

Financial Services Guide



**Tasmanian
Perpetual
Trustees**

This Financial Services Guide (FSG) contains important information about:

- The services Tasmanian Perpetual Trustees Limited [(TPTL) also referred to as 'the Company' 'we' 'us' or 'our'] offers you and information designed to assist you in deciding whether to use any of those services.
- How TPTL and our Financial Planners are paid.
- Any potential conflict of interest we may have in providing you with the services.
- Our internal and external dispute resolution procedures and how you can access them.

When we give you personal financial advice – in a Statement of Advice (SoA) – we must make reasonable enquiries about your objectives, financial situation and needs in order to ensure the personal financial advice is appropriate to you.

In the SoA we will, amongst other things, tell you about:

- The basis on which personal financial advice is or was given.
- Our fees and commissions.
- Any associations we have with Financial Product Issuers or other parties which may have influenced the personal financial advice we give you including products issued by TPTL. We undertake to clearly disclose in the relevant SoA and/or Product Disclosure Statement (PDS) the management fees applicable and your Financial Planner will only recommend TPTL products where it is appropriate for your personal circumstances.

What documents will I receive from TPTL?

When you receive personal financial advice from us you will be presented with a written SoA and/or a PDS. A SoA sets out important and comprehensive information relating to the recommendations your Financial Planner is making to you in relation to the provision of Financial Services.

Where your Financial Planner is recommending a particular financial product you should also receive a PDS which contains important disclosure information about the financial products being recommended. This will assist you to make an informed decision about that product and whether to acquire it as it contains, amongst other things, product features and benefits and information about your cooling-off rights.

If you have not been provided with these documents please consult with your Financial Planner, or alternatively contact us on 03 6348 1111.

If our Financial Planner provides further advice to you, and that further advice is related to the advice we provided to you in a previous SoA and we do not give that further advice in writing, you may request a copy of the record of that further advice at any time up to 7 years from the date our Financial Planner gave the further advice to you.

You can request the record of the advice by contacting your Financial Planner or us in writing or by telephone or by email.

Who is my Financial Planner?

Your Financial Planner is an employee of the licensee, TPTL. Information about your Financial Planner's name including authorisations, qualifications and experience are contained in the relevant Financial Planner Profile.

Who is responsible for the Financial Services provided?

As your Financial Planner is an employee of TPTL, the Company is responsible for the personal financial advice provided to you.

TPTL Financial Planners are competent and experienced professionals who will work with you to provide personal financial advice and services that are appropriate for your needs and circumstances.

TPTL has an agreement in place with JIGSAW Support Services to provide TPTL with extensive resources and dedicated teams to support our Financial Planners, including technical experts in areas such as superannuation and retirement planning. JIGSAW Support Services is a subsidiary company of the National Mutual Limited Association which is part of the AXA Global Group.

Do you have any relationships or associations with Financial Product Issuers?

In addition to being responsible for the financial services provided, TPTL also has developed a broad range of competitive financial products to help people achieve their financial goals.

TPTL is associated with Tasmanian Banking Services, which is a 50/50 joint venture between TPTL and Bendigo and Adelaide Bank Ltd.

What services and products are available to me?

TPTL holds an Australian Financial Services Licence that allows us to deal in and provide personal financial advice on a broad range of financial products and services.

Depending on your requirements, we can provide different levels of personal financial advice, e.g. personal financial advice on a particular product, or personal financial advice on a comprehensive range of issues. To enable you to decide the type of service you require your Financial Planner will explain the services offered together with the associated fee options and risks.

In general terms, we can provide personal financial advice in the following areas:

Personal Wealth Creation

- Gearing Strategy Advice
- Savings Plans
- Personal Investment Advice
- Superannuation Strategy Advice

Personal Portfolio Management

Retirement Planning

- Retirement Income Streams
- Centrelink/DVA Strategy Advice

Wealth Protection

- Risk Management
- Estate and Succession Planning

In some circumstances external advice, e.g. legal advice, may need to be sought to assist us in delivering these services. If additional costs are to be incurred as a result of this, we will discuss this with you first.

Our approved range of products is sourced from leading financial institutions including TPTL and is selected according to external and internal research, quality and value for money and most importantly, our clients' needs.

