

F.D. BROWNE & CO PTY LIMITED

ABN 14 899 367 124 ACN 002 590 632

Australian Financial Services Licence # 267437



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CA – SMSF & Financial Planning Specialist

FINANCIAL SERVICES GUIDE (FSG)

Including Privacy Disclosure Statement

The purpose of this FSG is to help retail clients to decide whether to use the services of the adviser.

The FSG must be provided to a retail client before certain 'financial services', are provided. This relates mostly to investment and insurance matters.

The adviser must be able to show proof of this to ASIC. Accordingly, it will be necessary for you to acknowledge receipt of this FSG and Privacy Disclosure Statement, before any advice can be given. It is illegal for us to provide you with these 'financial services' on an informal basis.

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Section A :- Our Financial Services Guide **(A guide to our relationship with you)**

❖ **The Financial Services referred to in this guide are offered by:**

F D Browne & Co Pty Limited

ABN: 14 899 367 124 Australian Financial Services Number: 267437

Suite 44, Level 1, 23 Narabang Way, Belrose NSW 2085

❖ **This guide contains important information about:**

- ✓ the services we offer you
- ✓ how we and our associates are paid
- ✓ any potential conflict of interest we may have
- ✓ our internal and external dispute resolution procedures and how you can access them

❖ **What is the process:**

To comply with the Financial Services Reform Act, when we give you financial advice it will be in writing in a *Statement of Advice*. To make sure that the advice is appropriate to you we must make reasonable enquiries about your current financial situation and future needs.

Giving financial advice usually involves the following process:

1. An introductory meeting to hear your requirements and discuss our Financial Services Guide (FSG). We do not charge a fee for this meeting.
2. Prior to the meeting we shall send you a copy of our Financial Services Guide to read and our Financial Needs Questionnaire (FNQ) to complete.
3. At the meeting we shall discuss the FSG and the information provided in the FNQ.
4. At the end of the meeting we shall clarify with you the extent of the services that you require from us. We shall prepare and send you a 'Terms of Engagement' letter including a fee quote.
5. If you wish us to proceed, we prepare our advice and send it to you in a written Statement of Advice (as required by law).
6. If we recommend to you a particular Financial Product we will give you information about the product - a *Product Disclosure Statement* - to help you make an informed decision about it.
7. If required we meet again to discuss the Statement of Advice with you.
8. The agreed strategy is implemented.
9. Ongoing services are provided as agreed between us.

❖ **Who is my adviser?**

Your adviser will be Chris Browne, who is the Sole Director and Responsible Officer of F D Browne & Co Pty Limited.

Chris is a fellow of the Institute of Chartered Accountants in Australia and a registered tax agent. He has over 30 years experience in the accounting profession and has been providing financial advice incidental to his professional accounting practice since 1983 and as an Authorised Representative of a Licensed Securities Dealer since 1992. Chris has completed a Bachelors Degree in Commerce, a postgraduate Diploma in Accounting and the FPA's Diploma of Financial Planning, achieving a distinction and the highest mark in Australia for retirement planning. He is accredited to use the Institute of Chartered Accountants designations 'CA – SMSF and Financial Planning Specialist'.

If you do not wish to receive our advice, we may offer a service to simply 'deal in' certain investments on your behalf with your specific instructions. 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?**

F D Browne & Co Pty Limited is responsible for the financial services provided and has authorised the distribution of this Financial Services Guide (FSG). F D Browne & Co Pty Limited ABN 14 899 367 124, is an Australian Financial Services Licensee, No: 267437 Suite 44, Level 1, 23 Narabang Way, Belrose NSW 2085.

❖ **What kinds of financial services are you authorised to provide me and what kinds of Financial Product/s do those services relate to?**

Chris Browne is authorised by F D Browne & Co Pty Limited to provide personal financial advice and deal in:

- General financial planning,
- Managed investments,
- Superannuation,
- Securities,
- Life insurance,
- Term Deposits, Annuities and Bank Deposits,
- Pensions

❖ **What information do you maintain 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, which will ensure the privacy and security of your personal information. A copy of our privacy policy is enclosed for your information.

If you wish to examine your file please ask us. We will make arrangements for you to do so.

❖ **Do you have any relationships or associations with Financial Product issuers?**

F D Browne & Co Pty Limited is not owned by any Financial Product issuers.

Investment product advice given to you by F D Browne & Co Pty Ltd will be independent, unbiased and impartial.

Most (if not all) financial product providers in this industry offer licensees/advisers 'monetary' and/or 'non-monetary' benefits as an incentive to recommend their products. This is common industry practice.

The provision of 'monetary' and 'non-monetary' benefits by product providers has the potential to be seen as creating a conflict of interests that may compromise the objectivity of decision-making by advisers and licensees in relation to financial product recommendations.

F D Browne & Co Pty Limited has a wide choice of investment products to recommend from and we are not required to place business with specific product providers. We aim to provide the best solution for you.

'Monetary benefits' are usually paid in the form of commission for product purchased and held.

