.

In assessing these factors, we are also required to take reasonable steps to verify some of the information you provide us. This verification may include asking you for copies of documents that demonstrate your financial situation. In some cases, we may also need to sight original documents and contact third parties to assist in verifying the information that you provide.

If not already provided it to you, you may request a copy of our Preliminary Assessment, which we will give you within seven business days for any time during the first two years of completion of the assessment. If the assessment was between two years and seven years after it was conducted, we must provide it within twenty-one business days. There is no charge for requesting or receiving a copy of the Preliminary Assessment.

Before providing you with ongoing advice, we may prepare an Ongoing Advice Agreement. This will set out what our ongoing advice will cover and how much it will cost.

## Your privacy and access to your information

As part of the credit process, we need to collect information about you and maintain a record of your personal information. We are also required under the Anti-Money Laundering and Counter-Terrorism Financing (AML-CTF) Act 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We maintain a record of your personal information. You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive. If your personal information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

Your credit representative and Futuro will take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. As part of our continuing commitment to client service and maintenance of our client confidentiality, we are bound by the Australian Privacy Principles (APPs) established under the Privacy Amendment (Enhancing Privacy Protection) Act 2012. We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your credit representative and Futuro may have access to this information when providing credit advice or services to you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or Accountant;
- Your credit representative may, in the future, disclose information to other financial advisers, lenders, mortgage brokers, accountants and those who are authorised by Futuro to review customers' needs and circumstances from time to time, including other companies within Futuro;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, credit or other services to assist your credit representative and Futuro in providing credit advice and services to you. A list of countries where these service providers are located can be accessed via the Futuro Privacy Policy;
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Futuro Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Our Privacy Policy contains information about how to make a complaint about a breach of the Australian Privacy Principles. For a copy of Futuro's Privacy Policy visit [www.futuro.com.au/privacy](http://www.futuro.com.au/privacy) or you can contact us.

You can request access to the information your credit representative or Futuro holds about you at any time to correct or update it as set out in our Privacy Policy. If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen working days for the information to be provided. We may charge a fee to cover the cost of verifying the application and locating, retrieving and/or copying any material requested. If the information sought is extensive, we will advise you of the likely cost in advance and can help you to refine your request if required.

Another credit representative may be appointed to you if your credit representative leaves Futuro or is unable to attend to your needs due to an extended absence from the business. In these circumstances, Futuro will write to you advising you of the change. Your personal information will be passed on to the new credit representative.

If you choose to appoint a new credit representative, your new credit representative will be provided access to your policy information. They will be responsible for providing you with ongoing advice relating to those policies and all future advice fees deducted from the policy/(ies) will be paid to your new credit representative.

## Advice fees

We are paid commissions by lenders for introducing customers. The lenders we deal with will usually pay us a commission based on:

- the size of loan; and
- the particular loan product you have selected

We will only be paid this commission if your loan is settled and drawn down.

We may also be paid an ongoing commission by your lender based on the outstanding balance of your loan. The commissions that we are paid by your lender are not payable by you – they are paid to us either directly by the lender, or paid to us by Connective. If you would like a detailed estimate of how much commission we would be paid by a particular lender for a particular product, we will provide this for you. We will also provide you with a detailed explanation of how this commission is calculated.

Futuro may retain a portion of the commission paid by the lender you choose and Connective. This payment is paid to Futuro in exchange for the right to operate under Futuro's Credit Licence, and for providing other assistance with business. If you would like an estimate of what your credit representative will be paid, and how it is calculated, please don't hesitate to ask and we will provide you with that information.

For loan products, our commission generally ranges between 0.50% and 1.80% of the initial loan balance and 0% to 0.55% of the outstanding loan balance each year. For example, if your loan balance was \$100,000 we would receive between \$500 and \$1,800 initially and between \$0 and \$550 pa ongoing. Please note these commission ranges incorporate all potential commission bonuses (which we may or may not receive) and that lenders can change these commission rates at any time.

For consumer leases, we will charge a brokerage fee between 0% and 4.0% of the lease amount sought. For example, if you are seeking \$10,000 credit, the cost to you will be between \$0 and \$400.

In many cases, we gain access to the loan products we recommend to you through the services of Connective. In order to gain access to their panel lenders, Connective charges us a fee. This fee may be made up of several different components, including:

- A share of the commission that is paid by a lender as set out above
- A membership fee for our business
- A monthly fee for each of our accredited loan writers

If you would like us to provide an estimate of the share of the lender commission that may be retained by Connective, and how it is worked out, we will be pleased to provide this to you.