These products include:

- Managed Investments
- Fixed Interest Products
- Wraps/Master Trusts & Platforms
- Insurance Investment Products
- Superannuation Products
- Retirement Income Products
- Direct Shares & Property Securities
- Insurance Risk Products

You should be aware that TPTL operates using a selected range of researched products and cannot advise on products other than from this range.

This list is extensive and incorporates a range of external fund managers, financial institutions and life companies.

We can provide you with a copy of this list upon request.

Not all employees are permitted to advise on and deal in the full range of products. If an employee is unable to advise you in the area you request, they will refer you to someone who is authorised to do so.

How will I pay for the services? What commission/fee does TPTL get and how is it calculated?

TPTL has a fee structure which allows you to choose the payment option that suits you.

You have the right to know the details of any commission and other benefits we receive when your Financial Planner makes recommendations. These commissions and other benefits are fully disclosed in the SoA.

In addition to the information detailed in this FSG, further information regarding remuneration and how it is calculated will be contained in the SoA and/or relevant PDS.

What fees are charged for initial advice?

Your Financial Planner may charge a plan preparation fee for the initial advice they provide and for preparing an SoA. The amount charged may be based on the scope and complexity of advice provided to you and/or the value of the funds you invest (or the insurance premium you pay). Your Financial Planner will agree the plan preparation fee with you before starting work on your financial plan. This fee is usually payable in full when you receive your SoA.

Your Financial Planner may also charge a plan implementation fee where you decide to implement the advice. The plan implementation fee may be based on the value of the funds you invest and/or the complexity and time taken to implement the recommendations. This fee will be recorded in the SoA.

What fees are charged for subsequent services?

Your Financial Planner can provide ongoing administration and advice services to ensure the strategy and products they recommend continue to meet your needs and circumstances.

If you choose to receive ongoing services, you may be charged a fee based on the scope of the services you receive and/or the value of your account balance (or insurance premiums). Your Financial Planner will agree the amount of the fee with you and record it in your SoA. This fee may be deducted from your account each month or payable directly to TPTL. Your Financial Planner may continue to charge the agreed ongoing services fee until you notify them that you no longer require ongoing services.

A further fee may be charged for each additional contribution you make to your account. The amount of this fee may be based on the value of the funds you invest and will be agreed with you and disclosed in your SoA.

How does my Financial Planner get paid?

All TPTL employees are paid a base salary. Each month TPTL calculates the contribution each Financial Planner makes to the organisation through the fees and commissions (both upfront and ongoing) that are received. This contribution is then offset against the costs incurred by TPTL for employing that Financial Planner. If there is a positive excess, your planner may receive a performance bonus.

Please note that when you receive personal financial advice from us, further details of how your Financial Planner is paid will be provided in the SoA.

What other benefits do TPTL receive from product providers?

Some product providers pay a commission to TPTL based on the total funds that TPTL Financial Planners have invested on your behalf in their products.

TPTL may receive the following benefits:

- TPTL is able to participate in the Value Participation Scheme (VPS), which provides us with a cash payment based on total AXA Wealth Management product funds under management. These benefits are payable by AXA Australia and are not an additional charge to you.

Will anyone be paid for referring me to TPTL?

Your Financial Planner may have referral arrangements with other service providers such as accountants or other Financial Institutions. We will tell you if any referral fee or benefits will be paid to someone who has referred you to us. Details of any such associations and any referral fee paid will be set out in the SoA provided to you. Any benefits paid to the referrer will be paid by TPTL and no additional payment is required from you.

Will the personal financial advice I receive be appropriate for my circumstances?

You need to provide us with a list of your personal objectives, needs and any relevant information including details of your financial situation, so that we can offer you the most appropriate personal financial advice possible.

To properly consider your needs and objectives and to deliver recommendations which are designed to satisfy your requirements, your Financial Planner will need to obtain from you key facts as to your unique circumstances. These facts will be recorded by your Financial Planner in the "Client Needs Analysis" form, and will need to be confirmed by you by way of your signed acknowledgement.

Your acknowledgement also confirms the receipt of this FSG.

Of course, you have the right not to share this information with your Financial Planner. In this case, your Financial Planner may not be able to advise you or, if your Financial Planner provides personal financial advice you will be warned by your Financial Planner of the possible consequences of omitting relevant details.

You should read the warnings carefully as the scope of the personal financial advice able to be provided to you will be limited as a consequence of you exercising your right not to disclose all the information sought by your Financial Planner.

What should I know about any risks associated with the solutions recommended?

