

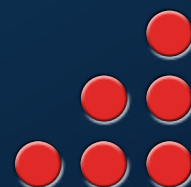
FINANCIAL SERVICES GUIDE

FINSEC PARTNERS PTY LTD

Licensee

Kaizen Wealth Pty Ltd (ABN 19608 040 062 AFSL 480 797)
Level 1, 10 Greenhill Road Wayville SA 5034
Phone: 08 8357 7840

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FinSec Partners Pty Ltd (ABN 98 135 591 829), trading as FinSec Partners, is a Corporate Authorised Representative of Kaizen Wealth Pty Ltd (ABN 19608 040 062 AFSL 480 797).

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THE PURPOSE

The purpose of a Financial Services Guide (often abbreviated to FSG) is to provide you with everything you need to know about our business. It will disclose the services and products that we provide, how we get paid and who to contact should you ever have a complaint.

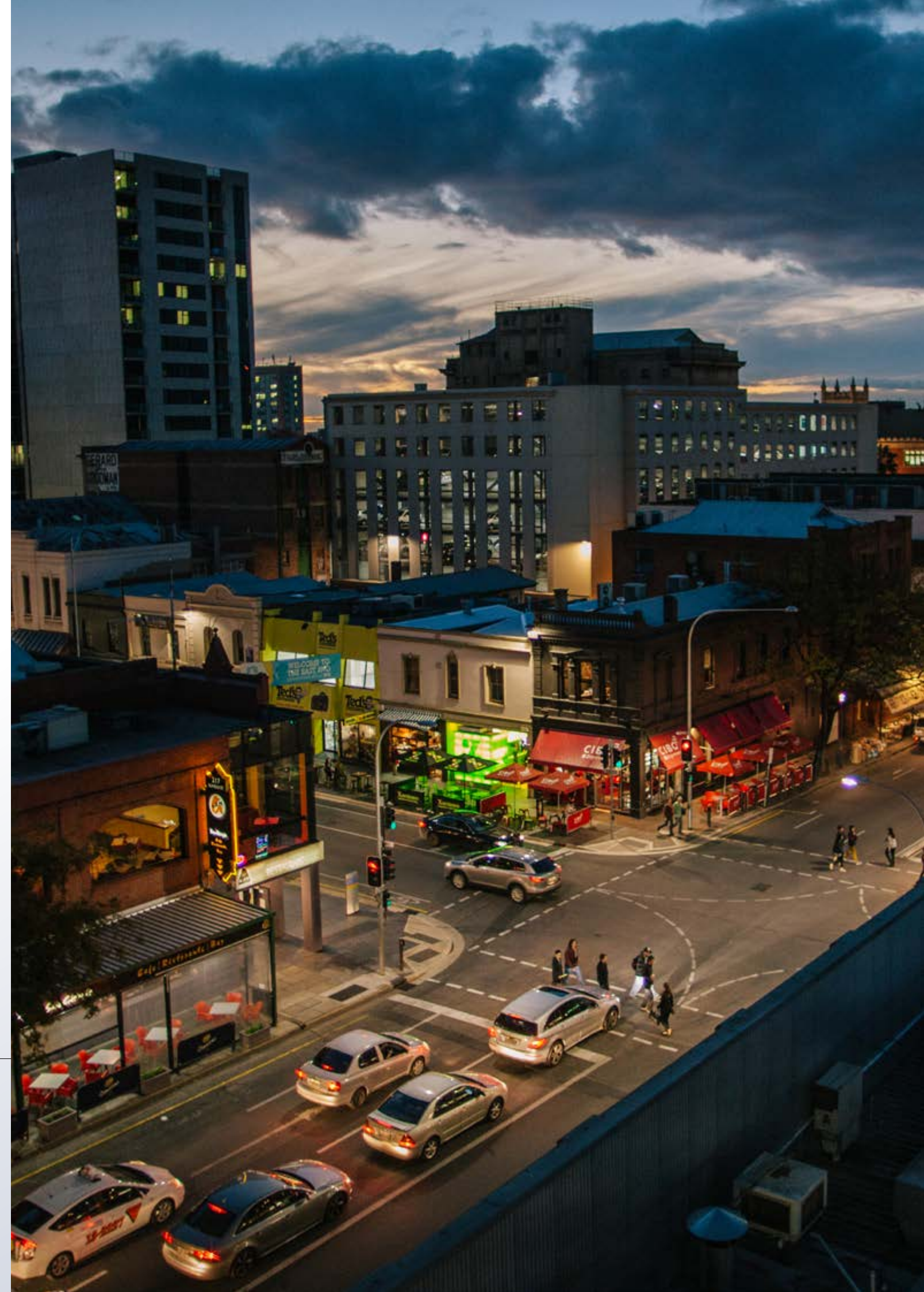
This guide has been created with you in mind; we have endeavoured to provide relevant information in a clear and concise way. We think it's important that you understand exactly why we do what we do, what we believe in, how we'll partner with you and what to expect along the way.