All fees and commissions will be paid directly to us and distributed to your credit representative less any licensee fees.

## Relationships and associations

As Futuro and its accredited credit representatives are part of the network of mortgage brokers that use Connective aggregation services, we are entitled to participate in bonus arrangements between Connective and individual lenders.

Any payments by lenders to Connective are based on the volume of all new or increased loans put through Connective, including that of Futuro, and/or the quality of these submissions e.g. application to settlement conversion rate. Connective then pays us our proportion of this bonus payment, according to the amount of business we submitted through Connective during the period. These bonuses are a percentage of the loan balance and are separately negotiated between each lender and Connective. Please note that lenders can change the percentage at any time and not all lenders pay volume or quality bonuses. The commission bonuses are included in the commission ranges shown in Advice Fees.

In addition, some lenders may offer commission bonuses and other incentives e.g. offshore conferences, which are based on the volume of loans settled, value of individual loans and quality of submissions lodged by the individual adviser with that particular lender. Such benefits vary from lender to lender. Connective then pays commission bonuses to us. As a general guide, these bonuses range between 0.45% and 1.1% of the loan balance initially and 0.5% each year, however, lenders can change these at any time.

Other incentives are paid directly to the adviser by the lender. These may include indirect benefits for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits or direct benefits for example an overseas holiday based on the volume of business lodged with the lender over a specified period. Any benefits that we may receive that are related to a loan recommended to you which is regulated by the National Consumer Credit Protection Act, will be disclosed in our advice to you prior to application.

## Other benefits we may receive

- **Volume based bonuses:** From time to time we may receive additional benefits from lenders, depending on the number and amount of business we secure with a particular lender and/or the quality of submissions. If you would like an estimate of what your adviser will be paid, and how it is calculated, please don't hesitate to ask and we will provide you with that information.
- **Product Competitions:** We may participate in short term incentive programmes such as a lender paying additional commissions during a specified period. Due to the temporary nature of these arrangements they have not been included in this document. Details of any short term incentives will be outlined in the Credit Proposal Disclosure Document
- **Non-monetary:** We may receive indirect benefits from lenders for the services we provide you in relation to their products. This may include product and service discounts provided to our advisers as a result of our relationship with these providers

Any other benefits we receive that may reasonably be considered to influence our advice and services to you will be disclosed in our written advice.

- **Payments to and from other professionals**

In some cases, your business may have been referred to us by non-regulated third parties such as real estate agents, accountants, mortgage brokers etc. Where this is the case:

- We may pay a referral fee when clients are referred to us from other professionals. This will be disclosed in your credit documents if applicable.
- We may receive a referral fee from other professionals when we refer you to their services. This will be disclosed in your credit documents if applicable.

Alternatively, you can ask us about the fees and we will tell you how much was paid and how it was calculated.

**What should you do if you have a complaint?**

If you have a complaint about the credit advice or services we provided to you, you should take the following steps:

- Contact your credit representative and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three working days by your adviser, you can telephone Futuro on +61 7 3018 0400, email us at [info@futuro.com.au](mailto:info@futuro.com.au) or put your complaint in writing to:

**Complaints Officer**  
 Futuro Financial Services  
 GPO Box 942,  
 Brisbane QLD 4001

Futuro places great importance on resolving complaints quickly and amicably. For all complaints we will follow the following steps:

- We will acknowledge your complaint and try to resolve your complaint as quickly as possible.
- We will conduct a thorough investigation of your situation and the issues that you raise; and
- We will provide you with a formal written response usually within a 45-day period. If circumstances do not allow us to respond within this timeframe, we will write to you explaining the reasons for the delay and specify a date when we will provide you with this response.

If your complaint has not been resolved satisfactory, you have the right to complain to one of the following External Dispute Resolution Schemes listed in the following table.

Type of complaint	External complaints service
Credit advice	Financial Ombudsman Service (FOS) on 1300 780 808  GPO Box 3 Melbourne VIC 3001 Phone: 1300 780 808 Fax: 03 9613 6399 Email: <a href="mailto:info@fos.org.au">info@fos.org.au</a> Website: <a href="http://www.fos.org.au">www.fos.org.au</a>  NB: There are some limits on the size of claims that can be handled by FOS. For details of the current limits, please go to the FOS website.
Personal information held	The Privacy Commissioner on 1300 363 992

The Australian Securities & Investments Commission (ASIC) may also be contacted on 1300 300 630 to find out which body may best assist you in settling your complaint.

