



Your Financial Services Guide

WJ Haywood and Associates Pty Ltd trading as Haywood Financial Management & Partners
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The documents you will receive from us

This Financial Services Guide, which includes the Representative Profile presented with it, is designed to clarify who we are and what we do, and help you decide whether to use our services.

It also contains information on how you can pay for our services and how we ensure your satisfaction with our advice.

In addition to this Financial Services Guide, when we provide you financial advice we will also present you with a written Statement of Advice (SOA).

This will describe the strategies, products and services we recommend and outline any fees or commissions we will receive and any associations we have with financial product providers or other parties that have not already been disclosed in this Financial Services Guide.

If you receive further financial advice from us, we will present you with either another Statement of Advice or keep our own written Record of Advice (ROA). You can request a copy of this by contacting your adviser any time up to seven years from the date of the advice provided.

We will also provide you with a Product Disclosure Statement (PDS) or offer document for all financial products we recommend, where applicable, to help you make informed decisions.

Giving us instructions

If you want to make changes to your financial plan or provide other instructions, you can contact us using the details in the Representative Profile. Generally, you will need to give us instructions in writing (eg fax, email or letter) or another method as agreed with your adviser.

About us

GWM Adviser Services Limited, is recognised as one of Australia's leading financial advice networks, with over 450 experienced advisers across Australia managing over \$11 billion of investments.

Our advisers work with a range of clients — from individuals starting out their careers and families seeking to build and protect wealth for today and for the future, to business owners, companies and superannuation trustees.

Our network was awarded Core Data's Major Financial Advice Group of the Year by researcher Core Data in 2007 and again in 2008. This award recognises the quality of customers' experiences when seeking financial advice.

GWM Adviser Services Limited is a principal member of the Financial Planning Association, the professional body representing qualified financial planners in Australia, and therefore adheres to set standards in terms of ethics, conduct and continuing professional development.

Our associations and relationships

Our advisers are authorised representatives of GWM Adviser Services Limited ABN 96 002 071 749, Australian Financial Services Licensee Number 230692.

As a member of the National Australia Group of companies, GWM Adviser Services Limited is responsible for the financial advice and services your adviser provides. We support your adviser with essential services and resources to ensure you receive sound financial advice.

A number of companies within the National Australia Group — including MLC Investments Ltd, Navigator Australia Ltd, NULIS Nominees (Australia) Limited, MLC Ltd, NAB OnLine Trading Ltd, Jana Investment Advisers Pty Ltd, Plum Financial Services Ltd and National Australia Bank Ltd — are financial product providers whose products we may recommend.

Our advisers can also recommend appropriate products from a broad range of financial product providers outside of the National Australia Group to help you realise your goals and objectives.

How we manage your personal information

To give you appropriate advice, our advisers will need to ask you about your current financial situation, what you are looking to achieve and other personal information.

Without this information, your adviser may not be able to provide you with advice relevant to your circumstances.

Collecting your personal information

We need to collect your personal information for a variety of purposes, including to provide you with the financial services you have requested and to contact you about other products and services that may be relevant to you.

Protecting your privacy

Protecting your privacy is essential to our business. Your file, containing your profile, personal objectives, financial circumstances and our recommendations, is kept securely by your adviser.

You are entitled to obtain access to the information we hold about you by contacting your adviser. In some circumstances, permitted by law, we may deny you access and in that event we will explain the reason why.

Disclosing your personal information

We may provide your personal information to the following types of service providers:

- other advisers, paraplanners and organisations who work with us to provide the financial services you have requested;
- insurance providers, superannuation trustees and product providers related to the financial services you have requested;
- organisations that help us operate our business, such as those that provide administrative, financial, accounting, insurance, research, legal, strategic advice, auditing, computer or other business services;
- your representatives, service providers, or other organisations, such as your accountant, solicitor, tax agent, stockbroker or bank;
- organisations involved in a business restructure or a transfer of all or part of the assets of our business; and
- government authorities and other organisations when required by law.

Consent to marketing activity

We presume you consent to being contacted by us about suitable products and services via the contact details you have provided. We may continue to contact you for these reasons until you withdraw your consent. You can do this at any time by contacting your adviser.

If you would like to know more about our privacy policy, please contact your adviser. For more information about your privacy, you can visit the Federal Privacy Commissioner's website at www.privacy.gov.au

How you can pay for our services

At GWM Adviser Services Limited you can pay for the services you receive on a fee for advice basis.

This allows you to know that you are paying for our advice irrespective of any product you use, clarifies the services you are entitled to, and ensures all recommendations are driven by your needs.

We will agree with you the amount you pay based upon:

- the amount you invest;
- an hourly rate;
- a flat dollar fee; or
- a combination of the above.

