

Financial Service Guide



Our Commitment

This guide is designed to help you evaluate our service offer and covers key information about:

- What services and financial products we are authorised to recommend;
- The costs associated with our services;
- How we and our associates are remunerated;
- Any potential conflict of interest; and
- Our internal and external dispute resolution processes and how you can access them.

Financial planning process

Upon offering financial advice we will provide you with an advice/disclosure document that will help you assess our recommendations to you and determine whether you wish to rely on our advice. Prior to giving you advice we will make reasonable enquiries about your current financial situation and future needs to ensure we provide appropriate advice aligned to your particular circumstances. We may, in our marketing materials and general communications, provide you with general advice that is not designed to address your specific needs and circumstances. We will alert you of this when such advice is provided.

The process we follow in providing personal advice to you will usually include the following steps:

1. Providing this FSG and obtaining your agreement on the basis upon which we will be providing services.
2. Obtaining relevant information about your financial needs and objectives and your current financial affairs so that we can provide appropriate advice.
3. Researching solutions with the aim of assisting you to satisfy those needs and objectives. Please note that our authorised representatives are only permitted to source solutions from a wide range of products approved by PATRON. The PATRON approved product list includes a large range of products on which appropriate research and analysis has been undertaken.
4. Providing you with a written Statement of Advice (SoA) which sets out our recommendations and the basis for them, the key issues involved and remuneration received as a result of the provision of professional services to you.
5. Providing you with a Product Disclosure Statement (PDS) for each product recommendation made within the SoA. The PDS contains further specific information about the product recommended which you should consider prior to accepting our advice.
6. Obtaining your instructions to implement recommendations and/or receiving your alternative instructions.
7. Implementing your instructions to proceed with recommendations made or otherwise.
8. Agreeing on a basis for the provision of ongoing review services.

The advice/disclosure document will set out:

- Our personal advice and the reasoning which led to the advice
- Fees and commissions, we may receive; and
- Associations we have with financial product issuers or other parties which may have the potential to influence the advice we give you.

Agreeing to the subject matter of the advice

To make sure there is a clear understanding of the services to be supplied to you, we will listen to your instructions, your reasons for seeking advice and we will determine your needs and objectives in order of priority and their importance to you. If, at any time, you do not understand any of the advice we provide or the actions we are taking, you should seek clarification from us or your adviser. You are entitled to share with us as much or as little as you choose, however, should you choose not to provide full disclosure we will warn you about possible consequences of the advice limitations so that you can make up your own mind if you will proceed.

Once we have taken these factors into account we will discuss and agree on the subject matter of our advice to you, along with the cost of providing that advice. Our advice document will outline the subject matter of advice, clarifying what has been included and what has been excluded as agreed.

If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions on an "execution only" basis. 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?

PATRON Financial Services Pty Ltd (ABN 13 122 381 908) atf the PATRON Financial Trust (ABN 32 307 788 137) trading as PATRON Financial Advice (PATRON) is responsible for the financial services provided by your Financial including authorising the distribution of this Financial Services (FSG). PATRON holds an Australian Financial Services Licence No. 307379. The PATRON head office is located on Level 2, Corner of Maroochydore Road and Evans Street, Maroochydore QLD 4558 and can be contacted on (07) 5406 5000 or by writing to PO Box 1856, Sunshine Plaza QLD 4558 or visiting www.financial-advice.com.au. Information about your Adviser is detailed on the Financial Services Fee insert attached.

PATRON has authorised your adviser to provide the financial services as set out in the attached Financial Services Fee Insert. Please be aware that your adviser may also provide other services in addition to financial advice, such as mortgage broking, tax advice or advice in relation to direct property. Where this is the case, PATRON will not be responsible for these services.

How can I give you instructions about services provided to me?

You can generally provide instructions to us either face to face, in writing, by telephone, fax or other agreed means such as e-mail.

At the time, we will advise you which instructions must be provided in writing.

What kinds of Financial Services and Financial Products are PATRON authorised to provide me and what kinds of Financial Product(s) do those services relate to?

