

# Financial Services Guide

## **The financial services referred to in this Financial Services Guide are provided by our financial planners on our behalf**

### Important information about the Financial Services Guide

This Financial Services Guide (FSG) is an important document. It tells you about Bridges Financial Services Pty Limited (Bridges) trading as 'Bridges Personal Investment Services', also referred to as 'we' or 'us' or 'our'.

The FSG helps you decide whether to use our financial services. It provides information on:

- who we are
- the financial services and products you can receive
- how we, your financial planner (and our associates) are paid and any conflicts that may exist
- details of how to get advice and give instructions
- details on how we protect your personal information
- how you can make a complaint about us, and
- what we can do and what we expect from you.

## **Other documents you may receive from us**

### Initial advice

We will provide you with a Statement of Advice (SoA) whenever we provide any personal advice to you.

The SoA will contain the advice, the basis of the advice, information about fees, commissions and associations we have that may influence the advice we provide to you. In some instances where advice is simple and of a small amount we may provide you with a Record of Advice (RoA).

### Further advice

If you require further advice, your financial planner must ensure that your personal circumstances and the basis on which the original advice was given have not significantly changed. Therefore, your financial planner may need to check your circumstances again prior to providing any further advice.

A record of this further advice will be kept for seven years. You may request a copy of the RoA from your financial planner.

We are not required to provide you with an SoA or an RoA where the advice relates to certain basic deposit products, non-cash payment facilities or other approved financial products.

### Product Disclosure Statement

We will provide you with Product Disclosure Statement (PDS) or other offer document if we recommend you buy a particular financial product. The PDS will help you to make an informed decision about whether or not to buy the financial product. The PDS contains information about the features, costs, risks and benefits of the financial product.

## 1. About us

We are one of Australia's largest national financial planning groups and hold an Australian Financial Services Licence (AFSL) to provide you with the financial services outlined below. We are a Participant of the Australian Securities Exchange Limited (ASX) and a Principal Member of the Financial Planning Association of Australia Limited (FPA). We are responsible for the issue of this FSG.

Our details are:

Head office: Level 22, 207 Kent Street  
Sydney NSW 2000  
Telephone: (02) 9028 1000  
Facsimile: (02) 9028 3098  
Postal address: Locked Bag 4004 Queen Victoria Building  
Post Office NSW 1230  
Internet address: [www.bridgesweb.com.au](http://www.bridgesweb.com.au)

Bridges is part of Australian Wealth Management Limited, which in turn is part of IOOF Holdings Ltd (IOOF), a leading provider of wealth management products and services in Australia.

Listed on the Australian Securities Exchange (ASX: IFL) in the top 200 listed ASX companies, IOOF provides services to over 700,000 clients Australia-wide.

## 2. The financial services and products we offer

The financial services we are authorised to advise and deal in are:

- basic deposit products
- government debentures, stocks or bonds
- interests in managed investment schemes
- retirement savings accounts
- securities, including shares
- superannuation products
- life insurance and life risk products, and
- derivatives and foreign exchange products contained on our licence.

Financial services will be provided by us directly or through our authorised representatives, such as your Bridges financial planner.

## 3. What your financial planner is authorised to do

Your Bridges financial planner acts on our behalf and can provide you with the services listed above.

Generally, your financial planner is authorised to provide financial advice on and deal in only those financial products on our Approved Product List.

Whether your aim is to manage your risk or make your money grow faster, we have access to a range of financial products in the above categories to suit your needs and circumstances.

## 4. How Bridges and your financial planner get paid

When your financial planner provides financial services to you, certain fees are charged for providing these financial services, however, please note the following:

- The amount of the fees charged depends on the nature of those financial services.
- Your SoA will set out the exact amount of fees, commissions and other benefits that we and your financial planner will receive. If you have been referred to us by a third party, the SoA will also set out any applicable amount paid to that third party.
- Your financial planner will receive a share of fees and in some instances commission may be paid from us for the financial services they provide to you. Alternatively, your financial planner may receive a salary from us, or their employer if employed by a third party, together with a performance bonus.