Your Financial Planner will present you with recommended solutions and there will be both personal financial advice risks and product risks associated with these solutions.

Your Financial Planner will explain any such risks as well as detailing the risks associated with not acting on the recommended solutions.

If your Financial Planner does not explain the risks associated with the recommended solutions, you should ask your Financial Planner to explain these risks to you.

A SoA and/or a PDS will contain important information in this regard.

What information is maintained in my file, and can I examine it?

TPTL will maintain a record of your personal profile, including details of your investment goals, financial objectives and all other information relating to your specific financial situation. We will also maintain records of the recommendations made by your Financial Planner.

TPTL is committed to ensuring the privacy and security of your personal information in accordance with the principles of the *Privacy Act 1988*. You have a general right to examine the relevant contents of your file and you should have been provided with our privacy policy, which details our approach to privacy.

Should you wish to examine your file you should contact your Financial Planner who will make the necessary arrangements.

Further details on our information handling policy can be obtained by contacting:

The Manager
Compliance & Legal
Tasmanian Perpetual Trustees Limited
PO Box 1002
LAUNCESTON TAS 7250

Can I instruct TPTL to buy or sell my investment?

Although we focus on providing personalised service, you can instruct us to transact on your behalf. In these circumstances we will only be implementing your instructions and we will not be providing you with personal financial advice. Where you direct us to implement your instructions, we will not be responsible for the suitability or appropriateness of the transaction.

We prefer to receive your instructions personally but you may specify how you would like to give us your instructions. For example, you are able to give your instructions by telephone, fax or other means. We will often rely on your signature to verify your instructions but, if you provide your instructions other than in writing, we will transact where we reasonably consider to have received instructions from you.

Who can I talk to if I have a complaint about the personal financial advice

The law requires TPTL to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the *Corporations Act* (Act) by TPTL or its Financial Planners. TPTL has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements and comply with s912B of the Act.

If you have a complaint about the services provided, you should take the following steps:

1. Contact your Financial Planner and give them the details of your complaint.
2. Your complaint will be acknowledged and you should be given a copy of the Tasmanian Perpetual Trustees Complaint Handling brochure, which will detail the steps you can take to have a complaint resolved.

If the matter is not able to be resolved by your Financial Planner, they will forward your complaint to:

The Manager
Compliance & Legal
Tasmanian Perpetual Trustees Limited
PO Box 1002
LAUNCESTON TAS 7250

The Manager Compliance & Legal will investigate your complaint and attempt to resolve your complaint within 14 business days.

3. If the complaint is not resolved to your satisfaction and it meets Financial Ombudsman Service (FOS) jurisdiction rules, you can take your complaint to FOS. You can contact FOS on 1300 780 808. This service is provided to you free of charge.

Client Services:

**Security and peace of mind
for those who entrust us with:**

- Wills and Estate Planning
- Estate and Trust Administration
- Power of Attorney
- Funeral Bonds

**Wealth building opportunities
through investments in our:**

- Cash and Income Funds
- Investment Growth Funds

Competitive and flexible lending for:

- Rural, Commercial and Business purposes

Professional and confidential services including:

- Portfolio Administration
- Financial Planning
- Administration under Guardianship and Administration Orders
- Corporate and Custodial Trustees

**Through our joint venture with
Bendigo Bank:**

- Tasmanian Banking Services can provide a full range of complementary banking products and services

Burnie	17 Cattley Street	P: (03) 6440 8440	F: (03) 6440 8446
Devonport	70 Rooke Street Mall	P: (03) 6498 7744	F: (03) 6498 7746
Glenorchy	385A Main Road	P: (03) 6214 7800	F: (03) 6214 7806
Hobart	29 Murray Street	P: (03) 6222 1222	F: (03) 6222 1266
Kings Meadows	Shop 2 139-143 Hobart Road	P: (03) 6336 6955	F: (03) 6336 6950
Kingston	Shop 34 Channel Court Shopping Centre	P: (03) 6211 8755	F: (03) 6211 8750
Launceston	23 Paterson Street	P: (03) 6348 1111	F: (03) 6348 1166
Rosny	9 Bayfield Street	P: (03) 6233 1533	F: (03) 6233 1536
Ulverstone	28A Reibey Street	P: (03) 6490 8333	F: (03) 6490 8336

www.tasmanianperpetual.com.au info@tptl.com.au



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