



*Financial Planning & Taxation Advice  
For your Future*

**Phone: 99500349**

**Website: [www.ifswa.com.au](http://www.ifswa.com.au)**

**Welcome to: Indian Ocean Financial Services, your local financial planning and taxation advisers.**

Indian Ocean Financial Services previously trading as Lifecare Financial Planning has been servicing clients in Geraldton and Midwest since 2002.

Our founder, Mick Steffan, was unsatisfied with the commission structure, limitations of advice and client investment cost of his previous financial advice license providers (Garvan Financial Planning and Count) and decided to form an alliance with a financial services provider that is independent of any bank or financial institution.

Previously active as senior adviser for Lifetime Financial Planning and Specialist Financial Planning, Mick further formed a joint Venture with Adam Hunter Accountants in 2011, to provide a number of financial planning and tax advice services to his clients and the clients of Adam Hunter Accountants.

Since then our business has grown considerably as we maintained focussed on our core strategy to deliver long term added value to a select group of affluent clients.

**Financial Planning advice with a difference**

The key advantages of clients receiving financial advice through our business are the natural outcomes of our business philosophy which is to give independent, unbiased and transparent high quality advice through:

- An experienced Certified Financial Planner <sup>™</sup> professional adviser,
- which is independent and non-aligned from any financial product provider,
- which is also a registered taxation agent,
- and an accredited ethical investment association adviser,
- that work closely with the Certified Practising Accountants (CPA) of Adam Hunter Accountants,
- and does not charge any commission on new products (including insurance) as long as you maintain a long term relationship.

**Our Services:**

Indian Ocean Financial Services offers a number of financial and taxation related services divided into 3 core areas:

- Financial Planning Advice
- Investment Administration Services
- Investment Management

### **Financial Planning Advice**

Financial Planning includes personal and general recommendations aimed at helping clients and their family making decisions about their money and financial security.

There are many reasons why people look for financial advice including:

- To gain access to money saving strategies that may not be known to the general public.
- To ensure clients keep up to date with the latest legislative changes and take advantages of the many benefits available that the Australian Government has to offer including tax concessions, transition to retirement strategies.
- A life changing event like, having children, buying a house, marriage and paying off the mortgage at last.
- Time constraints to proper financial plan.
- To gain access to our investment research.

Indian Ocean Financial Services can help clients with all of the above, and in particular can recommend strategies that include:

- Cash flow Management and Budgeting
- Taxation Planning
- Salary Sacrifice and packaging
- Capital Gain Tax reduction strategies
- Mortgage reduction and maximising deductible debt
- Age pension and retirement projections
- Employee options and other corporate actions
- Entity and tax structures
- Income streams including allocated pensions and annuities
- Transition to retirement strategies
- Investment management including direct share recommendations, model portfolios, managed funds
- Retail and employee superannuation accounts
- Self-Managed Superannuation funds
- Gearing, lump sum and regular investment plans
- Small business capital gain tax concessions

- Income protection insurance
- Life and Total and permanent disability insurance
- Trauma or Critical illness insurance
- Key-man insurance, including business exit strategy advice
- Whole of life insurance
- Estate planning strategies including Powers of Guardianships, Powers of Attorney, Wills and Trusts

### **Investment Administration**

Our administration platform software is highly suitable for sophisticated investors and Self-Managed Superannuation Funds reducing the administration, compliance and accountant time and burden. Once set up, it will automatically process any transactions including corporate actions and provide our advisers, our clients and their accountants 24 hours access and taxation reporting facilities through our website.





## Investment Management

Our advisers at Indian Ocean Financial Services prefer to gain direct investment exposure by buying Australian shares through the Australian Securities Exchange to cut out any additional fund manager's administration fees.

However, our advisers do appreciate the skills and knowledge of some of the most successful fund managers and aim to find a balance between cheaper direct investment and investment exposure through managed fund structures.



Our portfolio solutions includes the use of Separate Managed Accounts (SMA's) as a way to further reduce investment cost for our clients while taking advantage of our research house monitoring facilities.

## Who are we?

Indian Ocean Financial Services is a local Geraldton business with its senior adviser and founder, Mick Steffan. Mick is a Certified Financial Planner and Australian Registered Taxation Agent and has been in the finance industry since early 1990 in a number of roles in Amsterdam, New South Wales, Perth and Geraldton.