'Non-monetary' benefits are paid either as a reward for financial product purchases or as an inducement to make financial product purchases. Often the level of benefits provided is directly linked with the value of business placed and maintained with that product provider. 'Non-monetary' benefits, which may be offered to advisers and their associates, may include corporate hospitality (free entertainment) such as harbour cruises, corporate box seats at sporting events, movie tickets, free lunches, etc, prizes, technical support and training, computer software, sponsorship of conferences and conference travel.

Any significant 'non-monetary' benefits received are required to be entered into a Register of Alternative Forms of Remuneration, a copy of which can be provided to you upon request. We do not accept gifts or benefits from issuers of financial products, which may reasonably be expected to influence our advice. Consequently there are no entries in this register.

We prefer to avoid the receipt of 'monetary' benefits from product providers by avoiding these products where possible or otherwise rebating these benefits to our clients.

❖ **How can I give you instructions about my Financial Product/s?**

You can give instructions about your financial products by telephone, fax or other means such as e-mail. We may require a written confirmation from you in certain circumstances.

❖ **How will I pay for the services provided?**

A copy of our Fee Schedule is attached to this FSG for your information. We will give you a *Statement of Advice* containing details of our fees and any payments made to us by a Financial Product issuer.

❖ **Will anyone be paid for referring me to you?**

Not usually, but if we are required to pay a referral fee or commission in relation to that referral, we will tell you in the *Statement of Advice* who will receive that fee or commission and the amount they will receive.

❖ **How are any commissions, fees or other benefits calculated for providing the financial services?**

A copy of our Fee Schedule is attached to this FSG for your information. Details of any payments we may receive from any Financial Product issuers will be included in the *Statement of Advice* and are also contained in the *Product Disclosure Statements* for most Financial Product issuers.

❖ **We aim to help you to:**

1. Establish a clear understanding of your present financial position and work with you to clarify achievable financial objectives within the specifications you provide.
2. Create tax effective strategic plans to assist you in achieving your financial objectives.
3. Legally maximise your Government benefits and minimise your taxes.
4. Understand the risks associated with your investments and your investment strategy.

❖ **We cannot reliably:**

1. Predict the degree or timing of movements in financial markets.
2. Predict political events that may impact economic climates and/or financial markets and that may impact your financial position at any point in time.

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

If you have any complaints about the service provided to you, you should take the following steps.

1. Contact us and tell us about your complaint.
2. If the complaint can't be resolved to your satisfaction you have the right to refer the matter to the Financial Ombudsman Service (FOS) of which F D Browne & Co Pty Limited is a member. They can be contacted on 1300 780 808 or you can write to them at: GPO Box 3, Melbourne, Victoria 3001.

If you have any further questions about the financial services F D Browne & Co Pty Limited provides, please contact Chris Browne on (02) 8456-9221.

Please retain your copy of this document for your reference and any future dealings with F. D. Browne & Co Pty Ltd.

Acknowledgement of Receipt

I/We

acknowledge receipt of this Financial Services Guide and Privacy Disclosure Statement.

Signature(s)

Date

Section B :- Fee Schedule

(For services regulated by the Financial Services Reform Act)

❖ Introductory Meeting

No fee is charged for the first half hour of this meeting during which your main reasons for needing advice are identified and this Financial Services Guide is discussed (as required by the legislation). No financial advice is given during this meeting.

❖ Payment of Fees

Once the scope of the engagement has been determined we shall provide a quote or an estimate of fees for the services to be provided, if requested. 50% of the fees are payable in advance and 50% are payable upon completion. Should you decide not to implement our recommended strategy, the fee for our advice is still payable in full. At your discretion our fees can sometimes be deducted from your investment.

❖ Fees for Life Insurance Advice

Financial risk is an extremely important part of good financial planning. However, we are not insurance brokers. Our advice on insurance will be limited to the types of insurance which should be considered. We recommend that you consult an insurance broker for specific product advice. You may already have a broker. If not we can refer you to a broker we know. We do not receive any fee or commission or any other benefit from them for making the referral. We believe them to be competent, but we are not responsible for their advice.

Our fees for providing you with insurance advice will be determined on a time-spent basis at rates of up to \$300 per hour.

❖ Fees for Other Advice

We determine our fees on a time-spent basis at rates of up to \$300 per hour.

We may charge you fees in any of the following ways:

- Fixed fee quote
- Do and charge based on time actually spent

❖ Fees for Investment Transactions

NB. The transaction fees below do not include any advice time.

Our fee for arranging investment transactions is:

\$220.00 for each purchase or set-up

\$110.00 for each sale or redemption.

❖ Fees for Ongoing Services

Our fees for ongoing services provided depend on the level of ongoing service, which you require. Once agreed, these fees are generally payable monthly via automatic deduction from your nominated account. You are not obliged to use our ongoing services for your future requirements.

❖ **Other Circumstances**

If you require services, which differ from the above, we are willing to discuss and give you an estimate, based on our maximum hourly rate of \$300.