**Professional indemnity insurance**

Futuro is covered by professional indemnity insurance satisfying the requirements under the Corporations Act and National Consumer Credit Protection Act for compensation arrangements.

The insurance covers claims arising from the advice, actions and recommendations of current or former employees or representatives of ours, even where subsequent to these actions they have ceased to be employed by or act for us.

You do not have a direct right to claim under this insurance, which is taken out to ensure sufficient resources will be available to meet claims against us.

**Adviser profile version:**

Version 11

This document contains a Business and an Adviser profile. The business profile provides information about the business your adviser works for. The adviser profile provides information about your adviser - their contact details, qualifications, experience and any memberships they may hold. It also outlines the strategies and products your adviser can provide advice on.

These profiles are part of the Financial Services Guide (FSG)/Credit Guide and are only complete when they are provided together.

**Date issued**

18<sup>th</sup> June 2018

**About our licensee**



Community | Commitment | Trust | Companionship

ABN 30 085 870 015 AFSL/ACL Number 238478  
 Level 3, 200 Creek Street Brisbane Queensland 4001  
 Phone: 07 3018 0400  
 Fax: 07 3018 0399  
 Email: [info@futuro.com.au](mailto:info@futuro.com.au)  
 Web: [www.futuro.com.au](http://www.futuro.com.au)

Futuro is responsible for the services provided by any of its authorised or credit representatives.

**About our practice**



Confidence | Control | Choice | Opportunity

iPlan Financial Services Australia Pty Ltd ACN 106 591 833 as trustee for the iPlan Australian Trust ABN 58 928 175 252 (iPlan) is a Corporate Authorised Representative No.291288 and Credit Representative No.393718 of Futuro Financial Services Pty Ltd.

**Our contact details**

<b>Trading Name</b>	iPlan Financial Services Australia Pty Ltd
<b>Business Address</b>	Ground Floor 139 Coronation Drive (access via Little Cribb Street) MILTON QLD 4064
<b>Postal Address</b>	PO Box 1969 MILTON QLD 4064
<b>Telephone</b>	(07) 3062 7444
<b>Fax</b>	(07) 3144 5670
<b>Email</b>	<a href="mailto:enquiries@iplan.net.au">enquiries@iplan.net.au</a>
<b>Web</b>	<a href="http://www.iplan.net.au">www.iplan.net.au</a>

**About our team**

iPlan is a **boutique** financial planning firm based in the heart of Milton. Our mission is to provide you with **affordable, quality** financial advice that enriches your life allowing you to do the things that are important and meaningful to you. We are passionate about delivering **confidence, control, choice** and **opportunity**, and are committed to building and sustaining strong relationships with our clients. We offer the comfort of knowing that you have a professional team working with you to develop **innovative** and **dynamic** financial solutions **tailored** to your personal circumstances. We understand that if we cannot add value to you, then we have no commercial basis for a relationship.

iPlan's advisers and support team work very closely with our clients, because we know how hard it is to focus on your financial goals when there are so many competing pressures in everyday life. We are able to provide you with the knowledge and expertise to avoid the traps and keep you on track to achieving your financial goals. We have a dedicated team of advisers, paraplanners and support staff to help deliver quality financial planning services to you. Details of our staff can be found on our website.

## Advice fees



The fees charged for our advice and services may be based on:

- A set dollar amount that is agreed between you and us and invoiced directly to you.
- A percentage-based fee that is agreed between you and us and paid via your product (if possible).

Please refer to our Client Value Proposition for full details in relation to the cost of our services.

Our advice fees (inclusive of GST) include charges for the following advice services:

<b>Initial consultation (1 hour)</b>	\$175
<b>Advice hourly rate</b>	\$350 per hour (maximum)
<b>Initial advice</b>	As agreed in Initial Consultation
<b>Advice implementation</b>	As agreed
<b>Ongoing advice</b>	As agreed – combination of a percentage of investible assets and/or review fees as arranged
<b>Additional advice</b>	\$350 per hour

iPlan reserves the right to increase fees on an annual basis.

### Commissions

Commissions may be payable by product issuers for services in relation to insurance, banking deposit products, margin lending, some loan products and older investment products and annuity products. For insurance, the commission is factored into the annual premium and may range as follows:

- From 0% to 90% of the initial premium
- From 0% to 40% per annum of the renewal premium

For other products, this may range as follows:

- From 0% to 10% of the initial amount invested
- From 0% to 1.9% per annum for the value of your investment balance
- From 0% to 0.55% of your margin loan balanced and is factored into the annual interest rate.

