



Financial Services Guide (FSG)

A guide to the services we provide and how we will work with you



FSG Version 17.00
07 March 2014

Advice that puts you first



PSK Financial Services Group Pty Ltd

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Important



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:

- Who we are;
- Initial and ongoing advice we provide;
- How we are paid;
- Who to contact if you have a complaint.

This profile is part of the Financial Services Guide and is only complete when the adviser profile is attached.

About our practice



PSK Financial Services Group Pty Ltd (ABN 24 134 987 205), corporate authorised representative (CAR), number 340647, trading as PSK Financial Services Group Pty Ltd, is authorised to provide financial services on behalf of Charter Financial Planning Limited (Charter Financial Planning).

About our team



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 www.psk.com.au

Attached to this document is an adviser profile. 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.

Why you should choose PSK Financial Services Group Pty Ltd

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 undertake training programs so 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 financial advisers will help you determine your goals and weigh up different investment strategies to achieve them.

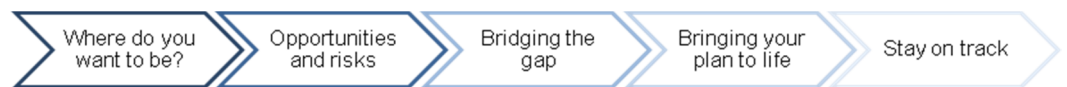
Most importantly, we turn your thoughts into action. There are no secret formulas to achieving financial security. We work with you to get the basics right and ensure you have a plan to achieve your goals over time.



We are one of a select number of businesses that has been awarded Certified Quality Advice Practice status by Charter Financial Planning. This programme sets an industry benchmark for providing high-quality financial advice. The certification is awarded based on industry qualifications, demonstrated best practise business operations and proven success in meeting the financial planning needs of clients.

Our financial planning process

Everyone is different, with different circumstances, needs and goals. We treat every client as an individual, but follow a defined financial planning process, to make sure you know what to expect from us.



Identifying where you want to be

We help you identify your financial and lifestyle goals and explain the services we offer to help you achieve them. The type of advice you need could depend on your life stage, the amount of money you want to invest and the complexity of your affairs.

We will help you to identify the range of issues that need to be addressed to meet your goals. You can then decide whether you want our advice to meet a single need or a broad range of issues.

Considering opportunities and risks

Good personal advice starts with having an understanding of your current situation. We take a close look at your current financial situation – assets, debts, income, expenses and insurance, and explore the options you could use to reach your goals.

Bridging the gap

Based on the research we have conducted, we will recommend a strategy to bridge the gap between where you are now and where you want to be.

Bringing your plan to life

We work closely with you to implement your financial plan. We help you to complete any necessary paperwork and are available to attend meetings with your accountant, solicitor and general insurer so that your strategy is implemented efficiently.

Staying on track with regular ongoing advice

Time goes on and circumstances and needs change. The final step in our advice process ensures your financial plan remains on track, by providing you with regular ongoing advice.

We design an ongoing service programme to ensure your plan remains up to date as your life changes and so you can obtain the benefits of ongoing reliable advice.

Sometimes, life takes us in unplanned directions. When you need a little extra help on top of our initial or ongoing advice, just ask us to provide you with some additional advice. We are there to help you – whatever the occasion.

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 your adviser's profile. In these cases, we can take your instructions and arrange for the transaction to be completed without providing you with personal advice.

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

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.

Advice we can provide

Charter Financial Planning maintains a broad approved list, containing investment and insurance products that have been researched by a number of external research houses as well as our in-house research team.

We may recommend products, platforms and portfolio administration services (PAS) promoted or issued by AMP companies if appropriate to your needs. Recommending these products may entitle us to receive additional benefits as disclosed in the other benefits section of this FSG.

If we recommend a new platform or PAS, we use those issued or promoted by the AMP Group or as otherwise approved by Charter Financial Planning and where appropriate to your circumstances.

A copy of the approved list for investment and insurance can be supplied to you upon request.

Please refer to your adviser's profile for a list of strategies and products they can recommend.

