

SELBY WESTHORPE FINANCIAL SOLUTIONS PTY LTD

ABN 77 079 165 030



FINANCIAL SERVICES GUIDE

Australian Financial Services Licence Number 230418

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FINANCIAL PLANNING

This Financial Services Guide ("FSG") is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contacted, what services we are authorised to provide to you, how we are remunerated, details of any potential conflicts of interest, and information about our internal and external complaint handling procedures and how you can access them.

Selby Westhorpe Financial Solutions Pty Ltd is the holder of Australian Financial Services Licence No. 230418.

It is intended that this FSG should assist you in determining whether to use any of the services described below.

You should also be aware that you are entitled to receive a Statement of Advice or a Record of Advice whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The Statement of Advice will contain the advice, the basis on which it is given and information about fees and associations which may have influenced the provision of the advice.

In the event we make a recommendation to acquire a particular financial product, we must also refer you to the relevant Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

You have the right to ask us about our charges, the type of advice we will give you and what you can do if you have a complaint about our services.

Key information is set out in answers to the questions below.

1. BEFORE YOU GET OUR ADVICE

Your Questions	Our Answers
<p>Who will be providing the financial service to me?</p>	<p>John Selby & Michelle Westhorpe are authorised representatives of Selby Westhorpe Financial Solutions Pty Ltd Contact Details: Suite 1, 1012 Doncaster Road, East Doncaster. Vic. 3109 Telephone: (03)9841 0911 Facsimile: (03)9841 0922 Email: john@selbyassoc.com.au Email: mtwesthorpe@selbyassoc.com.au</p> <p>This FSG is issued with the authority of Selby Westhorpe Financial Solutions Pty Ltd</p>
<p>Who are my Advisers?</p>	<p>Your advisers will be John Selby, Michelle Westhorpe and John Hughes.</p> <p>John Selby CPA FSP Extensive taxation experience acquired over 26 years as a Certified Practising Accountant and for 18 years as a Financial Planner including 10 years as a specialist in Financial Planning.</p> <p>Michelle Westhorpe CPA CFP Extensive taxation and superannuation audit experience gained during the last 21 years as a Certified Practising Accountant. In addition Michelle also qualified as a Certified Financial Planner 9 years ago.</p> <p>John Hughes GDip Fin Planning MBA Graduate Diploma in Financial Planning Masters of Business Administration</p>

<p>What kinds of financial services are you authorised to provide me and what kinds of products do those services relate to?</p>	<p>Selby Westhorpe Financial Solutions Pty Ltd is authorised to provide advice about the following strategies and products.</p> <p>Strategies:</p> <ul style="list-style-type: none"> • Savings and Wealth Creation • Salary Packaging • Pre Retirement Planning • Investment and Retirement Planning • Estate Planning Advice (Non legal) • Centrelink Pension Planning • Superannuation Planning • Personal Insurance <p>Products:</p> <ul style="list-style-type: none"> • Cash Management Accounts • Direct Fixed Interest • Retail & Wholesale Managed Investments • Direct Shares (Recommended by Brokers) • All Superannuation Products • Retirement Income Streams • Personal Insurance • Self Managed Super Funds
<p>Who do you act for when you provide financial services?</p>	<p>Your adviser acts for Selby Westhorpe Financial Solutions Pty Ltd and our primary duty is to you, our client, and not to the companies whose products we recommend. We have always been very selective in our choice of Fund Managers and we have only recommended products from the leaders in Fund Management such as BT Financial Services, Colonial First State, Macquarie and Perpetual.</p>
<p>How will I pay for the service?</p>	<p>We will charge you an hourly fee plus GST for all financial planning advice provided and/or financial reports prepared. Where the services involve periodic and ongoing services we may also receive a service fee, as outlined in the next panel.</p>