You can pay in the following ways:

- as a fee for advice that will be deducted from your investments as a one-off payment or in instalments;
- by direct invoice from us for initial and ongoing advice;
- via commission we may receive from a financial product provider when you commence an insurance contract, or loan product; or
- a combination of the above.

If you are not already on a fee for advice package, you can move to this payment at any time.

Other payments we may receive

We will provide you with details of all fees, commissions or other benefits we may receive when we provide advice to you and, where possible, will give actual dollar amounts. If we cannot provide this accurately, we will provide worked-dollar examples.

Even if you don't receive personal financial advice from us, you can still request the details of any fees, commissions or other benefits we receive in relation to any other financial service we provide you.

Benefits we may receive

Sometimes in the process of providing advice, our advisers may receive benefits from product providers.

Conferences

Our advisers may attend conferences subsidised in whole or part by product providers. Eligibility to attend may be based on business revenue targets as well as achieving our internal quality standards and accreditations. GWM Adviser Services Limited may also receive sponsorship payments from product providers to subsidise our own conferences and professional development events.

The Representative Profile provides details of other benefits your adviser may receive.

Non-monetary benefits

GWM Adviser Services Limited and your adviser keep a register detailing any non-monetary benefit (greater than \$300 value) that may be received from a product provider. You can view this register by contacting your adviser.

Referrals

If you have been referred to us or we refer you to someone else, we may have arrangements in place to or receive a referral fee, commission, or other benefit. This is generally:

- a fixed fee;
- a proportion of any initial and/or ongoing fees or commissions; or
- a combination of both.

Details of any arrangement will be provided in our advice to you.

Your confidence in our advice

Your satisfaction is very important to us and we have procedures in place to resolve any concerns promptly and fairly.

If you are unhappy with the advice you receive or other aspects of our service, please let your adviser know so we can act on it immediately.

Our complaints procedure

If your adviser has not satisfactorily resolved your complaint, please put your complaint in writing or contact our Advice Dispute Resolution Team on **1800 611 950**.

Please address the envelope 'Notice of Complaint' and send it to:

**Advice Dispute Resolution Team
GWM Adviser Services Limited
PO Box 1086
North Sydney NSW 2059**

If your complaint isn't resolved within 45 days or to your satisfaction, then you may refer the matter to the Financial Ombudsman Service (FOS), an independent complaints handling body. We are a member of FOS, FOS provides a free, accessible, fair and independent dispute resolution service to consumers.

You can contact FOS on **1300 78 08 08**, at **www.fos.org.au**, by email to **info@fos.org.au** or in writing to:

**The Manager
Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001**

GWM Adviser Services Limited holds professional indemnity insurance that satisfies the requirements (Section 912B) of the Corporations Act. This insurance also covers the conduct of advisers who were authorised by us at the time of your complaint, but are no longer representatives of GWM Adviser Services Limited.

GWM Adviser Services Limited
ABN 96 002 071 749
Australian Financial Services
Licensee No: 230692
Registered Office
105–153 Miller Street
North Sydney NSW 2060

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Representative Profile

This document forms part of the Financial Services Guide and is designed to clarify who we are, what we do, and aims to help you decide whether to use our services.

Who we are

Your advisers are representatives of GWM Adviser Services Limited.

Scott Haywood

Authorised Representative No. 250853

Jacqueline Tulloch

Authorised Representative No. 400679

They offer their services on behalf of GWM Adviser Services Limited.

The Financial Services that the above advisers offer are provided by WJ Haywood & Associates Pty Ltd, 35 137 967 250 trading as Haywood Financial Management & Partners.

Haywood Financial Management & Partners is a leading financial services provider.

We aim to educate our client by providing strategies that allow you to take control of your own financial decisions.

We build relationship with you and your family to secure each generation's financial wellbeing

GWM Adviser Services Limited has authorised your advisers to provide you with this Financial Services Guide.

What we do

We are authorised by GWM Adviser Services Limited to provide financial advice in relation to:

- Wealth Accumulation
- Income & Asset Protection
- Tax Strategies
- Superannuation
- Retirement & Redundancy Planning
- Estate Planning
- Government Benefits
- Debt Management

and to provide advice and deal in the following financial products:

- Basic Deposit Products

- Non-basic Deposit Products
- Non-cash Payment Facilities
- Derivatives
- Government Debentures, Stocks or Bonds
- Life Products – Investment Life Insurance
- Life Products – Life Risk Insurance
- Managed Investment Schemes, including Investor Directed Portfolio Services (IDPS)
- Superannuation
- Retirement Savings Accounts
- Securities
- Standard Margin Lending Facilities

Your advisers are limited to the product range of an approved panel of risk insurance providers for Life Risk Insurance Product recommendations.