PATRON provides the following services:

- Advice
- Wealth creation
- Wealth preservation
- Gearing
- Retirement planning
- Estate planning
- Corporate & personal superannuation
- Debt reduction
- Self-managed superannuation funds
- Life Insurance & Income Protection

PATRON provides advice on, and deals in the following Financial Products:

- Deposit and payment products, limited to:
 - Basic deposit products
- Debentures, stocks, or bonds issued or proposed to be issued by a government
- Life products, including:
 - Investment life insurance products
 - Life risk insurance products
- Interests in managed investment portfolios, including:
 - Investor directed portfolio services
- Retirement savings accounts
- Securities
- Superannuation
- Managed investment schemes
- Margin lending

Please refer to the Fee/Brokerage/Commission insert which is attached to this Financial Services Guide, as this will explain any restrictions your Financial Adviser has in providing advice to you. This Financial Services Guide is complete when the Fee Schedule Insert is attached.

Further advice

Where you are provided with further advice, this may be provided to you verbally and/or in writing as an advice document. An Advice Document will be in the form of a Record of Advice (RoA) or a Statement of Advice (SoA). Should you require additional copies of advice documents or a copy of a record of the verbal advice given, you may ask your Adviser to provide you with a copy at any time within 7 years from the latest date advice was provided.

Does PATRON have any relationships or associations with Product Issuers?

Managing conflicts of interest

PATRON provides a comprehensive range of financial services. Our network of Advisers brings specialist expertise to bear and

apply this expertise to helping you understand and manage complexity.

Any recommendation will be based on an assessment of your personal circumstances, needs and objectives. In addition, all products approved for use by our Advisers must first undergo a rigorous selection process. These factors underpin our advice but it is important for you to appreciate that our interests, associations, relationships, and the benefits we receive – such as commissions, sponsorships, or marketing allowances – may give rise to an actual or potential conflict of interest. We manage, and will clearly disclose any conflicts that we believe may influence our advice.

Related parties/entities

Infocus Wealth Management Limited is the parent company of PATRON, Portfoliofocus Pty Ltd (Portfoliofocus), Portfolio Administration and Reporting Pty Ltd and Alpha Fund Managers Pty Ltd (Alpha), Announcer Financial Planning Pty Ltd, Announcer Tax Pty Ltd, Mortgage Prevue Pty Ltd, Mortgage Prevue Oxygen Pty Ltd and Property Prevue Pty Ltd. Alpha Fund Managers Pty Ltd operates as investment manager for the Alpha fund series of investments with Equity Trustees Ltd operating as the responsible entity.

Other relationships

Portfoliofocus and Portfoliofocus Administration and Reporting and/or PATRON provide services to product providers or acts as the promoter for a number of providers including Australian Money Market Pty Ltd (Portfoliofocus Money Market), Avanteos Investments Limited (Ultimate Super and Pension Service, Ultimate Investment Service), Infocus Managed Accounts, IOOF Investment Management, HUB24 Custodial Services Ltd, IOOF Pursuit Focus for Infocus, IOOF Pursuit Select for Infocus. PATRON Investment Hub, PATRON Super Hub and Super IQ Pty Ltd (Portfoliofocus SMSF). Infocus Securities Australia Pty Ltd provides research services to Praemium Australia Pty Ltd through Infocus Managed Accounts.

In addition, PATRON or its associated entities can receive various payments from financial institutions based on the average balance of all funds placed by PATRON Advisers in each relevant institution's investment, the number of accounts or the value of insurance premiums. These payments include rebates, marketing arrangements etc. from a number of preferred administrative platform/s or product providers. Payments can be received as a percentage of business placed/ retained, profit share arrangement/s or an agreed dollar amount in any combination. Please note these payments are made by the product provider to PATRON and not charged to you and are dependent on certain hurdles being met.

To be totally transparent, we have included the maximum rate of payment that may be paid, regardless of whether PATRON currently meets the required benchmarks/factors to be met. These payments are shown below.

Platform / Provider	Additional payment receivable if \$10,000 was invested or \$1,000 was paid as an administration fee/ service fee or insurance premium
Investment products	\$44 pa
Administration platform/service	\$500 pa
Risk products	\$255 pa
Corporate super	\$27.50 per member pa

For example, if you had \$10,000 invested for a year in an investment product that paid an additional 0.30% pa, the annual payment to PATRON would be \$30 (0.30% of \$10,000) and this payment would be paid as long as you continued to hold that product.