Mick is an authorised representative of Lionsgate Financial Group, AFSL 342766, a non-financial institution owned financial services provider and has been advising clients and financial advisers in Geraldton since 1999. Indian Ocean Financial Services further employs a client service officer, a compliance officer and para-planner Mark Christie and is supported by the great team of Adam Hunter Accountants.



## How does the initial advice process work for a new client?

### Step 1) Listen, formulate objectives, explain our financial planning process.

The purpose of our first consultation is to get to know your adviser and to share some of your aspirations and challenges with us. We further explain our financial planning process and give you an indication of the amount of work involved, if we can assist you and formulate some objectives. We will then give you a quote of the creation of a full or limited advice document and an indication of some strategies. We do not charge you for this meeting.

### Step 2) Gather information, discuss and educate investment risk and prioritise objectives.

Once we received your order to complete an advice document, we complete a fact find interview with you with as aim to get to know your personal and financial situation. Once completed, we discuss your investment experiences and knowledge and assess your investment risk preferences.

Generally at this stage your adviser will give you an indication if your objectives are achievable or if a balancing act is required between more risk to gain higher returns, an adjustment to your financial aspirations or a combination of both.



### Step 3) Commence financial analysis of your current situation.

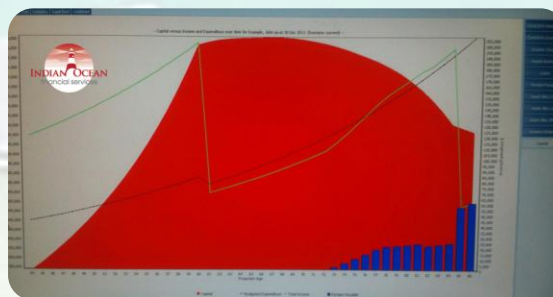
Once we have received all information required we can commence planning using our sophisticated financial planning modelling software. We initially are only focussed on your current situation and what would happen if we project this situation forward to retirement and beyond.

### Step 4) Commence financial analysis proposed situation and create financial advice document.

Now we have our client's current situation we can commence fine tuning our advice and project our strategic solutions forward to recommend an outcome that may be

acceptable to you. Alternatively we may give you a number of options to come as close as possible to your preferred objectives.

All this is clearly formulated in your personal advice document together with a summary of your current financial situation, investment recommendations and instructions explaining how to proceed.



### Step 5) Presentation and implementation

Once the advice document is completed we call you to line up a meeting to present our advice. During this meeting we aim to give you a full understanding of the consequences of our advice and set steps to implement our recommendations.

#### Our Fees:

All Indian Ocean Financial Services fees are based on an hourly rate. There are currently two hourly rate structures, one in

relation to advice activities and one for general administration work. We would be happy to quantify our hourly rate in person at a non-obligatory free introduction appointment.

#### More information:

For further information about our services please refer to our Advisory Service Guide and or adviser profile which can be requested by contacting our office on 08-9950 0349 or downloaded from our website: [www.ifswa.com.au](http://www.ifswa.com.au)

#### How to contact us:

Indian Ocean Financial Services

Phone: (08) 9950 0349

Fax: (08) 9923 1660

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

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



Office Address:

Suite 3,  
31-33 Hosken Street, Bluff Point, Geraldton  
WA 6530, Australia

Mailing Address:

PO Box: 3269, Bluff Point, Geraldton  
WA 6530, Australia





*Financial Planning & Taxation Advice  
For your Future*

## Financial Services Guide

**Phone: 99500349**

**Website: [www.ifswa.com.au](http://www.ifswa.com.au)**

This Financial Services Guide (FSG) dated 2 August 2011 is issued with the authority of Lionsgate Financial Group Pty Ltd ABN 92 140 591 484 Australian Financial

Services Licence (AFSL) No. 342766 (Lionsgate).

It is designed to assist you in determining whether to use any of the services offered by Lionsgate acting through its Authorised Representatives and contains information about:

- Lionsgate, who, as the AFS Licensee, is responsible for the financial services
- Your financial adviser who provides the services to you on Lionsgate's behalf
- The financial services and products your financial adviser can provide
- How Lionsgate, your financial adviser and other related parties are paid for the financial services provided to you
- Any associations or relationships that could create potential conflicts of interest
- Whom to contact should you have a complaint or require records of advice

**What other documents might you receive?**

You might receive the following documents to help you make an informed decision on any financial strategy or recommend financial product.

### **Statement of Advice (SoA)**

All personal advice provided to you will be outlined in an SoA. The SoA will contain

personal advice, the basis on which it is given, details of fees, commissions and information on relevant associations.

