

# Financial Services Guide

13 August 2010



IS Financial Planning Pty Ltd ABN 64 143 707 439  
trading as Intrust360°.

**Visit** Level 10, 270 Adelaide Street Brisbane QLD 4000

**Mail** GPO Box 2755 Brisbane QLD 4001

**Ph** 1300 001 360

**Fax** 07 3013 8799

**Email** [info@intrust360.com.au](mailto:info@intrust360.com.au)

**Web** [www.intrust360.com.au](http://www.intrust360.com.au)

Authorised Representative Number 379207

Corporate Authorised Representative of

HN Financial Partners Pty Ltd

ACN 088 548 077

Australian Financial Services Licence (AFSL) Number 228969

## Introduction

This Financial Services Guide (FSG) is an important document we are required by law to give you before we can provide you with any financial service/s. The FSG provides you with information about Intrust360° and HN Financial Partners Pty Ltd and is designed to help you decide whether to use the financial services we provide.

This FSG also provides important information about:

- the services we offer,
- how we are paid for the service and advice we provide,
- any potential conflict of interest we may have, and,
- our internal and external dispute resolution procedures and how you access them.

You should also be aware that we are required to provide you with a Statement of Advice (SoA) which takes into account your objectives, financial situations and or needs when we provide

you with any advice. The SoA will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice. You have the right to request a copy of the SoA within 7 years of that advice being given.

If further advice is furnished, or when no financial product is recommended, a Record of Advice (RoA) may be provided to you instead of a SoA. You have the right to request a copy of the RoA within 7 years of that further advice being given.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a 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.

## Before you get our advice

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### Who is Intrust360°?

IS Financial Planning Pty Ltd trading as Intrust360° is a boutique firm of financial planning strategists that provides expert and specialised financial planning services primarily to members of Intrust Super.

Intrust360° is considered boutique because it is a private company fully owned and controlled by IS Industry Fund Pty Ltd trading as Intrust Super and because it operates as a service primarily to provide members of the Fund with quality, tailored, fee based financial planning solutions.

It is a firm of strategists because, before anything else, the focus is on delivering strategic solutions for clients rather than selling an investment product.

### Who is my adviser?

Your adviser will be an employee of Intrust360° and a sub-authorised representative of HN Financial Partners Pty Ltd or an employee representative of HN Financial Partners Pty Ltd.

You should receive with this document an Adviser Profile. If you do not, you should request a copy from your adviser or from Intrust360°.

Our policy is to ensure that our clients have adequate access to our advice and services at all times. While one of our representatives will have the primary responsibility for ensuring that your financial planning needs are well met, it is almost certain that other members of the Intrust360° team will also be involved in looking after your affairs from time to time.

### Who does the adviser act for when providing financial services to me?

Your Adviser will be acting for you on behalf of HN Financial Partners Pty Ltd.

### Who will be responsible for the advice I receive?

HN Financial Partners Pty Ltd will be responsible for any advice provided to you by our representatives, corporate authorised representatives or their sub-authorised representatives as they will be acting with the authority of HN Financial Partners Pty Ltd.

### What advisory services are available to me?

We offer a wide range of personal financial planning services. Our process is designed to provide you with the most appropriate strategy for you to achieve your financial objectives. The process involves two distinct areas of specialisation:

- Expert financial planning advice; and
- Access to ongoing advice and review.

Our financial planning advice includes:

- Super Investment Choice
- Insurance Advice
- Retirement Projections
- Super Contributions Advice
- Estate Planning Advice
- Super Consolidation Advice
- Account Based Pension Advice
- Retirement Planning
- Comprehensive Financial Plans

We are authorised to provide advice on and to deal in:

- Deposit and payment products
- Derivatives (limited to old law securities options contracts) and warrants
- Debentures, stocks or bonds issued by a government
- Life products including:
  - Investment life insurance products; and
  - Life risk insurance products
- Interests in managed investment schemes including investor directed portfolio services
- Retirement savings accounts
- Securities
- Standard Margin Lending Facilities; and
- Superannuation

We will only recommend a financial product to you after considering its suitability for your individual needs, objectives and financial situation. The products we recommend are selected from HN Financial Partners Pty Ltd approved list of products.

### How will I pay for the service?

Our policy is to disclose any and all fees, charges and commissions. In all cases we will provide you with full details of all fees and charges and the payment options available to you. Those details will be set out in the Statement of Advice.

We prefer to discuss our fees in advance and to agree to the amount and circumstance where a fee is charged. No fee will be charged unless you have previously approved the amount or the circumstance. In that way we can promise you transparency of fees and no surprises. You will know what you will pay, when you will pay it and what you will receive in consideration of the payment.

We act for you when we provide you with services. If in the event we are paid a commission by an investment manager or insurer for arranging, processing and servicing your policy or portfolio, the commission that we receive will be rebated back to you as either reduced management fees or a direct payment. Where the amount means that the costs of doing this is more than the amount received, we will instead retain these funds to help offset the cost of providing financial planning services to members of Intrust Super.

