

Integrity Financial Planners Pty Ltd
ABN 71 069 537 855

"financial confidence from professional advice"

Financial Services Guide

Integrity Financial Planners Pty Ltd

Australian Financial Services Licence # 225051

Represented by:

RF Planning Partnership Pty Ltd

Trading as

Rispin Financial

Authorised Representative No: 309195

Neil Rispin

Authorised Representative No: 226550

Ted Robson

Authorised Representative No: 271782

Jenny Sneesby

Authorised Representative No: 271263

Authorised and issued by Integrity Financial Planners Pty Ltd
1 September 2008

INTEGRITY FINANCIAL PLANNERS PTY LTD

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The Purpose of our Financial Services Guide

The purpose of this Financial Services Guide (FSG) is to explain to you the services Integrity Financial Planners Pty Ltd and Rispin Financial provide, along with any fees or commissions associated with our services.

You may receive other disclosure documents from us which may include;

- **Statement Of Advice** – This document sets out our understanding of your current circumstances, any financial advice and recommendations made to you along with full disclosure of any fees or commissions that may be charged to you.
- **Product Disclosure Statements** - These documents provide details regarding the financial products that have been recommended to you. They include any fees and charges associated with particular products.

About Integrity Financial Planners

Integrity Financial Planners (IFP) is a privately owned financial planning business.

We provide financial advice to help you improve your lifestyle by building wealth and/or producing income, depending on your particular needs.

It is important that you have confidence in your financial wellbeing and in your financial arrangements. Integrity Financial Planners will give you that confidence, drawing on the expertise of professional advisers.

Integrity Financial Planners has a network of qualified and experienced advisers working in established financial planning and accounting practices in Victoria and New South Wales.

Your adviser is an authorised representative of Integrity Financial Planners and IFP is responsible for their advice. All authorised representatives have been individually assessed as having the competencies, knowledge, skills and integrity necessary to deliver quality financial services and advice to our clients.

About your Adviser

Rispin Financial acts as an authorised representative of the licensee and is one of a number of financial planning practices operating under this licence.

Rispin Financial employs advisers with a range of experience and skills. This ensures we can provide you with ongoing quality advice and services and that we have access to knowledge and skills across a wide range of financial issues.

Any advice given to you by Rispin Financial will be provided by a qualified person who is also an authorised representative of Integrity Financial Planners Pty Ltd. The following people are currently employed by Rispin Financial to assist you with financial planning advice.

Neil Rispin Authorised Rep. No: 226550
Neil has over 12 years experience as a financial planner. He is a Certified Financial Planner (CFP) and Certified Practising Accountant (CPA)

Ted Robson Authorised Rep. No: 271782
Ted has been a financial planner for over 5 years and has completed the Diploma of Financial Planning (DFP). He also has 25 years in banking and finance in Australia and the UK including roles with Macquarie Risk Advisory Services (Macquarie Bank), Barclays and Bank of America.

Jenny Sneesby Authorised Rep. No: 271263
Jenny has over 5 years experience as a financial planner and has completed the Diploma of Financial Planning and Certified Financial Planning exams. She has worked within the financial planning industry for over 8 years.

No other person is authorised to provide you with financial advice on behalf of Rispin Financial.

Neil Rispin also provides accountancy and taxation advice in his capacity as a CPA. Integrity Financial Planners has no involvement in Neil's accounting practice and takes no responsibility for advice given in this capacity.

Rispin Financial can also facilitate advice in the areas of legal issues and finance if you require it.

Services we provide

Integrity Financial Planners Pty Ltd provides clients with:

- Personal financial advice and recommendations
- Implementation of financial strategies and placement of financial products
- Ongoing financial advice and review of financial strategies

IFP is licensed to provide advice regarding the following financial products and to arrange the placement of these products on your behalf:

- Deposit and payment products such as term deposits and bank accounts
- Government debentures, stocks or bonds
- Sharemarket investments and securities
- Investments in managed funds and managed investment schemes
- Superannuation and rollover funds
- Life insurance products

What else can you expect to receive?

Personalised Advice to suit your needs

Our advice will be tailored to meet your individual situation. We do not use a “one size fits all” formula for our clients. We will strive to provide the advice that we believe is most appropriate to help you achieve your objectives. And as a smaller group we can adapt our services to meet your particular needs.

Integrity Financial Planners is privately owned, with no ownership ties to any fund manager or financial institution. We are not required or influenced through ownership to recommend or direct you toward any particular investments or financial products.