Where further advice is provided that involves a significant change you will be provided with a SoA. Where further advice is provided that does not involve a significant change your adviser will make a record of the advice (RoA).

### **Product Disclosure Statement (PDS)**

You will receive a PDS if your adviser has provided advice on a particular product. A PDS will contain the key features of the financial product, significant risks and benefits, and fees associated with the financial product.

### **Who is Lionsgate?**

Lionsgate holds an Australian Financial Services Licence (AFSL) issued by ASIC. Lionsgate conducts business through a network of financial advisers whom are appointed as its Authorised Representatives under its AFSL and are each on the Register of Authorised Representatives maintained by ASIC ("the

ASIC Register"). Where Lionsgate has appointed a corporate entity as an Authorised Representative, the corporate entity, and each of its employees and independent contractors who give advice will also be authorised by Lionsgate and will also be on the ASIC Register. ASIC has allocated license numbers to all Authorised Representatives, both individual and corporate.

### Who is your Financial Adviser?

Your adviser is Mick Steffan, Representative Number 243608. Mick is an authorised representative of Lionsgate Financial Group, AFSL 342766 and a registered Australian Taxation Agent, Registration number 10192003. Mick operates under Indian Ocean Financial Services ABN 42563472200 and is a Certified Financial Planning professional.

### What advice is available to you?

Mick can provide advice and strategies on the following, but not limited to

- Savings and wealth creation
- Financial management
- Investments including Direct Shares
- Superannuation
- Pre Retirement
- Retirement

- Self-managed superannuation funds
- Financial protection and insurance
- Estate planning
- Centrelink
- Salary packaging
- Business succession
- Finance and gearing

Lionsgate maintains an Approved Products List (APL) containing financial products that have been researched by one or more external research houses. A copy of the APL can be supplied to you upon request.

### What kinds of financial services and products are available to you?

Mick is authorised to provide a range of insurance, investment, superannuation products and financial services including:

Financial Services	Product Types	Is your Adviser authorised to provide this advice?
To Provide Financial	Basic Deposit Products	Yes
Product Advice	Non-Basic Deposit Products	Yes
	Managed Investments Schemes inc IDPS	Yes
&	Retirement Savings Accounts	Yes

	Securities	Yes
Deal in a Financial	Government Debentures, Stocks or Bonds	Yes
Product	Superannuation	Yes
	Investment Life Insurance Products	Yes
For Retail & Wholesale Clients	Life Risk Insurance Products	Yes
	Standard Margin Lending Facility	Yes

Note that Mick acts for you and not for any life insurance company, fund manager or bank.

### What initial services are provided by your financial adviser?

- Identification of your financial goals and objectives
- Collection and analysis of your existing personal and financial situation
- Investigation and consideration of possible financial planning strategies and products that will assist you to meet your goals and objectives
- Presentation of a written recommendation, referred to as a Statement of Advice
- Implementation of your strategy



## **What ongoing services are provided by your financial adviser?**

- Revision of your personal and financial situation at suitable agreed intervals
- Discussion of whether their recommendations remain appropriate should your personal circumstances or the legislative environment change
- Implementation of any recommendations made as part of their ongoing service to you

You and your financial adviser may agree in writing on a more extensive ongoing service.

## **How will you pay for the services provided and what do they cost?**

All fees are initially payable to our licensee Lionsgate and then forwarded to Indian Ocean Financial Services and your adviser Mick Steffan. For example, if Lionsgate receives \$100, Lionsgate will retain up to \$0 and pay up to \$100 to your financial adviser.

Lionsgate and your financial adviser can be paid by fees or commissions, or a combination, for both the initial and ongoing service. Your financial adviser will discuss

and agree both the rate and method of payment with you before any financial services are provided.

### **Fees**

Fees may be either a fixed rate fee or based on an hourly rate or a combination of both, and will reflect the complexity of your personal situation and the time and effort in our work for you.

All Fees and Commissions are subject to GST. Fees may also include brokerage on direct share trades.

Brokerage is an amount marked up on the cost of the trade.

**Indian Ocean Financial Services fees and services are based on an hourly rate and range between \$75 and \$300 per hour depending on the type of service requested and the ongoing relationship established.**

### **Commissions**

Lionsgate may be paid initial commissions by product issuers in association with the placement of the recommended products and ongoing commissions may be paid for

as long as you hold the product. Commissions may vary depending on the circumstances, however, may be up to 5% initial and 1% ongoing of the amount for investment products, and up to 125% initial and 40% ongoing of the premium for life insurance products.