### How do you calculate your fees?

You will be charged a Statement of Advice preparation and implementation fee.

We charge a flat fee for simple advice and standard plans. This can range between \$240 and \$600 (inclusive of GST) depending on the complexity and the time spent. You may be charged an additional amount where a face to face meeting is required and it is not included in the service offered.

Where your needs fall outside our list of standard services, we will generally charge you at an hourly rate which is currently \$165 an hour.

Where the service includes advice on your superannuation or retirement planning, you may arrange for the fee to be deducted from your superannuation account. Where the service extends beyond superannuation and retirement planning advice, you will be invoiced directly. Any invoice must be paid within seven (7) days of the date of the tax invoice being issued to you.

We may recommend that you take up our ongoing service and advice offer. The cost of this service can range between \$440 and \$880 annually depending on the complexity and the time spent. Again where your needs fall outside of the services provided under this offer, we will generally charge you at an hourly rate which is currently \$165 an hour.

As it is not generally possible to ascertain the fees that will apply at the time we provide you with this Financial Services Guide, the amounts, circumstances and details of all fees will be clearly set out and explained in the Statement of Advice.

#### Fee example:

An Intrust Super member age 63 is looking at cutting his work hours back from 40 hours a week to approximately 25 hours with the aim to be fully retired in two years. She has \$180,000 in super and would like some advice on her options? In this scenario, she would pay a \$600 flat fee for this advice assuming the appointment(s) were held at an Intrust Super office. If the appointment involved travelling for the advisor, there would be an additional \$165 per hour added to the cost.

For more detailed information on our fees, please refer to the attached Intrust360° Financial Planning Fee Structure.

#### How are you remunerated?

Intrust360° receives all income and all advisers are paid a salary which may include non-financial rewards such as attendance at conferences or payment of educational expenses.

#### Do Any Relationships Exist With Product Providers Which May Influence The Advice Being Given?

As a corporate authorised representative of HN Financial Partners Pty Ltd Intrust360° operates its business under the HN Financial Partners Pty Ltd Australian Financial Services Licence.

Where appropriate, HN Financial Partners and Intrust360° uses Intrust Super for superannuation assets. Through a process of due diligence HN Financial Partners has concluded that it is a quality superannuation fund on the basis of cost, service and investment product choice.

Where appropriate, HN Financial Partners and Intrust360° uses the Macquarie Wrap Solutions platform for personally held assets. Through a process of due diligence HN Financial Partners has concluded that it is a quality platform on the basis of cost, service and investment product choice.

HN Financial Partners have negotiated a rebate from Macquarie Wrap of 0.2475% per annum (\$24.75 per \$10,000) including GST based on the first \$50,000 of each investment they hold under administration for our clients. This rebate effectively reduces the administration fee that Macquarie charge so that the amount of fees our clients pay to Macquarie Wrap is reduced by this amount. The amount of this rebate may change over time. We will advise you of any changes should you be invested through Macquarie Wrap.

There are a number of other platforms and products that HN Financial Partners and Intrust360° may use in providing you with advice and services. We will provide you with details of these providers should we recommend that you use them.

HN Financial Partners or Intrust360° has no other formal relationships with any administrator, insurance company, financial product issuer or service provider. There are no arrangements to meet targets or quotas based on the sale of product or services.

#### What research do you use?

HN Financial Partners own research is augmented with both qualitative and quantitative information from Mercers, a leading specialist asset consultant.

In addition to the above research, HN Financial Partners also use an independent superannuation rating company, called SuperRatings for personal fund comparison purposes and Chantwest for corporate superannuation fund comparison purposes.

To ensure the ongoing competence of HN Financial Partners representatives, HN Financial Partners and Intrust360° use the technical training resources of Kaplan, a leading global industry educational and training house and our individual representatives are required to meet professional development standards on a continuing basis.

## When you get our advice

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#### How will we communicate?

You may communicate with us by phone, fax, mail or e-mail, whichever is the most convenient. We generally require written confirmation of any instruction from you or any authorisation by you. For your own security we may require written confirmation at other times. All our recommendations to you will be in writing. You may instruct us to communicate with you by mail, fax or e-mail.

#### Do I get detailed information about actual commissions and other benefits my adviser gets from making the recommendations?

Yes. You have the right to know about details of commissions and or other benefits your Adviser receives for recommending investments. We will provide this information to you when we make specific recommendations in the Statement of Advice or Record of Advice.

#### Will you give me advice that is suitable to my needs objectives and financial circumstances?

Yes. However, to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial product to you. 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 any warnings carefully.

#### What should I know about any risks of the investments or investment strategies recommended to me?

We will explain to you any significant risks of investments and strategies that we recommend to you. If we do not do so or should you need more information you should ask us for further clarification.

### What information do I need to provide?

You should provide us with the details of your current situation, your financial objectives, and any relevant information. The more complete and accurate your data is, the better the quality of the financial planning advice that we can provide you in return. If the information that you provide us is incomplete or inaccurate our advice to you may be inappropriate.