PSK Financial Services Group Pty Ltd can provide you with advice in the following areas:

Strategies

- Guidance on budgeting and goal setting
- Savings and wealth creation strategies
- Investment planning
- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Estate planning considerations
- Centrelink planning
- Risk and insurance analysis
- Business succession planning
- Salary packaging advice
- Gearing strategies
- Agribusiness

Products

- Cash management trusts
- Retirement income streams
- Direct fixed interest
- Retail & wholesale managed investments
- Socially responsible investments
- Hedge funds
- Master trust products
- Superannuation products
- Personal and group insurance
- Business succession insurance
- Margin Lending facilities
- Self-managed super funds
- Direct shares

Documents you may receive

Our initial advice will be provided to you in a financial plan, known as a Statement of Advice (SOA). The financial plan 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 keep a record of any further advice we provide you for seven years. You may request a copy by contacting our office.

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 financial plan, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

You can contact your adviser directly with any instructions relating to your financial products.

Advice fees



We receive initial, implementation and ongoing advice fees and commission for insurance products you purchase. Your financial plan will outline all fees and commission inclusive of GST.

Initial Advice

The initial advice fee will depend upon the complexity of the advice and research that is involved in your particular case. The minimum charge for preparation of advice will be \$1,250, but if we identify that your situation requires more extensive research and planning, we will provide you with a quote of how much you will be required to pay before proceeding to undertake the work.

A documented service agreement, which outlines the work to be completed and the cost, will need to be completed and signed prior to any work commencing.

Ongoing Advice

Our ongoing advice fees ensure your strategy and products are reviewed to help you take advantage of opportunities as they become available.

If, during our assessment of your ongoing needs, we identify that you require ongoing advice outside of our standard advice offer, our ongoing advice fee will change. In this case, we will provide you with a quote of what you will be required to pay to receive these services.

Before providing you with ongoing advice we will prepare an ongoing advice service agreement.

The ongoing advice service agreement will set out what our ongoing advice will cover, your payment method, and how much it will cost.

The minimum charge for ongoing service will be \$250 per annum, but the final figure will depend upon the level of service and advice that is considered appropriate for your situation. All fees will be discussed with you and outlined in our ongoing advice service agreement.

Additional advice

For additional advice that is outside the agreed ongoing service, an additional charge will be discussed with you at that time and will be dependent upon the type and complexity of the work required.

Commission - Please note that for services in relation to insurance, margin lending, and business/corporate superannuation, commissions may be paid as follows:

Initial commission – deducted from your investment contributions or paid from insurance product providers, 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
- 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.

Other benefits PSK Financial Services Group Pty Ltd 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 PSK Financial Services Group Pty Ltd and Charter Financial Planning maintain a register to document benefits received. A copy of this register will be made available within seven days of a request.

- **Value Participation Scheme:** AMP may provide us with a cash payment based on total AMP product in force annual premiums and funds under management.
- **Technology and Education:** Charter Financial Planning provides us with 'points' when our business revenue exceeds \$50,000. One point is received per \$1.23 (inc GST) over \$50,000. Points are only redeemed for office equipment and staff training to ensure you receive up to date information and advice.
- **Top 25 business award:** For operating a top 25 practice, based on revenue and the retention of the 'Certified Quality Advice Practice' status, Charter Financial Planning covers our cost of attending the national conference and financial planning software (total value of approximately \$15,000).
- **Buy out option:** We are eligible to sell our client base to Charter Financial Planning. The value of the sale is based on a multiple of the ongoing revenue generated from financial products.
- **Business loans:** We are eligible to receive finance for approved business costs at subsidised rates through AMP Bank.
- **Product Competitions:** We may participate in short term incentive programmes such as a product provider 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 your financial plan.
- **Colonial First State bonus:** Colonial First State provides us with a revenue share equivalent to 0.20% for funds held by PSK Financial Services Group in the FirstChoice retail options.

Payments to and from other professionals

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

About Charter Financial Planning



Charter Financial Planning Limited ABN 35 002 976 294

Australian Financial Services Licensee 234665

Level 9 750 Collins Street, Docklands, Victoria 3008

www.amp.com.au

Charter Financial Planning is a member of the AMP Group.

Charter Financial Planning is a Professional Partner of the Financial Planning Association (FPA) is fully committed to the FPA's Code of Ethics and Rules of Professional Conduct. Charter Financial Planning is also a Corporate Member of the Association of Financial Advisers (AFA)

Charter Financial Planning has approved the distribution of this FSG.