❖ **Payments Received From Financial Product Providers**

Some financial products are set up to pay commission to the adviser. If we recommend a product, which pays a commission to the adviser, we instruct the product provider to rebate all upfront and trailing commissions back to the investor.

In the unlikely event that we recommend a financial product provider that will not rebate the commissions in your favour; any commissions received by us will be paid to you or credited to your account in accordance with the requirements of ASIC QFS 38.

We reserve the right to charge an administration fee for the time taken in collecting and refunding any commissions to you. This will be disclosed in our Statement of Advice to you.

Section :- Privacy Disclosure Statement

F. D. Browne & Co. Pty Limited abides by the National Privacy Principles established under the Privacy Amendment (Private Sector) Act, 2000. A summary of the National Privacy Principles is available from our office.

Our ability to provide you with a comprehensive service is dependent on us obtaining and holding certain personal information about you.

Failure to provide this personal information may affect the adequacy or appropriateness of the advice we give you and may expose you to higher risks in respect of the recommendations made to you.

❖ **Collection of Personal Information**

We will not collect any personal information about you except when you have knowingly provided that information to us or authorised a third party to provide that information to us.

Personal information collected includes:

- Details of your current financial circumstances, including your assets and liabilities (both actual and potential), income, expenditure, insurance cover and superannuation;
- Details of your financial needs and objectives;
- Details of your investment preferences and aversion or tolerance to risk; and
- Information about your employment history, employment details and circumstances, family commitments and social security eligibility.

Generally collection of your personal information will be effected in either face to face interviews or by telephone. From time to time additional and/or updated personal information may be collected through one or more of those methods or by email.

We will only collect, maintain and use personal information about you if it is necessary for us to adequately provide the services we have agreed upon.

These services include accountancy-based services, such as lodgement of tax returns (personal, company, partnership, trusts, superannuation and BAS/IAS), and company

secretarial work (director's report, minutes of meeting and financial reports) and the provision of financial planning advice to you, the preparation, review and/or implementation of your financial plan and the making, reviewing and/or implementation of securities and investment recommendations.

❖ **Use and Disclosure of Personal Information**

We will not use or disclose personal information collected by us for any purpose other than:

- The purposes for which it was provided or secondary related purposes in circumstance where you would reasonably expect such use or disclosure, or
- Where you have consented to such disclosure, or
- Where the National Privacy Principles authorise use or disclosure where required or authorised under law, in circumstances relating to public health and safety and in connection with certain operations by or on behalf of an enforcement body.

We are obliged pursuant to the Corporations Act to maintain certain transaction records and make those records available for inspection by the Australian Securities and Investments Commission. This may involve the disclosure of your personal information.

We are also required under the Rules of Professional Conduct of the Institute of Chartered Accountants and the Financial Planning Association of Australia to make certain information available for inspection by the Associations on request to ensure ongoing compliance with mandatory professional standards.

We may use the personal information collected from you for the purpose of providing you with marketing material which may be of interest to you, however, you may, by contacting us as set out below, request not to receive such information and we will give effect to that request. Please allow 2 weeks for your request to be actioned.

We may disclose your personal information to other professionals, superannuation fund trustees, insurance providers, product issuers and administration service providers for the purpose of giving effect to your financial plan and the recommendations made by us.

In the event that F. D. Browne & Co. Pty Limited proposes to sell their 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 the 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.

❖ **Storage and Security Practices and Policies**

Your personal information is generally held in your client file and/or in a computer database. We will at all times seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure by maintaining secure premises and appropriate office procedures and protecting computer based information by means of passwords.

In the event you cease to be a client of this organisation, any personal information which we hold about you will be securely stored for a period of 7 years in order to comply with legislative and professional requirements, following which time the information will be destroyed.

❖ **Access to Your Personal Information**

You may at any time, by contacting us by any of the methods detailed below, request access to your personal information and we will (subject to the exceptions allowed for in National Privacy Principle 6) provide you with access to that information either by providing you with copies of the information requested, allowing you to inspect the information requested or providing you with an accurate summary of the information held. We may, prior to providing access in accordance with this policy, require you to provide evidence of your identity.

❖ **Accuracy of Personal Information and Correction**

We will endeavour to ensure that, at all times, the personal information about you which we hold is up to date and accurate. If you become aware that any information held by us is not up to date or accurate, you should notify us and we will take all reasonable steps to correct the information.

❖ **Privacy Complaint**

If you wish to complain about any breach or potential breach of this privacy policy or the National Privacy Principles, you should contact the Privacy Officer as detailed below. Your complaint will be considered within 7 days and responded to. It is our intention to use our best endeavours to resolve any complaint to your satisfaction; however, if you are not satisfied with our response, you are entitled to contact the Office of the Privacy Commissioner who may investigate your complaint further.

Contact details for F D Browne & Co Pty Limited:

Privacy officer: Chris Browne

Suite 44, Level 1, 23 Narabang Way, Belrose NSW 2085

Phone: (02) 8456-9221

Fax: (02) 8456-9224

Email: fdbco@fdbco.com.au