Contact us

For more information on anything you have read in this document, or if there is anything else we can help you with, please do not hesitate to contact our office with details provided on the front page of this document.

How we charge for our services

Initial consultation	At our expense or Free of charge.
Advice preparation	<p>Our initial advice fee ranges between \$770 and \$6,600 for a single strategy and multiple strategies.</p> <p>If, in developing your financial plan, we identify that you have a complex situation that requires extensive planning and development, our initial advice fee will change. In this case, we will provide you with an upfront quote of the amount payable before we proceed with developing your financial plan.</p> <p>Our initial advice fee covers the cost of researching and preparing your financial plan.</p> <p>Before providing you with initial advice we will prepare an initial advice agreement.</p> <p>The initial advice agreement sets out what our initial advice will cover and how much it will cost.</p> <p>You may pay fees by credit card, direct debit, cheque or debit from your investment account.</p>
Implementation fee for advice	<p>Our implementation fees range between \$770 and \$6,600 for single advice strategies, multiple and complex advice strategies.</p> <p>This covers the administrative time spent implementing the recommended strategies and products</p> <p>You may pay fees by credit card, direct debit, cheque or debit from your investment account.</p>
Ongoing fee for advice	<p>Ongoing advice fees range between \$660 and \$11,000 for single, multiple and complex advice strategies per annum. This can either be a set-fee or up to 1.65% of your investment balance.</p> <p>Our ongoing advice fees ensure your strategy and products are reviewed to help you take advantage of opportunities as they become available.</p> <p>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.</p> <p>Before providing you with ongoing advice we will prepare an ongoing advice agreement.</p> <p>The ongoing fee may be collected monthly through the product issuer or paid directly by you via credit card, direct debit or cheque.</p>
Ad hoc advice	<p>Where you do not wish to participate in an ongoing fee arrangement but require ongoing advice on an ad hoc basis, our practice hourly rates are:</p> <ul style="list-style-type: none"> ○ \$385 for a CFP Financial Adviser. ○ \$275 for a Financial Adviser. ○ \$110 for Administration Staff
Implementation & ongoing services (commission on investment products – including margin loans)	<p>Unless you have agreed to a fee for advice arrangement we will receive commission for our initial and ongoing services to you. The relevant product issuer will pay initial commission between 0% and 5.5% and ongoing commission between 0% and 0.88% of the value of your investments (including margin loans) for as long as you hold the product.</p> <p>Commissions are paid to us by the product provider and are not a direct cost to you.</p>
Implementation & ongoing services (commission on life insurance products)	<p>Unless you have agreed to a fee for advice arrangement advice we will receive commission for our initial and ongoing services to you. The relevant insurer will pay initial commission between 0% and 130% and ongoing commission is between 0% and 33% of the annual premium for as long as you hold the product.</p> <p>Commissions are paid to us by the product provider and are not a direct cost to you.</p>
Implementation & ongoing services (commission on credit contracts)	<p>Unless you have agreed to a fee for advice arrangement we will receive commission for our initial and ongoing services to you. The relevant credit provider will pay initial commission between 0% and 0.75% and ongoing commission between 0% and 0.5% of the value of your loan for as long as you hold the product.</p> <p>Commissions are paid to us by the product provider and are not a direct cost to you.</p>

- Notes:
- All commissions and fees are inclusive of GST.
 - Fees could be greater than those disclosed above in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

Benefits we may receive

We have detailed below how certain product purchases may benefit our business.

Business Equity Valuation (BEV)

In the event of our death or permanent disablement, or if we were to leave the financial planning industry, GWM Adviser Services Limited provides a buyer of last resort option called BEV. This helps manage the transition of ownership to ensure you continue to receive advice.

In addition, we are part of a corporate structure and have a succession agreement in place to manage the transition of ownership should we leave the business.

Our business operates in a corporate structure. This model is less likely to be eligible for BEV as all the Principal Advisers in our business would have to either leave the industry, die, or become permanently disabled.

The value of a sale under BEV is based on a multiple of ongoing revenue received by the business on an annual basis. The multiple can range from 2.5 to 4 depending on the proportion of the ongoing revenue that comes from clients who hold MLC group financial products.

Here are some examples to help you understand the potential benefit to us of our clients holding MLC group product:

- If the ongoing revenue of the business was \$100,000 and 50% of our clients held MLC group products, the sale value for the financial planning business would be between \$250,000 and \$350,000;
- If the ongoing revenue of the business was \$100,000 and 85% of our clients held MLC group products, the sale value for the financial planning business would be up to \$400,000;

Importantly, BEV is subject to us meeting certain compliance requirements and standards.