To ensure advice is appropriate to your needs, we will ask you for personal information. Of course you have the right not to divulge information but you should carefully consider any warnings we give you regarding possible consequences of us not having complete knowledge of your circumstances.

Clear and documented advice

Advice provided by Integrity Financial Planners and its representatives shall be documented in a Statement of Advice (“SoA”). Similarly all instructions from clients are to be confirmed in writing. Note that we will not normally act on telephone instruction unless such circumstances are supported by written instructions.

When we provide you with ongoing advice, if your circumstances and objectives have not changed substantially, we may not be required to provide a new SoA. Where we do not provide a written SoA, we are required to keep a Record of Advice, which is our notes regarding the advice we provided. These notes are available for you to read, upon your request.

Complete advice

We have access to accountants and taxation experts as well as associations with finance, legal and insurance professionals. Whatever your need for financial related advice, your adviser will be able to assist, either directly or through referral to appropriate affiliates.

Confidence in the advice of experienced and licensed professionals

Integrity Financial Planners is responsible for any investment advisory services provided to you by our authorised representative.

All our advisers have considerable experience and training. They include people with diverse backgrounds and specialist expertise, including accountants, university lecturers, insurance advisers and investment professionals.

The Corporations Act governs activities of investment advisers and only licencees or their representatives may provide financial product advice. Integrity Financial Planners holds an Australian Financial Services Licence, issued by the Australian Securities and Investment Commission. Licensing ensures you are advised by an appropriately qualified person, and that advice is properly researched. A copy of our AFS Licence is held in the offices of all representatives and may be inspected on request.

Integrity Financial Planners is a Principal Member of the Financial Planning Association of Australia Ltd (FPA). The FPA sets high professional standards that we must adhere to.

How will I Pay for these Services?

Integrity Financial Planners will charge you a fee for the services we provide to you.

Initial consultation Your initial consultation will be free. This will include a discussion of your financial circumstances and objectives and possible solutions to your financial challenges. During this discussion we will agree whether or not to proceed with the development of comprehensive written recommendations.

Written recommendations If it is agreed that we will prepare a written statement of advice a fee will be charged for preparing this report. The amount charged is dependant upon the degree of complexity of your plan. Typically you will expect to pay \$500 (plus GST) however if your situation involves more complexity you will be advised in writing, prior to us starting a written Statement of Advice. This is based on a rate of \$225 per hour plus GST. We may review this rate in the future.

Implementation of recommendations When you decide to proceed with our recommendations, we will agree a basis on which you shall be charged. This may be in either of the following forms:

- We will normally charge you for a fee of up to 1% of the value of the funds invested. You may choose to pay this account personally, or have the amount deducted from your investment. For example on funds of \$200,000, the fee will be \$2,000 plus \$200 GST.

(Note that many product providers and intermediaries will pay commissions or brokerage to IFP based on the amount involved. These are typically between 0% and 4% of amounts invested. Where practical, any commissions or brokerage, in excess of the fees we have agreed to be deducted, will be reduced to zero and establishment fees deducted by the manager or intermediary will be discounted accordingly).

If we recommend certain agricultural or private equity investments, we may receive a commission of up to 10% of amounts invested. For example, on an agricultural investment costing \$10,000 we may receive a commission of \$1,000 from the product provider. In such cases, we will not charge our normal 1% implementation fee nor any ongoing fees in relation to the funds invested in these products.

Or

- We will receive commission or brokerage from the product provider or intermediary at rates which will be disclosed to you in our Statement of Advice.

For investment products these may be up to 10% of any amount invested though typically they will be in the order of 0% to 4%. For example on a managed fund investment of \$20,000 with a commission of 4% this would equate to \$800 being charged to your initial investment.

For Insurance products these may be up to 110% of the first year's premium, though normally they will be around 80%. For example on a term life policy paying an initial commission of 80% with a premium of \$300 this would equate to \$240 (plus GST).

Ongoing Advice and Reviews When you decide to proceed with our recommendations, we will agree a basis on which you shall be charged for ongoing advice and reviews. This may be in either of the following forms:

- We charge a fee which will not currently exceed 1% of any investment portfolio. You may choose to pay this fee personally or it may be deducted on an ongoing basis from your investment. For example on funds of \$200,000 the fee will be \$2,000 plus \$200 GST.

(Note that many product providers will pay ongoing commissions to IFP. Where practical, any ongoing commissions will be reduced to zero and the ongoing management charges deducted from your investment by the manager will be reduced accordingly. This is not always practical. Any such commissions will be disclosed in our Statement of Advice).