These payments are received from AIA Australia, Avanteos Investment Ltd, BT, BT Portfolio Manager, Colonial First State Investments Ltd, DKN Financial, IOOF Investment Management Ltd, MLC Ltd, Netwealth, OnePath, Personal Choice (Asgard), TAL Life Ltd and Zurich Australia Pty Ltd. From time to time these administrative platform/s and product providers may be removed according to ever changing services and products being made available to the industry and their competitive position. Where these payments are shared with our Advisers, we will provide further details in your advice document.

In addition to the above payments, financial institutions may pay PATRON or Infocus as part of the Infocus group to attend the Infocus annual training conference or to sponsor other training days under an Alliance Partner Program (APP).

These payments from AIA Australia Limited, ANZ Wealth Management, Asgard Capital Management Ltd, Bennelong Funds Management, BT Portfolio Services, BT Financial Group, Centuria, Challenger, Charter Hall, Clearview, Colonial First State, Colonial Geared Investments, Commonwealth Bank of Australia, CommInsure, Commsec Adviser Services, DKN Financial, Equity Trustees, HUB24, IOOF Investment Management, La Trobe Financial Asset Management Limited, Macquarie Investment Management, Macquarie Bank Limited, Macquarie Life Limited, MLC Limited, Legg Mason, Magellan Asset Management, Morningstar, OnePath Funds Management, OnePath Custodians Pty Ltd, PM Capital, Praemium Australia Pty Ltd, SG Hiscock and Company, SuperIQ Pty Ltd, Symetry Limited, TAL Life Limited, UBS Global Asset Management, PM Cap (Australia) Ltd and Zurich offset the costs associated with the delivery of training and support to our Authorised Representatives.

Referral arrangements

We may receive one-off payments for referrals to other products or service providers where you decide to purchase products or services from them as a result of our referral. We currently have arrangements in place with AIA Vitality, myOwn Health Insurance and TAL Health Insurance.

Where you have been referred to us by someone else we may pay them a fee, commission or some other benefit in relation to that referral. Our current referral arrangements are detailed below:

Provider	Payment arrangement
H&R Block	up to 30% referral payment

We may receive payments to refer you to other service providers. These amounts do not involve additional costs and will be disclosed in your statement of advice.

If we pay or receive these payments for services provided or products purchased by you, we will disclose further detail in your advice document.

How will I pay for the services provided?

You may pay us a fee. Alternatively, we may receive a payment called brokerage/commission, which is paid to us by the financial product issuer. We will give you a disclosure/advice document containing details of our fees and any payments made to us by a financial product issuer.

The attached Financial Services Insert outlines the costs you may incur if you decide to receive personal financial advice from us.

What information is maintained in my file and can I examine my file?

We maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you. We are committed to implementing and promoting a privacy policy, ensuring the privacy and security of your personal information. Our privacy policy (available at www.financial-advice.com.au) sets out in detail our policies on the management of personal information. You can obtain a copy free of charge from any PATRON office or by contacting the PATRON Professional Standards by telephone on (07) 5406 5000 or by writing to PO Box 1856, Sunshine Plaza QLD 4558.

If you wish to review your file, please contact us and we will make your information available to you.

Is PATRON a member of any associations?

PATRON is a corporate member of the Association of Financial Advisers Limited (AFA). As a member of the AFA, PATRON is required to adhere to the AFA's standards.

In addition, PATRON maintains and also requires its representatives to maintain registers for any alternative remuneration received, where such remuneration is material. The register is referred to as the 'Alternative Forms of Remuneration Register'. The register provides for the following:

- Details of alternative forms of remuneration received;
- It is maintained by fund managers, IDPS (platform) providers, representatives and licensees; and
- Registers are publicly available and will be provided upon request.

If you have any further questions about the financial services PATRON provides, please contact your PATRON Adviser.

Note: This Financial Services Brochure combined with the Financial Services Fee Insert completes your Financial Services Guide.