Relationships and associates

Your adviser can provide advice on products from a wide range of financial product providers, some of which are part of the AMP Group and as such are affiliated with Charter Financial Planning, including:

Product Issuer	Product brands used by issuer
• The National Mutual Life Association of Australasia Ltd	• AMP
• National Mutual Funds Management Limited	• AMP
• NMMT Ltd	• Summit • Generations • AXcess
• N.M. Superannuation Pty Limited	• Summit • Generations • North
• Multiport Pty Ltd	• Multiport
• ipac asset management limited	• iAccess
• AMP Bank Limited	• AMP
• AMP Capital Investors Limited	• AMP
• AMP Superannuation Limited	• AMP
• AMP Life Limited	• AMP
• AMP Capital Funds Management Limited	• AMP
• The Cavendish Group	• Cavendish
• Super IQ	• Intelligent Super

If we recommend a product issued by the AMP Group, they will benefit from our recommendation by receiving product, administration and investment fees, as well as fees paid by fund managers to distribute their product. These fees are all disclosed in the relevant PDS.

Authorised representatives and staff at RBN hold shares in AMP Limited, whose share price may be favourably affected by the sale of products issued by the AMP Group.

Does PSK Financial Services Group Pty Ltd have any relationships or associations with financial product issuers?

National Mutual Global Funds Management Limited holds 32% equity in the PSK Financial Services Group Pty Ltd

Advisers from PSK Financial Services may recommend the use of "Intelligent Super", which is a PSK badged Self-Managed Superannuation Fund (SMSF) administration service provided directly by Super IQ (which is partly owned by the AMP Group).

Privacy

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.

We will retain a copy of any recommendations made to you for seven years. Please contact your adviser if you would like to review your file.

Together with Charter Financial Planning we implement a privacy policy, which ensures the privacy and security of your personal information. You can request a copy of the policy from us at any time.

Another financial adviser may be appointed to you if your adviser leaves Charter Financial Planning or is unable to attend to your needs due to an extended absence from the business. In these circumstances, Charter Financial Planning 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 financial 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.

Professional indemnity insurance

Professional indemnity insurance is maintained by Charter Financial Planning and your adviser to cover advice, actions and recommendations which have been authorised by Charter Financial Planning and provided by your adviser. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

What should you do if you have a complaint?



If you have any complaints about the services provided to you, you should take the following steps:

- Contact your financial adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three days, please contact Charter Financial Planning on 137 292 or put your complaint in writing and send it to:

Charter Financial Planning
Attention: Complaints Case Manager
Advice and Licensing
Level 9, 750 Collins Street
DOCKLANDS VIC 3008

Charter Financial Planning will try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may escalate your complaint 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	Financial Ombudsman Service (FOS) on 1800 780 808
Personal information held	The Privacy Commissioner on 1300 363 992

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



Robert Dawson

B.Comm, ADFS (FP)

Financial Planner

Robert has extensive business experience in a variety of industries as well as over 15 years in Financial Services.

His qualifications include B.Comm (UNSW), Graduate Diploma of Applied Finance (Securities Institute) and the Advance Diploma of Financial Planning.

Robert's areas of expertise include: portfolio management, pre and post retirement planning, investment advice, tax effective wealth creation and appropriate personal insurance.

Additionally Robert has good working relationships with other professionals giving him access to specialists in accounting, tax, estate planning and mortgage or business lending services.



Contact Robert

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Our Licensee Charter Financial Planning

We are licensed under Charter Financial Planning, an Australian Financial Services Licensee and part of the AMP Group. Charter Financial Planning partners with more than 180 financial advice businesses nationwide, and we access some of their services, including a dedicated team of financial researchers and state of the art financial planning technology. We have access to more than 350 products from over 40 fund managers and 10 insurance companies, carefully selected based on their potential to deliver stated outcomes and meet your needs.



Rob Dawson is an authorised representative of Charter Financial Planning Limited, ABN 35 002 976 294, AFS Licence No. 234665, member of the AMP Group.

This document provides general information only. Before making any financial or investment decisions, we recommend you consult a financial planner to take into account your particular investment objectives, financial situation and individual needs. Charter Financial Planning and its Authorised Representatives do not accept any liability for any errors or omissions of information supplied in this document.