From time to time, we and your financial planner may also receive other benefits from product issuers, such as sponsorship of conferences or subsidised training.

As a member of the FPA, we maintain an Alternate Forms of Remuneration Register. The Register, which you can review by contacting us, outlines some alternative forms of remuneration (including the incentive payments referred to above) that we may pay to or receive from licensees, fund managers or representatives (each of whom also maintains a register).

Your Bridges financial planner will also have an option to sell their Bridges financial planning business back to us as a buyer of last resort (BOLR). The price that we will pay under this BOLR option is the market value of the business.

## 5. What fees are paid for our services

Our fees charged generally include the following:

- commission may be received based on the value of the funds you invest and the financial products you use
- when you only require specific personal advice and an SoA is completed for this and you may be charged a fee, which will be disclosed in the SoA
- when you choose to use our Portfolio Watch Service to review and report on your investments, we may charge a fee which is explained in the documentation relating to this service
- when you use our stockbroking services, we will charge a stockbroking transaction fee and any brokerage agreed between you and your planner for each transaction (purchase or sale of securities) which is explained in the documentation relating to the stockbroking service. We are required to maintain a Trust Account to hold money that is used for your share trading. At times, money may be held on your behalf within this Trust Account, which is an interest bearing account. Any interest earned on this account is retained by us, and
- whenever you purchase an insurance policy, a commission will be paid by the insurance company to us. The amount of the commission will depend on:
  - the particular insurance company and insurance policy, and
  - the commission received which is a fixed percentage of the premium paid for the insurance policy. This can range from 0% to 123.75% of the premium you pay. It will be paid out of the premium you pay and at the time you pay it.

We may provide you with financial services from related and non-related product providers. Australian Executor Trustees Limited, Questor Financial Services Limited, SMF Funds Management Limited and United Funds Management Limited are our related companies. Our related companies are the registrable superannuation entity licensee and responsible entity of financial products we may recommend, including The Portfolio Service (TPS).

We may receive a commission from any of the above parties as a result of you investing in one or more of their products. Our financial planners will fully explain all fees that are charged to you each time you use a financial product(s).

## 6. Fees you pay for using other financial products

The amount of fees charged will depend on the financial products you acquire and the issuer of those financial products.

These fees charged will depend on the services you require and what is agreed between you and your financial planner, but will generally include the following:

- contribution fee: based on the amount invested
- on-going fee: based on the balance of your investment, depending upon the type of financial product. The amounts will generally be calculated monthly and payable quarterly
- switching/transfer fee: based on the switch amount or transfer amount between investments in a financial product(s), and
- all other fees identified by a product issuer in the relevant PDS for the financial product.

Bridges financial planners may receive a portion of any of the above fees from us.

## 7. Who gets paid when you are referred to us

If you have been referred to us by one of our referral partners, we may pay them referral fees, details of which will be included in the SoA.

We may also make an incentive payment to referral partners based on the total amount their members invest in TPS. These referral payments do not result in a fee increase to you.

Referral fees are paid to referral partners on a monthly basis and incentive payments are usually paid six monthly.

## 8. When you're given advice we will address your personal objectives, financial situation and needs

In all cases where you seek financial product advice from your financial planner, they will make reasonable enquiries about your relevant personal circumstances in order to fully understand your personal objectives, financial situation and needs.

The advice that your financial planner provides will always be provided to you in writing in the SoA, unless it is further advice as outlined earlier.

However, you have the right not to tell us information about yourself if you do not wish to but still require your financial planner to provide you with personal financial product advice.

In these cases, the SoA will contain a specific warning that draws your attention to the risks of not providing full information about yourself. The warning will state that if you do not give your financial planner accurate and complete information relating to your personal circumstances, the advice you receive may not meet your intended objectives and that your financial planner has not been able to determine whether the advice is appropriate.