For example, for an investment of \$10,000 in a product whose product issuer pays 5%, Lionsgate will receive an initial amount of \$500. Your financial adviser may receive up to 100% of this benefit, i.e. \$500.

**Indian Ocean Financial Services and your adviser Mick Steffan may receive commission from existing financial products and or any new products if you are not subject to a monthly charge as part of our ongoing service agreement.**

### **Marketing Allowances**

Administration Platforms & Investments  
Lionsgate may receive benefits in the form of ongoing additional remuneration of up to 0.22% from certain Platform and Fund Managers.

For example, if you invested \$10,000, up to \$22 per annum may be paid to Lionsgate. Your financial adviser may receive up to 100% of this benefit i.e. \$22.

## **Insurance Products**

In certain restrictive circumstances, Lionsgate may receive benefits in the form of an additional fee (of up to 7.5%). For example, if you paid \$1,000 of premium up to \$75 in the first year may be paid to Lionsgate. Authorised representatives may receive up to 100% of this benefit i.e. \$75.

**Indian Ocean Financial Services aims to implement any new insurance business without charging any commission. Note however that this is only applicable to clients that are committed to a long term relationship with their adviser and as such have agreed to pay a monthly charge as part of their service agreement.**

## **Referral Fees**

We do not charge or accept any referral fees In the situation that a third party refers you to our office.

## **What other benefits may product providers give to Lionsgate or your financial adviser?**

Some product providers may give Lionsgate or your financial adviser non commission benefits such as entertainment or sponsorship. Both Lionsgate and your financial adviser maintain a Register in line with industry standards to document any alternative forms of payment received. These registers are publicly available and must be provided within 7 days after request.

When you receive personal advice, your SOA will detail all remuneration and other benefits associated with the advice.

## **Does Lionsgate or Indian Ocean Financial Services have any relationships or associations with financial product Issuers?**

None.

## **What information should you provide to receive personal advice?**

Your financial adviser will complete a Client Questionnaire (also known as a Fact Find) with you which will record your personal

objectives, lifestyle goals, details of your current financial situation and any other relevant information.

The information obtained will be assessed by your financial adviser to assist them in providing appropriate advice.

You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

You should read any warnings contained in the Client Questionnaire and SoA carefully before making any decision relating to a financial strategy or product.

## **How can you give instructions to your financial adviser about your financial products?**

You may specify how you would like to give us instructions. For example you may nominate to instruct us to act by telephone, fax, email or other means

## **What information is maintained in your file and can you examine the client file and who may access it?**

Mick Steffan will maintain a record of your personal information including details of



your objectives, financial situation and any recommendations made to you. If you wish to examine your file or receive a copy of your record of advice please ask your financial adviser and they will make arrangements for you to do so.

Lionsgate and Mick are committed to complying with a privacy policy to protect the privacy and security of your personal information. Please ask your financial adviser if you wish to obtain a copy of our privacy policy.

### **Compensation arrangements**

Lionsgate holds Professional Indemnity (PI) Insurance cover with Vero for the activities covered under its AFS Licence. The limit of the indemnity is \$2.5 million for any one claim and \$5 million in the aggregate for all claims in one year arising out of its AFS licence activities. The Professional Indemnity Insurance cover satisfies the requirements for compensation arrangements under s. 912B of the Corporations Act 2001.

### **What should you do if you have a complaint?**

If you have any complaints about the services provided, you should take the following steps:

- Contact your financial adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within 3 working days, please contact the Lionsgate Compliance Manager by telephone or in writing. Lionsgate will try to resolve your complaint quickly and fairly.

If you do not get a satisfactory outcome, you have the right to take your complaint to the Financial Ombudsman Service, GPO Box 3, Melbourne Vic 3001, telephone toll free 1300 780 808. Lionsgate is a member of this Service.

### **This FSG is issued by:**

Lionsgate Financial Group Pty Ltd

ABN 92 140 591 484

AFS Licence 342766

Level 20, Darling Park Tower 2, , 201  
Sussex Street, Sydney NSW 2000

Phone: 1300 683 323

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

### **How to contact us:**

Indian Ocean Financial Services

Phone: (08) 9950 0349

Fax: (08) 9923 1660

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

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



Office Address:

Suite 3,  
31-33 Hosken Street, Bluff Point, Geraldton  
WA 6530, Australia

Mailing Address:

PO Box: 3269, Bluff Point, Geraldton  
WA 6530, Australia