Financial Services Guide

FORBES GRAINGER FINANCIAL Pty Ltd

Version: 1.4

Date prepared: Thursday, 1st January, 2024

This Financial Services Guide (FSG) contains information that will help you decide whether to use the financial services we offer. It sets out:

- who we are and how we can be contacted
- the advice and services we provide
- information about our licensee Forbes Grainger Financial Services
- our fees and how we, your adviser and Forbes Grainger Financial Services, are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us or Forbes Grainger Financial Services

Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

When we provide personal advice it will normally be documented and provided to you in a Statement of Advice (SoA), known as a financial plan. The financial plan contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

If we provide further personal advice a financial plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

If we recommend or arrange a financial product for you we will provide a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

About our practice

Summary of the business

Name	Forbes Grainger Financial Pty Ltd
Australian Business Number	49 860 513 627
Corporate Authorised representative number	1234627
Authorised representative number	1003259

Our office contact details

Address	409/1 Princess St, , Kew, Victoria 3101
Phone	0419384590
Landline	03 9853 1025
Email	andrew@fgfinancial.com.au
Email Administration	admin@fgfinancial.com.au
Website	www.fgfinancial.com.au

This guide provides information about our advisers including their contact details, qualifications, experience, the services they may offer and financial products they can provide advice on.

Our advice and services

We can provide you with personal and general advice about specific services and financial products listed below. We can also arrange for financial products to be issued without advice from us.

Individual advisers within our practice may not be qualified to provide advice in all of the services and products noted below. Their individual profile guides will note any limitations to the advice they are qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange.

Any additional advice or services we can offer you, or limitations to the list below, will be outlined in **Our Financial Advisers** on page 10.

We can provide advice on	We can arrange the following products and services
— Investments strategies (strategic asset allocation) — Budget and cash flow management — Debt management (including borrowing for personal and investment purposes) — Salary packaging — Superannuation strategies and retirement planning — Personal insurance — Estate planning — Centrelink and other government benefits — Ongoing advice and services, including regular portfolio reviews — Aged Care — Retirement Planning — Gearing Strategies — Margin Lending Strategies — Direct Equities Strategies — Derivatives	— Superannuation, including retirement savings accounts — Self-managed superannuation funds (SMSF) — Borrowing within your SMSF — Employer superannuation — Managed investments — Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products) — Standard margin loans — Retirement income streams, including pensions and annuities — Personal and group Insurance (life cover, disability, income protection and trauma) — Life investment products including whole of life, endowment and bonds — Securities (including listed securities and debt securities) — Exchange traded funds and Listed investment companies — Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker. — Various structured products, instalment warrants over managed funds and protected equity loans — Investor directed portfolio services — Limited selection of investment guarantees

Forbes Grainger Financial Services maintains an approved products and services list from a diversified selection of approved Australian and International providers, including companies related to Forbes Grainger Financial Services. These have been researched by external research houses as well as our in-house research team.

Forbes Grainger Financial Services periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that are on the approved products and services list. However, if appropriate for

your needs, we may, subject to Forbes Grainger Financial Services' approval, recommend other products.

A copy of the approved products and services list can be supplied to you upon request.

If we recommend a new platform or portfolio administration service, we use those approved by Charter.

Tax implications of our advice

Under the Tax Agent Services Act 2009, Forbes Grainger Financial ATF A&M Grainger Trust is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

Transaction services

We can arrange to complete transactions for you on limited types of financial products where we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which will be documented in writing. We will keep a record of this documentation for seven years. You may request a copy of such records by contacting our office during that period.

Your relationship with us and using our services

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to ongoing advice and services, the details will be documented and provided to you in a service agreement. This includes the frequency of contact between us, service standards that may apply, any ongoing fee arrangements and how the service can be terminated.

If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is incomplete or inaccurate the advice or services we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we are able to determine if our advice continues to be appropriate.

Our fees

The fees charged for our advice and services may be based on a combination of:

- A set dollar amount; or
- A percentage based fee.

Our agreed advice and service fees may include charges for:

- Initial advice; and
- Ongoing advice.

Please note that for services in relation to insurance, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your first year insurance premium; and
- Ongoing commission - a percentage of the value of your subsequent annual premiums, usually calculated at the commencement of each year in which you hold the insurance policy.