Generally, the payment we receive will be based on the service provided. Details of other payments we receive are contained in the Product Disclosure Statements (PDS) for most financial product issuers, which are available from your adviser.

You have a right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or representative.

### Credit Services

If you receive advice under credit services, your credit representative will tell you (where possible in actual dollar amounts) about any commissions, fees, any other benefits payable and when and how they are paid in the Credit Quote, Credit Proposal Document and Preliminary Assessment, before proceeding to act on your instructions. Your credit representative will give you a Credit Quote, Credit Proposal and/or Preliminary Assessment containing these details.

For loan products, our commission generally ranges between 0.50% and 1.80% of the initial loan balance and 0% to 0.55% of the outstanding loan balance each year. For example, if your loan balance was \$100,000 we would receive between \$500 and \$1,800 initially and between \$0 and \$550 pa ongoing. Please note these commission ranges incorporate all potential commission bonuses (which we may or may not receive) and that lenders can change these commission rates at any time. We will only be paid this commission if your loan is settled and drawn down.

You have a right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or representative.

## How are we paid

iPlan is entitled to 100% of all revenue generated by its advisers, both initial and ongoing from which Futuro Financial Services Pty Ltd deducts a 'Licensee Service Fee' each month.

## Other benefits I receive

Nil

## Relationships and associations

From time to time we may refer you to Your Finance Specialist Pty Ltd (YFS). We have a formal agreement in place with whereby iPlan may receive 30% of any revenue that is generated as a result of loans that are placed via YFS.

### About me



My name is **Grant Loechel** and I am an authorised representative No.239788 and credit representative No.393719 of Futuro Financial Services Pty Ltd.

#### Education and Qualifications

MFP, DipFP, Cert IV F&MB, CFP®, JP(Qual)

#### Experience

I am a fully qualified Senior Financial Planner, having commenced my career as a planner in 1994. I completed my Diploma of Financial Planning in 1996, became a Certified Financial Planner (CFP) in 1998, and then went on to complete a Master in Financial Planning in 2004. I am sole Director and Shareholder of iPlan.

I specialise in helping business owners and professionals manage their personal finances more strategically, as well as helping them add value to their team through effective financial planning strategies and principles. I am an active member of the Financial Planning Association of Australia since joining them in 1995. I have also participated in the Variety Bash Queensland raising much needed funds for young disadvantaged Queenslanders.

#### Memberships

Financial Planning Association of Australia (FPA) and registered with Tax Practitioner Board (TPB) of Australia.

### My contact details

**Telephone** (07) 3062 7444

**Fax** (07) 3144 5670

**Mobile** 0438 665 434

**Email** [gloechel@iplan.net.au](mailto:gloechel@iplan.net.au)

### Why should you choose me

I aim to provide personalised and responsible advice suited to your objectives and believe that sound advice and planning is the key to improving your financial position.

I undertake continuous professional development and training programs so that I am up to date with legislative changes to superannuation, investments, social security and tax environments.

I have access to technical, risk and investment research professionals who provide me with additional analysis on strategies and products that become available as a result of these changes.

I will help you sort out your goals and weigh up different investment strategies to achieve them.

Most importantly, I turn your thoughts into action. There are no secret formulas to achieving financial security. I work with you to get the basics right and ensure you have a plan to achieve your goals over time.

### Advice I can provide

I can provide you with strategic advice as well as arrange the types of financial products listed below.

I can help you to identify the types of services and products that will be appropriate to meet your financial goals. In addition, you can choose whether to receive advice about a range of needs all at once, or we can provide advice about a single issue so your most important goals are achieved first. Further advice can then be provided over time about any other needs or goals as required.

I am authorised to provide advice on the products listed below:

#### Strategies

- guidance on budgeting and goal setting
- savings and wealth creation strategies
- investment planning
- gearing strategies
- superannuation planning
- pre-retirement planning
- retirement planning
- personal insurance planning
- business insurance planning
- estate planning considerations
- aged care and Centrelink planning
- salary packaging advice
- mortgage and financial broking services

#### Financial Services Products

- deposit and payment products
- financial planning
- life risk insurance products
- securities
- managed investments
- tax effective investments
- managed discretionary account services
- superannuation and retirement savings accounts
- self-managed super funds (including limited recourse borrowing arrangements)
- margin lending

#### Credit Products

- residential mortgages
- reverse mortgages
- CALIA+ products
- vehicle loans
- boat loans
- other personal loans
- overdrafts
- credit cards
- car leases
- other consumer leases

### How I am paid

I control the equity interest in the business providing the services listed above. As a result, I will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.