Address: Suite 1/5 Oval Avenue, Caloundra QLD 4551

Postal Address: PO Box 952, Caloundra QLD 4551

Phone Number: (07) 5437 2744

Fax Number: (07) 5437 2766

Web: www.gardenfs.com.au

Who is my Adviser?

Here at the Garden Financial Services office your advisers will be:

Gavin Williams

Senior Financial Adviser
Authorised Representative - No. 333119

Kaylee Garden

Senior Financial Adviser
Authorised Representative - No. 328656

Adviser Authorisation and Remuneration

Garden Financial Services is operated by Garden Financial Services Pty Ltd (ACN 140 352 843) atf G & K Williams Family Trust & the trustee for RMG Family Trust (ABN 82 547 581 621). Garden Financial Services Pty Ltd receives 100% of the fees and or commission.

Garden Financial Services Pty Ltd atf G & K Williams Family Trust & the trustee for RMG Family Trust is a corporate authorised representative (No. 343368) of PATRON. Each of the above advisers are authorised representatives of PATRON and are authorised to provide the full range of financial services and products offered by PATRON, as outlined in the Financial Services Guide (FSG) Brochure provided to you with this insert except as follows.

Gavin is not authorised to provide advice in Margin Lending.

Gavin and Kaylee are remunerated by means of a salary. In addition, as shareholders of Garden Financial Services, Gavin and Kaylee will receive other benefits from all fees and commissions such as dividends that may be paid by Garden Financial Services.

Further, as a beneficiary of G & K Williams Family Trust & RMG Family Trust, Gavin and Kaylee or their associates may receive other benefits from all fees and commissions that may be paid by the trustee.

Share Trading

Where the services of a stockbroker are utilised to deal in shares, the licensee receives between 0% and 1% of the brokerage amount paid for the service.

Your advice document will disclose any benefits or fees received by PATRON, the Corporate Authorised Representative and/or your Adviser.

Referral Fees

A third-party referrer may receive a referral fee or commission for introducing you to a PATRON office, or we may receive your details as a referral from others. The payment of any fee for a referral, whether received or payable, will not involve an additional cost to you. Any referral fees will be disclosed at the time of the referral and/or detailed in your advice.

Businesses Associated with Garden Financial Services Pty Ltd or your Adviser

Garden Financial Services Pty Ltd and Gavin Williams are associated with the below businesses:

- Garden Financial Services Pty Ltd and Gavin Williams are authorised for credit services with NewCo Financial Services Pty Ltd. PATRON does not have an association with NewCo Financial Services. Credit services provided by Gavin are not associated with or authorised by PATRON.

Services provided by these entities are not provided by PATRON.

How Will I Pay for the Services Provided?

Your adviser chooses to receive remuneration via the following methods and at the following levels (all figures are inclusive of GST).

- Professional Fees - where you pay a fee to PATRON for all the services that we provide (including the Statement of Advice (SOA) and implementation and review of the advice). This may be charged by direct invoice, deductions from your investment products or a combination of both;
- Brokerage/commissions - where the investment product provider pays PATRON upon your initial investment (initial fees and charges) and/or regularly throughout the life of your investment (ongoing fees and charges); or
- A combination of both – where you pay for the cost of the SOA and a percentage for the product/investment placement, which may include initial fees and charges and/or ongoing fees and charges.

A breakdown of the types of payments we may receive is set out in the following pages.

TYPE OF ADVICE/SERVICE

FEE or REMUNERATION

Advice

Fees may be invoiced directly or collected from the product. An upfront fee for service may be charged based on either a fixed dollar amount, on the value of the funds invested, or a combination of these methods.

Fee for service for the preparation of your advice.

This fee is based on an hourly rate of \$330 per hour with a minimum fee of \$660 and a maximum fee of \$13,200.

Hourly rates for the Garden Financial Services office are:

- Senior Financial Adviser \$330.00 per hour
- Financial Adviser \$220.00 per hour
- Administrative Assistant \$110.00 per hour

Alternatively, we may agree to charge a flat \$ fee based on the complexity of the advice and the work involved. This fee is negotiated with you and can range from \$660 to \$13,200.