Payment methods

We offer you the following payment options for payment of our advice fees:

- BPAY, direct debit (savings), credit card or cheque; and
- Deduction from your investment.

All fees and commissions will be paid directly to Forbes Grainger Financial Services as the licensee. They retain an amount (a licensee fee) to cover their licensee costs and the balance is passed on to us. The amount is determined annually, based on a number of factors, including our business revenue and the number of advisers in the practice.

For more information on our services, please see our **Schedule of fees** attached or available on request.

Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

Other benefits we may receive

The following is a list of benefits we may receive other than those explained above. These are not additional costs to you. These benefits may be monetary or things like training, events or incentives we are eligible for.

In addition to the payments we may receive for my advice and services, we may receive other support services from the licensee. We may also be eligible to receive financial and training assistance, prizes and awards or events in recognition of financial planning excellence and business performance or business costs. These benefits are paid either at the licensee's discretion or depending on meeting certain qualifying criteria including the quality of my services, business goals. The amounts are set by the licensee from time to time (usually on an annual basis). We may also participate in business lunches or receive corporate promotional merchandise tickets to sporting or cultural events and other similar items.

Business support

We might receive financial assistance including subsidies or reimbursements for accounting, legal and bank fees; marketing or other once-off transitional support costs, to help us grow our business or implement appropriate succession planning options.

Forbes Grainger Financial Services will also provide a grant to us if we meet specific qualification criteria by reimbursing the practice to meet the training and education requirements for financial advisers as required by Financial Adviser Standards and Ethics Authority.

Relationships and associations

It is important that you are aware of the relationships that Forbes Grainger Financial Services Pty Ltd has with providers of financial services and products as they could be seen to influence the advice you receive.

About our licensee

Forbes Grainger Financial Services

ABN 82 633 255 768

Australian Financial Services Licensee No: 516629

Forbes Grainger Financial Services:

- Approved the distribution of this guide
- Authorised us to provide advice and other services as described in this guide

Forbes Grainger Financial Services registered office is located at Suite 411/1 Princess St, Kew, VIC 3101.

About Forbes Grainger Financial Services

Forbes Grainger Financial Services is an independent, autonomous Australian Financial Services Holder.

If we recommend a product issued by a third party product issuer, they may benefit from our recommendation by receiving product, administration and investment fees, as well as fees paid by fund managers to distribute their product. These fees are all disclosed in the relevant PDS or IDPS guide.

Authorised representatives and/or staff employed in our business may hold shares in Forbes Grainger Financial Services Pty Ltd.

Associations and relationships which may affect our advice

We have associations with a wide range of Financial Product issuers and service providers. From time to time, we may refer you to other professional service providers.

You are under no obligation to use the services of any of these referred service providers. Forbes Grainger Financial Services Pty Ltd is not responsible for advice, services or information provided to you by any of these professional service providers, in all cases where an advice document is provided, referral fee amounts will be disclosed.

Confidence in the quality of our advice

If at any time you feel like you are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your adviser or accredited mortgage consultant and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, please contact Forbes Grainger Financial Services Complaints:
  - Phone 03 9853 1025
  - Email admin@fgfinancial.com.au
  - In writing:

    Attention: Practice Manager, Advice Complaints

    PO Box 180

    Balwyn North VIC 3104
- They will try to resolve your complaint quickly and fairly.
- If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed below.

Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters	**Australian Financial Complaints Authority (AFCA)** GPO Box 3 Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue relating to your personal information	**The Privacy Commissioner** GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. Forbes Grainger Financial Services is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. The insurance covers claims arising from the actions of representatives of Forbes Grainger Financial Services, even where subsequent to these actions they have ceased to be employed by or act for Forbes Grainger Financial Services.

Your privacy

We are committed to protecting your privacy. Below we outline how we maintain the privacy of the information we collect about you.

