

## 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 to assess our recommendations 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.

Your Financial Adviser is required by law to record and verify details about your objectives, financial situation and needs. 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 need to make you aware of the following:

Where the service relates to financial products, we will warn you about possible consequences of the advice limitations so that you can make up your own mind if you will proceed; and

Where this service relates to credit products, we are unable to provide assistance.

### 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 and your reasons for seeking advice. We will also determine your needs and objectives, in order of priority and their importance to you. Once we have taken these factors into account we will discuss and agree 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.

Where we recommend a particular financial product to you, we will give you information about that product by providing you with a Product Disclosure Statement. This will help you make an informed decision when considering the product.

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?

Infocus Securities Australia Pty Ltd (Infocus) is responsible for the financial services provided by your Financial Adviser including authorising the distribution of this Financial Services/Credit Guide (FSG). Infocus holds an Australian Financial Services Licence and Australian Credit Licence No. 236523. The Infocus head office is located on Level 2, Corner 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.infocus.com.au](http://www.infocus.com.au). Information about your Financial Adviser is detailed on the insert attached.

## 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 Infocus authorised to provide me and what kinds of Financial Product(s) do those services relate to?

### Infocus provides the following services:

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

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

- Deposit and payment products, limited to:
  - Basic deposit products
  - Deposit products other than 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 products

### Infocus provides Credit Services, including:

Assistance with mortgages, personal loans & credit cards

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

### 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 Financial Adviser to provide you with a copy at any time within 7 years from the latest date advice was provided.

### Does Infocus have any relationships or associations with Product Issuers?

#### Managing conflicts of interest

Infocus provides a comprehensive range of financial services. Our network of Financial Advisers bring 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 Financial 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 Infocus, Portfoliofocus Pty Ltd (Portfoliofocus), Portfolio Administration and Reporting Pty Ltd, Alpha Fund Managers Pty Ltd (Alpha), Announcer Financial Planning Pty Ltd, Announcer Business Advisory 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 Infocus 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), HUB24 Custodial Services Ltd (Infocus Investment Hub and Infocus Super Hub), IOOF Pursuit Focus for Infocus, IOOF Pursuit Select for Infocus, Navigator Australia Limited (Portfoliofocus Premium and Portfoliofocus Essentials), Portfoliofocus Investment Service, Portfoliofocus Master Trust and Portfoliofocus Direct Share Trust, Praemium Australia Pty Ltd (Infocus Managed Accounts), SuperIQ Pty Ltd (Portfoliofocus SMSF) and Ultimate Investment Service.

In addition Infocus or its associated entities can receive various payments from financial institutions based on the average balance of all funds placed by Infocus Authorised Representatives in each relevant institution's investment 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. Please note these payments are made by the product provider to Infocus and not charged to you.

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

The maximum additional payments we are entitled to receive are shown above. 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 Infocus would be \$30 (0.30% of \$10,000) and this payment would be paid as long as you continue to hold that product.

These payments are received 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 Cap (Australia) Ltd, Praemium Australia Pty Ltd, SG Hiscock and Company, SuperIQ Pty Ltd, Symetry Limited, TAL Life Limited, UBS Global Asset Management, and Zurich. 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 Authorised Representatives, we will provide further details in your advice document.

In addition to the above payments, financial institutions may contribute to the cost of providing training opportunities throughout the year as part of our Alliance Partner Program (APP). This support helps to 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:

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. 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 Fee/Brokerage/Commission 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.infocus.com.au](http://www.infocus.com.au)) sets out in detail our policies on the management of personal information. You can obtain a copy free of charge from any Infocus office or by contacting the Infocus Professional Standards Manager by telephone on (07) 5406 5000 or 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.

#### **What should I do if I have a complaint?**

If you have any concerns about the service provided to you, please contact the Infocus 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 the Australian Financial Complaints Authority of which Infocus is a member. The Australian Financial Complaints Authority can be contacted by calling 1800 931 678 or in writing to GPO Box 3, Melbourne VIC 3001.

Infocus 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.

#### **Is Infocus a member of any associations?**

Infocus is a corporate member of the Association of Financial Advisers Limited (AFA) and the Financial Services Council (FSC). As a member of these organisations, Infocus is required to adhere to the FSC and AFA's standards.

In addition, Infocus 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 Infocus provides, please contact your Infocus Financial Adviser.**

**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

**Alexander Steer**  
Senior Financial Adviser  
Authorised Representative - No. 467773

### Adviser Authorisation and Remuneration

The Garden Financial Services office is operated by GardenFS Pty Ltd (ABN 12 624 803 434). GardenFS Pty Ltd receives 100% of the fees and or commission.

GardenFS Pty Ltd is a corporate authorised representative (No. 1268563 for financial services) of Infocus.

Gavin, Kaylee and Alex are authorised representatives of Infocus and are authorised to provide the full range of financial services and products offered by Infocus, 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 Products or Credit Services, including: assistance with mortgages, personal loans & credit cards.

Kaylee is not authorised to provide advice in Credit Services, including: assistance with mortgages, personal loans & credit cards.

Alexander Steer is not authorised to provide advice in Securities, Credit Services, including: assistance with mortgages, personal loans & credit cards.

Gavin and Kaylee are remunerated by means of a salary. Further, as a shareholder of GardenFS Pty Ltd, Gavin and Kaylee will receive other benefits from all fees and commissions such as dividends that may be paid by GardenFS Pty Ltd.

Alexander is remunerated by means of a salary.

### 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.

### Referral Fees

A third-party referrer may receive a referral fee or commission for introducing you to an Infocus 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 Statement of Advice.

### Associated Businesses

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

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

Services provided by these entities are not provided by Infocus.

### How Will I Pay for the Services Provided?

There are various ways that you may pay for the services we provide, including:

**Professional Fees** - where you pay a fee to Infocus 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 Infocus 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.

### Implementation

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).

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).

### Ongoing Service – Adviser Service Fee

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.

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

### 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.

## Commissions

### 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.

### 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 Infocus and/or your adviser.

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.