Or

- We will receive ongoing commission from the product provider or intermediary at rates which will be disclosed to you in our Statement of Advice.

For investment products these commissions generally vary between 0.10% and 1.00% per annum. Therefore using 1.00% as an example on an investment of \$20,000 this would equate to \$200 per annum.

For insurance products, these fees and commissions may be up to 25% of the second and subsequent year's premium per annum. Therefore, on an insurance premium of \$300 this would equate to \$75 per annum.

GST may be paid in addition to the amounts shown above.

Who has an Interest in these Services?

Product providers or managers may deduct management and administration fees from the products recommended by Integrity Financial Planners (IFP). Such fees must be disclosed by the product providers in their Product Disclosure Statement.

Fees paid by you for our services and commissions paid by product providers or intermediaries, shall be paid to Integrity Financial Planners. These amounts shall be paid by IFP to RF Planning Partnership Pty Ltd.

RF Planning Partnership pays a fee to IFP for the provision of services in its capacity as an Australian Financial Services Licensee. This fee may be up to 10% of the fees and commissions paid to IFP and is deducted by IFP from amounts paid to RF Planning Partnership.

RF Planning Partnership Pty Ltd is privately owned.

Neil Rispin, Ted Robson and Jenny Sneesby are employees of RF Planning Partnership (or associated entities) and are paid a salary. RF Planning Partnership may also pay bonuses to these employees. These will be based on total revenues or profits of the business and will not be linked to the use of any particular products.

Ted Robson (and/or associated entities) is a partner in RF Planning Partnership and associated entities and will benefit from any profits earned by Rispin Financial, RF Planning Partnership and associated entities.

Other persons with direct equity interests in Rispin Financial, RF Planning Partnership and associated entities and their profits include:

- Kirsty Rispin and Joe Brick who work within the associated accounting practice, and
- Philip Coldwell and Darryn Borg who are the principals of Integrity Financial Planners Pty Ltd.

Integrity Financial Planners (or associated entities) and Rispin Financial may receive profit share or volume based remuneration from some product suppliers. This may result in payments to IFP based on the overall level of business or funds placed by IFP in particular products or with particular product providers. Any such interests in recommended products shall be disclosed in the Statement of Advice.

Integrity Financial Planners may receive other benefits from product suppliers. These may include attendance at functions, conferences and training sessions provided by product suppliers. If applicable such benefits shall be disclosed in the Statement of Advice.

Integrity Financial Planners maintains a register of Alternative Benefits outlining any such benefits that may be received. We also maintain a register of any potential Conflicts of Interest that we may have. These Registers may be viewed on request.

Resolving a Complaint or Concern

If you have a concern about services provided by Integrity Financial Planners or one of our representatives we will try and resolve your issues quickly and fairly. To allow us to do so you will need to take the following steps.

1. Contact your adviser about your concerns.
2. If a complaint is not satisfactorily resolved in 3 days, contact :

The Compliance Manager
Integrity Financial Planners
PO Box 1140, CROYDON, VIC 3136
Phone: (03) 9723 0522

3. Integrity Financial Planners is a member of the Financial Ombudsman Service (FOS). If the outcome of the above steps is not satisfactory you may lodge your complaint in writing with FOS. FOS will undertake an independent review of your concerns and we are bound by their determination.

Financial Ombudsman Service
GPO Box 3, Melbourne Vic 3001
Phone: 1300 78 08 08

Further information regarding the Financial Ombudsman Service is available from www.fos.org.au

Integrity Financial Planners Pty Ltd (IFP) currently holds professional indemnity insurance for activities conducted in accordance with our AFS Licence. Professional indemnity insurance helps reduce the risk that IFP might not have sufficient resources available to compensate clients for losses they incur as a result of certain breaches of the Corporations Act by IFP or its representative.

The limit of indemnity is as prescribed under ASIC Regulatory Guide 126. Subject to the terms and conditions of the policy, the professional indemnity insurance extends to cover claims made in relation to the conduct of Authorised Representatives and employees of the Licensee including cover for those Authorised Representatives and employees who no longer work for the Licensee (but who did at the time of the relevant conduct). This insurance does not cover any actions by the representative acting in any other capacity (eg. as your accountant) or acting beyond the scope of IFP's AFS Licence.

Integrity Financial Planners respects your privacy. A copy of our Privacy Statement is available from our website www.iplan.com.au. Alternatively you can obtain a copy by calling us or asking for a copy from a staff member in our office.