The cost of implementing your financial strategy will usually cost between \$660 and \$13,200, depending on the products, strategies and time involved.

Alternatively, an implementation fee of up to 5.5% of the initial invested funds (e.g. if you have invested \$100,000 in a managed fund, the implementation fee paid by the fund manager may be up to \$5,500).

Implementation

These costs may be in addition to any advice fee and will be set out in your advice document.

You can choose to receive an invoice for your implementation fee. Alternatively, we may be able to deduct the fee from your financial products. Your adviser will discuss and agree payment options with you.

Additional fees may be incurred for ongoing services (please refer to the Ongoing Service section).

Providing service on an ongoing basis allows you to have the confidence that you have access to a professional that knows you and your circumstances. It can fund the cost of strategic advice and/or portfolio advice in a changing environment.

Fees may be invoiced directly or collected from the product. Ongoing fees may be charged based on either a fixed dollar amount, the value of the funds invested, or a combination of these methods. This fee will be negotiated with you and can range from \$660 to \$13,200.

Ongoing Service – Adviser Service Fee

Alternatively, an Adviser service fee of up to 2.2% of funds under management (e.g. if your investment amount is \$100,000, then PATRON may receive up to \$2,200pa). These fees will typically be paid on an ongoing basis while the investment is still in place.

Where Cashflow Monitoring strategies are recommended, the following ongoing fees will apply:

- Monthly cash flow monitoring of up to \$3,300 per annum plus a fee of 2.2% (per annum) of funds under management.

A minimum fee of up to \$2,200 per half year may be charged.

Other Services

Ad-hoc services can be provided on an as needs basis. Fees will be agreed before any work commences and may be based on time to complete at a cost of \$330 per hour or as a set fee up to \$11,000.

Upfront

This is paid by the issuer of the financial product/s recommended when the product is issued to you. This may be deducted from the initial amount you have invested or it may be payable from the product provider's own resources.

INVESTMENT/SUPERANNUATION

Can be up to 4.4% of the funds under management; based on an account balance of \$1,000, this equates to \$44.

PERSONAL INSURANCES

From 1/1/2018 the maximum amount of commission payable by manufactures to advisers is restricted to 88% of the premium payable in the first year. Based on a premium of \$1,000pa, this equates to a maximum of \$880 in year one.

Commissions

Ongoing

This is paid by the issuer of the financial product/s recommended and is payable on an ongoing basis while the investment/insurance is still in place.

INVESTMENTS/SUPERANNUATION

Can be up to 2.2% of the funds under management; based on an account balance of \$1,000, this equates to \$22.

PERSONAL INSURANCES

Can be up to 45% of the premium paid; based on a premium of \$1,000, this equates to \$450.

Your advice document will disclose any benefits or fees received by PATRON and/or your adviser.

What should I do if I have a complaint?

If you have any concerns about the service provided to you, please contact the PATRON Professional Standards Manager on (07) 5406 5000 or put your complaint in writing and send it to the Professional Standards Manager, PO Box 1856, Sunshine Plaza QLD 4558. We will aim to resolve your complaint quickly and fairly. If the complaint cannot be resolved to your satisfaction within 45 days, you have the right to refer the matter to an external dispute resolution scheme.

Lodgement of complaints before 1 November 2018, should be directed to Financial Ombudsman Service Australia, who can be contacted by calling 1800 367 287 or in writing to GPO Box 3, Melbourne Vic 3001.

Lodgement of complaints on or after 1 November 2018, should be directed to Australian Financial Complaints Authority, who can be contacted by calling 1800 931 678 or in writing to GPO Box 3, Melbourne VIC 3001.

PATRON maintains Professional Indemnity (PI) Insurance which covers claims in relation to the conduct of Authorised Representatives who are no longer authorised by Infocus, but who were at the time of the relevant conduct.

All of the above fees and commissions are inclusive of GST.

Note: This Fee Insert combined with the Financial Services Brochure completes your Financial Services Guide.

PATRON Financial Services Pty Ltd (ABN 13 122 381 908) at the PATRON Financial Trust (ABN 32 307 788 137) trading as PATRON Financial Advice (PATRON) AFSL No. 307379.