<p>Do you receive remuneration, fees or other benefits in relation to providing the financial services to me?</p>	<p>Upfront Fees</p> <p>Our hourly fee rate is \$240 plus GST per hour and is charged for:</p> <ol style="list-style-type: none"> a. Identifying your financial circumstances and objectives b. Determining the appropriate strategies to meet your goals and objectives c. Preparation of written recommendations (Statement of Advice) d. Implementation of recommendations <p>This fee can be deducted from your investments.</p> <p>Ongoing Service Fees</p> <p>This fee is charged for the preparation of regular quarterly reports to indicate quarterly performance. Should changed circumstances negatively affect your investments remedial actions can be introduced quickly to help minimise low performance. The ongoing service fee is charged at 1% of the funds under management.</p> <p>Risk Insurance (Death, Total & Permanent Disablement, Temporary Disability or Income Protection)</p> <p>The commission for risk insurance can range between 10% and 100%, of the first year insurance premium depending on the insurance provider. For subsequent years these commissions may range from 0% to 40% per annum of the renewal premium.</p> <p>All charges and fees will be fully detailed in the Statement of Advice provided.</p>
<p>Do any relationships or associations exist which might influence you in providing me with the financial services?</p>	<p>We have no associations or relationships between ourselves and the issuers of any financial products which might reasonably be expected to be capable of influencing us in the provision of the financial services.</p>

2. WHEN YOU GET OUR ADVICE

Your Questions	Our Answers
<p>Will you give me advice which is suitable to my needs and financial circumstances?</p>	<p>Yes. But to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you.</p> <p>You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.</p>
<p>What should I know about any risks of the financial products or strategies you recommend to me?</p>	<p>It is clear that before we can recommend any financial products or strategies we are required to ascertain your tolerance to investment risks. For this reason we complete a client questionnaire with you. The results of this questionnaire indicates how comfortable you are with certain investment products. All our financial recommendations take into consideration your risk tolerance.</p> <p>Furthermore we are provided with research data from Standard and Poors which is internally analysed before any funds gain a listing in our Approved Product List.</p>
<p>What information do you maintain in my file and can I examine my file?</p>	<p>We maintain a record of your personal profile which includes 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 which will ensure the privacy and security of your personal information. A privacy disclosure statement is found at the end of this document.</p> <p>If you wish to examine your file, you should ask us, and we will make arrangements for you to do so.</p>
<p>Do you have Professional Insurance in place?</p>	<p>Yes. Professional Indemnity Insurance is in place which complies with the requirements imposed by the Corporations Act 2001 and financial services regulations.</p>

3. IF YOU HAVE ANY COMPLAINTS

Your Questions	Our Answers
<p>Who can I complain to if I have a complaint about the provision of the financial services to me?</p>	<p>We are members of the Financial Ombudsman Service. If you have any complaint about the service provided to you, you should take the following steps:-</p> <ol style="list-style-type: none">1. Contact us and tell us about your complaint.2. If your complaint is not satisfactorily resolved within three days, put your complaint in writing and send it to us at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly.3. If the complaint can't be satisfied to your satisfaction you have the right to complain to the Financial Ombudsman Service. They can be contacted on 1300 780 808. <p>If your concerns involve ethical conduct you may wish to consider raising your concerns in writing with the Financial Planning Association of Australia Limited (FPA). They can be contacted at PO Box 109, Collins Street West, Melbourne Vic 8007.</p> <p>The Australian Securities and Investments Commission (ASIC) also has a free call info line on 1300 300 630 or email infoline@asic.gov.au which you may use to make a complaint and obtain information about your rights.</p>

I / We confirm we have been provided a Financial Services Guide by Selby Westhorpe Financial Solutions Pty Ltd.

Name: _____

Date: _____

Signature: _____

This document is part of the “Financial Services Guide” issued by Selby Westhorpe Financial Solutions Pty Ltd version 5 commencing June 2010

PRIVACY POLICY

OUR COMMITMENT

At Selby Westhorpe Financial Solutions Pty Ltd we recognise that your privacy is important.

We are bound by, and committed to supporting, the National Privacy Principles (NPP) set out in the Privacy Amendment (Private Sector) Act 2001. The information set out below is largely a summary of our obligations under the NPP.

COLLECTION

Our main purposes for collecting personal information are to facilitate financial planning, financial products or services, insurance policies or related services, and to update our records. At or before the time we collect personal information from you we will take reasonable steps to inform you why we are collecting that personal information, who else we might disclose that personal information to and what may happen if you do not provide personal information to us.