Therefore, before acting on any advice you receive, you should consider the appropriateness of the advice and read carefully the warnings contained in the SoA before making any decision relating to the advice.

In all cases where your financial planner provides an SoA to you and a recommendation is included in the SoA for you to acquire a financial product, an investment report or PDS for that financial product will be provided to you.

It is important that you read and understand this document before implementing any recommendation made in the SoA. Your financial planner will readily explain any part of this document which you do not understand.

If you don't wish to receive our advice, we may still act on your instructions to deal in financial products.

However:

- you face the risk that the financial product you select may not be appropriate for you, and
- we will require you to sign a document which records your intention not to seek advice from us for the particular financial product(s).

## 9. How we protect your personal information

We keep a record of your personal profile which includes, if you provide them, details of your objectives, financial situation and needs. We also keep records of any financial product recommendations we make to you.

We will ensure the privacy and security of your personal information in accordance with our Privacy Policy, a copy of which can be provided on request.

You may access your personal information we hold about you at any time in accordance with our Privacy Policy. Our contact details are set out in Section 15 or you may email our privacy officer at [privacyofficer@bridgesweb.com.au](mailto:privacyofficer@bridgesweb.com.au)

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter-Terrorism Finance Act 2006 to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licence. We will also retain copies of this information.

## 10. How you give instructions

Generally, you may give us your instructions verbally or in writing, such as by facsimile, email or letter. However, in some instances we require your instructions to be in writing.

## 11. Restrictions Bridges financial planners have on what they do

We shall avoid or not do any of the following:

- advise you on taxation issues, although we will consider these in providing you with financial services, and
- act on your behalf, unless we are specifically told to do so by an authorised third party.

For your own protection, you should not:

- sign any blank forms or documents
- appoint any financial planner to act as your attorney or authorised signatory, and
- give us unclear or misleading instructions or false information.

## 12. What we expect from you

We will expect that you will do the following:

- give us complete, up-to-date and accurate details of your personal objectives, financial situation and needs
- keep us informed of any changes in your personal situation, and
- use our advice to make your investment decisions.

### 13. What happens if you want to make a complaint

If you have a complaint about any of the financial services provided to you by your financial planner, you should first contact your financial planner who provided the service to you.

If the complaint is not satisfactorily resolved by your financial planner within two (2) business days of making the complaint, you should contact us at the address set out below:

Complaints Officer  
Bridges Financial Services Pty Limited  
Locked Bag 4004 Queen Victoria Building  
Post Office NSW 1230  
Telephone: (02) 9028 1000  
Facsimile: (02) 9028 3098

When your complaint is received by us it will be entered in our complaints database. All details of the complaint will be sent to our Complaints Officer who will investigate the circumstances of the complaint.

If our Complaints Officer is unable to reach a satisfactory resolution of the complaint within forty-five (45) business days of receipt (or 90 days where we inform you more time is required), you may contact The Financial Ombudsman Service:

The Manager  
Financial Ombudsman Service  
GPO Box 3  
Melbourne VIC 3001  
Telephone: 1300 780 808 (local call rate)  
Email: [info@fos.org.au](mailto:info@fos.org.au)  
Website: <http://www.fos.org.au>

You can also make a complaint to the Australian Securities and Investments Commission (ASIC) at any time by contacting the Infoline on 1300 300 630.

There is no charge to you for accessing the services offered by the above organisations.

### 14. What kind of compensation arrangements are in place?

We maintain professional indemnity insurance in accordance with the law. Our professional indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum insured for us and our financial planners/employees in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any authorised financial planner/employee who has ceased working with us, but for work done while engaged with us.

### 15. Further questions

If you have any further questions about the financial services which we and our financial planners provide, please call Bridges Client Advisory Services on 1800 221 151. Please retain this document for your reference and any future dealings with us.