Privacy Collection Statement

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser and Forbes Grainger Financial Services may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Forbes Grainger Financial Services to review customers' needs and circumstances from time to time;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser and the Group in providing financial advice and services to you. ;
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing ; and
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and Forbes Grainger Financial Services will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Forbes Grainger Financial Services holds about you at any time to correct or update it as set out in the Privacy Policy. The Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

Our Financial Advisers

About Andrew Grainger

Experience	Financial adviser for 20 years. Senior Financial Planner for at Westpac for 12 years (1/04 – 8/15), specialising in strategic advice to High Net Worth clients, prior to setting up Forbes Grainger Financial Pty Ltd in August 2015 (6 years)
Phone	0419384590
Email	andrew@fgfinancial.com.au
Authorised representative number	1003259

Qualifications (Finance related)
Diploma of Financial Services (Financial Planning) – DFS
Advanced Diploma of Financial Planning - ADFP
Advanced Derivatives Accreditation (1) – ADA1
Self Managed Super Funds (SMSF) (ASIC)
Gearing & Margin Lending (ASIC)
Graduate Diploma of Financial Planning
Post Graduate Diploma of Financial Planner
Master of Financial Planning – MFP
Qualifications (Non-finance related)
Bachelor of Planning & Design - BPD
Professional memberships
AFA - Association of Financial Advisers
FPA - Financial Planning Association
AFCA – Australian Financial Complaints Authority
TPB – Tax Practitioners Board – (Corporate & Individual)
BFP – Boutique Financial Planners
Professional Designations
Cerftified Financial Planner CFP (FPA)

The advice and services I can provide

I am authorised to provide all the services listed in the **Our advice and services** section of this guide

How I am paid

I receive the following from our practice:

- salary
- dividends
- bonus

Schedule of fees

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

Initial service fees

These are fees paid when you have agreed to receive our advice:

Initial service	Fee amount
Implementation Fee	Starting from 0 – 3.3% of initial investment. For example, if your initial investment was $100,000, your fee would be between $0 – $3,300
Financial Plan Preparation Fee	Starting from $0 - $16,500

If, in developing your financial plan, I identify that you have a complex situation that requires extensive planning and development, my initial advice fee will change. In this case, I will provide you with an upfront quote of the amount payable before I proceed with developing your financial plan.

The initial advice fee covers the cost of researching and preparing your financial plan.

Before providing you with initial advice I will prepare an initial advice agreement.

The initial advice agreement sets out what my initial advice will cover and how much it will cost.

The implementation of advice covers the administrative time spent implementing the recommended strategies and products

Ongoing service fees

We provide ongoing services to help you stay on track to meet your goals. The cost of these services are as follows:

Ongoing service	Fee amount
Ongoing Advice Fee	Ongoing advice fees may be up to $33,000 per annum and is based upon your investment balance as follows: The first $500,000 is levied at 1.1% per annum The next $500,000 is levied at 0.99% per annum The remaining balance is levied at 0.88% per annum

My ongoing advice fees ensure your strategy and products are reviewed to help you take advantage of opportunities as they become available.

If, during my assessment of your ongoing needs, I identify that you require ongoing advice outside of my standard advice offer, my ongoing advice fee will change. In this case, I will provide you with a quote of what you will be required to pay to receive these services.

Before providing you with ongoing advice I will prepare an ongoing advice agreement.

The ongoing advice agreement will set out what my ongoing advice will cover, your payment method, and how much it will cost (this is also known as a Letter of Engagement).

Additional advice

For additional advice, an hourly rate of $275 is payable.

Payment Method & Frequency

The following payment terms are available to you:

- Bpay, direct debit (credit card or savings), cheque
- Deduction from your investment
- Ongoing advice fees may be deducted as an annual instalment or in monthly or quarterly instalments.

Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or percentage each year. The specific amount will be agreed to by you and outlined in an ongoing advice agreement

Commissions

We do not receive commissions on investments through new superannuation, managed funds or retirement products. However, some products, particularly older products, may attract commissions.

Any commission amounts will be disclosed to you when providing my advice. The following table is a guide of commissions we may receive.

Product type	Initial commission	Ongoing commission	Example
Insurance (including those held within superannuation)	Up to 66% of the first year's premium.	Up to 22% of the premium each following year.	If your insurance premium was $1,000, we would receive up to $660.00 initially and $220.00 pa.

All fees and charges include GST.

If an agreed advice fee is charged then we may rebate all or some of the commission.

Non-independent Statement

Forbes Grainger Financial Services Pty. Ltd. do not claim to be independent under the Corporations Act definition, as we may receive commissions from Life insurance products we provide advice on and place on behalf of clients, from time to time.

We do not feel that this impacts on the advice provided to clients, as all insurance companies have the same commission caps.