USE AND DISCLOSURE

We are subject to certain legislative and regulatory requirements that necessitate us obtaining and holding detailed information that personally identifies you and/or contains information or an opinion about you. In addition, our ability to provide you with a comprehensive financial planning and advice service is dependent on us obtaining certain personal information about you, including:

- employment details and employment history;
- details of your financial needs and objectives
- details of your investment preferences and aversion or tolerance to risk;
- details of your current financial circumstances, including your assets and liabilities (both actual and potential), income, expenditure, etc.
- information about your employment history, employment circumstances, family structure, commitments and social security eligibility;
- any other relevant information including medical history and/or reports required for the purposes of risk insurance.

Selby Westhorpe Financial Solutions may use the personal information collected from you for the purpose of providing you with direct marketing material such as articles that may be of interest to you. You may, by contacting us by any of the methods detailed in this policy statement, request not to receive such information and we will give effect to that request. Please allow two weeks for your request to be actioned.

DATA QUALITY

Pursuant to the Corporations Act, and Rules of Professional Conduct of the Financial Planning Association of Australia, we are required to collect sufficient information to ensure appropriate advice can be given in respect of recommendations made to our clients. If you elect not to provide us with the personal information you may be exposed to higher risks in respect of the recommendations made to you and this may affect the adequacy or appropriateness of advice given to you.

DATA SECURITY

We take reasonable steps to protect the information we retain from misuse, loss and from unauthorised access, modification or disclosure. We will not retain any of your information for any longer than it is required by us, except to satisfy legal requirements. We will destroy or de-identify your personal information when it is no longer required.

OPENNESS

We may use and disclose personal information for the purposes for which it was provided or secondary purposes in circumstances where you would reasonably expect such use or disclosure.

We may disclose personal information to third parties or external contractors carrying out functions and duties for and on behalf of the Selby Westhorpe Financial Solutions. It is a condition of our agreement with each of our external contractors that they adopt and adhere to this privacy policy.

The information we collect from you may also be disclosed to third parties if the disclosure is required by or permitted by law, or pursuant to the Rules of Professional Conduct of the Financial Planning Association of Australia.

In the event that we propose to sell our business we may disclose your personal information to potential purchasers for the purpose of them conducting due diligence investigations. Any such disclosure will be made in confidence and it will be a condition of that disclosure that no personal information will be used or disclosed by them. In the event that a sale of our business is affected, we may transfer your personal information to the purchaser of the business. As a client you will be advised of any such transfer.

ACCESS AND CORRECTION

You may access the personal information we retain and request corrections. This right of access is subject to some exceptions allowed by law.

We will not provide you access to personal information which would reveal any confidential formulae or the detail of any in-house evaluative decision making process, but may instead provide you with the result of the formulae or process or an explanation of that result.

Selby Westhorpe Financial Solutions reserves the right to charge a fee for searching for and providing access to your personal information. In the event we refuse you access to your personal information, we will provide you with an explanation for that refusal.

We will endeavour to ensure that at all times the personal information about you that we hold is up to date and accurate. The accuracy of the personal information is dependant to a large degree on the information you provide and you should advise us if there are any errors in your personal information.

IDENTIFIERS

In some circumstances we are required to collect government identifiers, for example, your Tax File Number. We will not use or disclose this information other than when required to do so by law or, when consented to by you.

ANONYMITY

You may deal with us anonymously where it is lawful, practicable and reasonable to do so.

SENSITIVE INFORMATION

Without your consent, for example where information is provided by you for insurance and or risk purposes, we will not collect sensitive information about you. Exceptions to this include where the information is required by law, or for the establishment, exercise or defence of a legal claim.

PRIVACY COMPLAINTS

If you wish to complain about any breach or potential breach of this privacy policy or the National Privacy Principles, you should contact us by any of the methods contained in this policy statement and request that your complaint be directed to the Complaints Manager. Your complaint will be considered within seven days and responded to accordingly. It is our intention to use our best endeavours to resolve any complaint to your satisfaction, however, if you are unhappy with our response, you are entitled to contact the Office of the Privacy Commissioner who may investigate your complaint further.