Please note that you have the right not to provide us with any information that we may require if you do not wish to. If you do not provide us with the information, however, we may have to limit our advice to you or even decline the opportunity to provide any advice.

Anti money laundering legislation requires us to confirm your identity as part of our financial planning process.

### What information do you keep?

We maintain a record of your personal data including the record of your identity, details of your current situation, your objectives, our advice and the specific recommendations we have made. We record all communication with you and actions resulting from our advice in a comprehensive file note system which we maintain for at least seven years.

### What information do you maintain in my file and can I examine my file?

We are committed to implementing and promoting a Privacy Policy which will ensure the privacy and security of your personal information. The Privacy Act requires us to advise you that we record and hold some personal information about you. The information is collected by us for the purpose of providing you with financial advice including:

- preparing your advice document;
- providing you with investment recommendations;
- reviewing your advice and the investment recommendations; and
- other purposes which we consider necessary for your financial well-being.

## If you have any complaints

### Who can I speak to if I have a complaint about the advisory service?

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

1. Let us know as soon as possible so that we can resolve the matter in a timely manner. We maintain a register of any complaints and the actions taken to address them.
2. If your complaint has not been satisfactorily resolved within 2 weeks, please put your complaint in writing and send it to:

The Managing Director,  
HN Financial Partners Pty Ltd  
GPO Box 15790, City East,  
Brisbane Qld 4002.

HN Financial Partners will try to resolve your complaint as quickly and as fairly as possible. All written complaints are reviewed monthly by the Board of Directors.

We may, from time to time, disclose information about you to other professionals, service providers and product providers in connection with the purposes detailed above. If we consider it necessary to use or disclose personal information for other, or related, purposes we will seek your consent before proceeding. We will disclose information we hold about you if the disclosure is required by law.

You may obtain access to the information that we hold about you by contacting us in writing and you are entitled to ask us to correct or update the information if necessary.

### Can I tell you how I wish to instruct you to buy or sell my investment?

Yes. You may specify how you would like to give us instructions. For example by telephone, email, fax or other means. But in all cases we must receive a written confirmation of these instructions. In some cases we will not be able to proceed until an original signed document has been received.

### What about conflicts of interest?

Our advice is not influenced by product providers through ownership or remuneration arrangements. Intrust360° may receive assistance with our educational, marketing or research programs from institutions but that assistance is always non-financial and is only accepted on the express condition that no preference whatsoever will be given to any products offered by any of the institutions concerned. Intrust360° is required by ASIC to record any other benefit received greater than \$300 and the details are available for inspection on written request.

If we identify a potential conflict of interest in the advice that we provide we look for an alternative and transparent solution that eliminates the potential conflict. If we cannot eliminate the conflict, we will alert you to it and the options available to you.

3. If, after 45 days, you are still not satisfied with the outcome you have the right to address your complaint to the:

Financial Ombudsman Service Limited  
PO Box 579  
Collins St West Post Office  
MELBOURNE VIC 8007  
Telephone 1800 335 405

You can also make a complaint or obtain information about your rights from the Australian Securities and Investment Commission (ASIC) on 1300 300 630.

## Professional indemnity insurance

We hold Professional Indemnity Insurance cover for the activities conducted under our AFS licence. The limit of the indemnity is \$3 million for any one claim and \$6 million in the aggregate for all claims arising out of our AFS licence activities. The insurance will cover claims made in relation to the conduct of authorised representatives, representatives

and employees of the Licensee who no longer work for the Licensee (but who did at the time of the relevant conduct). We believe that our Professional Indemnity Insurance cover satisfies the requirements of section 912B of the Corporations Act.

## Intrust360° Financial Planning Fee Structure

STANDARD SERVICES (Includes implementation, but does not include a face to face meeting.)	FLAT FEE
Super Investment Choice	\$240
Insurance Advice	\$240
Retirement Projections	\$240
Super Contributions Advice	\$240
Estate Planning Advice	\$240
Super Consolidation Advice	\$240
Account Based Pension Advice	\$240

STANDARD PLANS (Includes implementation and a face to face meeting when possible.)	FLAT FEE
Retirement Planning	\$600
May include: Superannuation Planning, Transition to Retirement Planning, Age Care Structuring Planning or Age Pension Planning.	

COMPLEX SERVICES (Includes implementation and a face to face meeting.)	FEE
Comprehensive Financial Plans	\$165 per hour
Includes: Wealth Creation & Mortgage Reduction Strategies, plus any relevant areas listed above.	

ON-GOING SERVICE AND ADVICE (Includes implementation)	FEE PER ANNUM
On-going service	\$440 standard \$880 complex
Includes: Access to Financial Planner (limited to areas covered by your Statement of Advice), annual meeting for full review and regular newsletters.	

SERVICE	FEE
Face to face meeting (off site)	Additional \$165 per hour
Non advice related services	Additional \$165 per hour

\* All fees include GST and are correct at 1 July 2010

\* Only fees relating to superannuation related advice can be deducted from your superannuation account.