We recognise that the motivation for seeking financial advice is different for everyone. Whether a single life event, family peace of mind or the ongoing management of a larger strategy, we will provide the crucial focus and personal attention that ensures you have the greatest opportunity to succeed.

At FinSec Partners we're ready. Are you?...

When partnering with FinSec you begin a new chapter. You are supported by a team of industry experts who believe good strategy and innovation can only be driven by forward thinking. Our advisers will challenge your ideas and are passionate about people reaching their true financial potential. We also believe good financial advice can provide lifestyle choices when you need it most.

Your next chapter begins now...



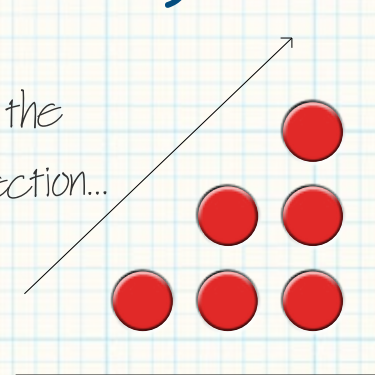
Too many balls in the air... ?

Money brings complexity. FinSec brings simplicity.

The FinSec Formula
Knowledge + Clarity = Confidence

Different applications tailored
to your individual needs

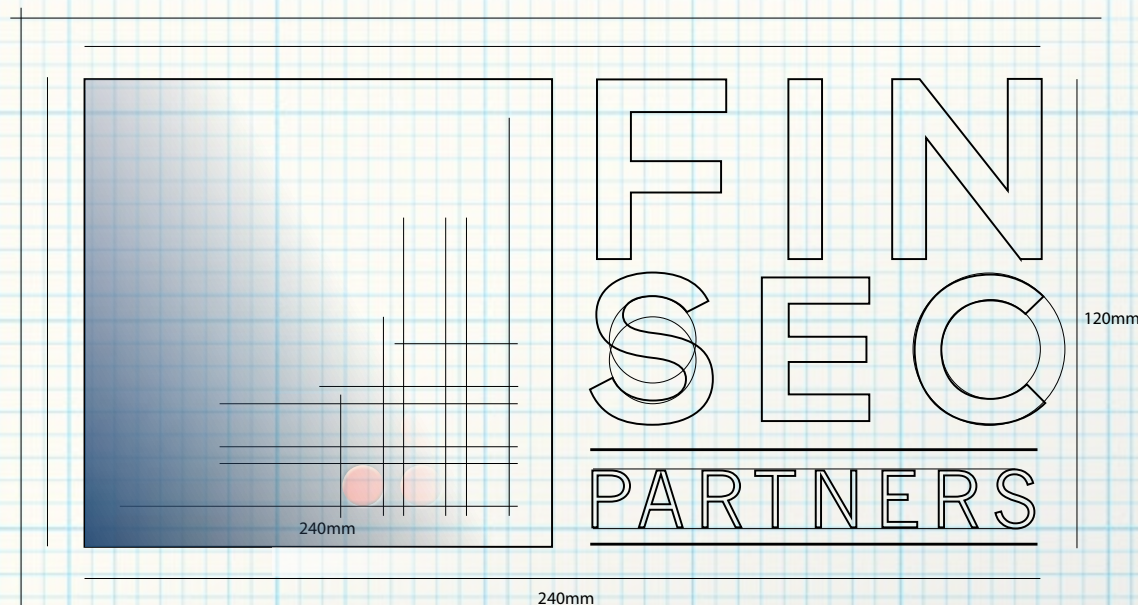
Steps in the
right direction...



Advice
& Clarity

- this chapter
- the next chapter
- for every chapter

Partners in your financial future...



FinSec Logo.

In preparing for battle I have always found that plans
are useless, but planning is indispensable.

- Dwight D. Eisenhower

WHO WE ARE

Our History

FinSec Partners, in various forms has been assisting South Australians with their financial advice requirements for over 30 years. Our rich history affords us a depth of experience and wisdom that can not be manufactured.

Our history, business evolution and the decisions we have made, are all underpinned by our value system. It is what defines us as professionals and represents the belief system that we adhere to as Advisers today.

Whilst our business provides a diverse range of advisory services we have become specialists in the following areas:

- » Self Managed Super Funds
- » Aged Care and Centrelink Strategy
- » Business and Personal Risk Management
- » Pre and Post Retirement Planning
- » Investment Management
- » Wealth Creation

We are also proud to have pioneered 'FinSec for Women' which aims to engage, educate and empower women to make smart choices with their money.

Privately Owned and Operated

By choosing to be self-licensed FinSec Partners is removed from any of the misconceptions that can accompany a vertically integrated family tree. We are 100% privately owned and operated by the people who work in our office. We are not aligned to any one product provider or institution, which means we are not limited to recommending products from any particular organisation.

We control our own business systems and our clients benefit from the flexibility and simplicity that this brings. Our ethos on the other hand, remains big business orientated. As such we invest heavily in our people, technology and corporate governance. This includes:

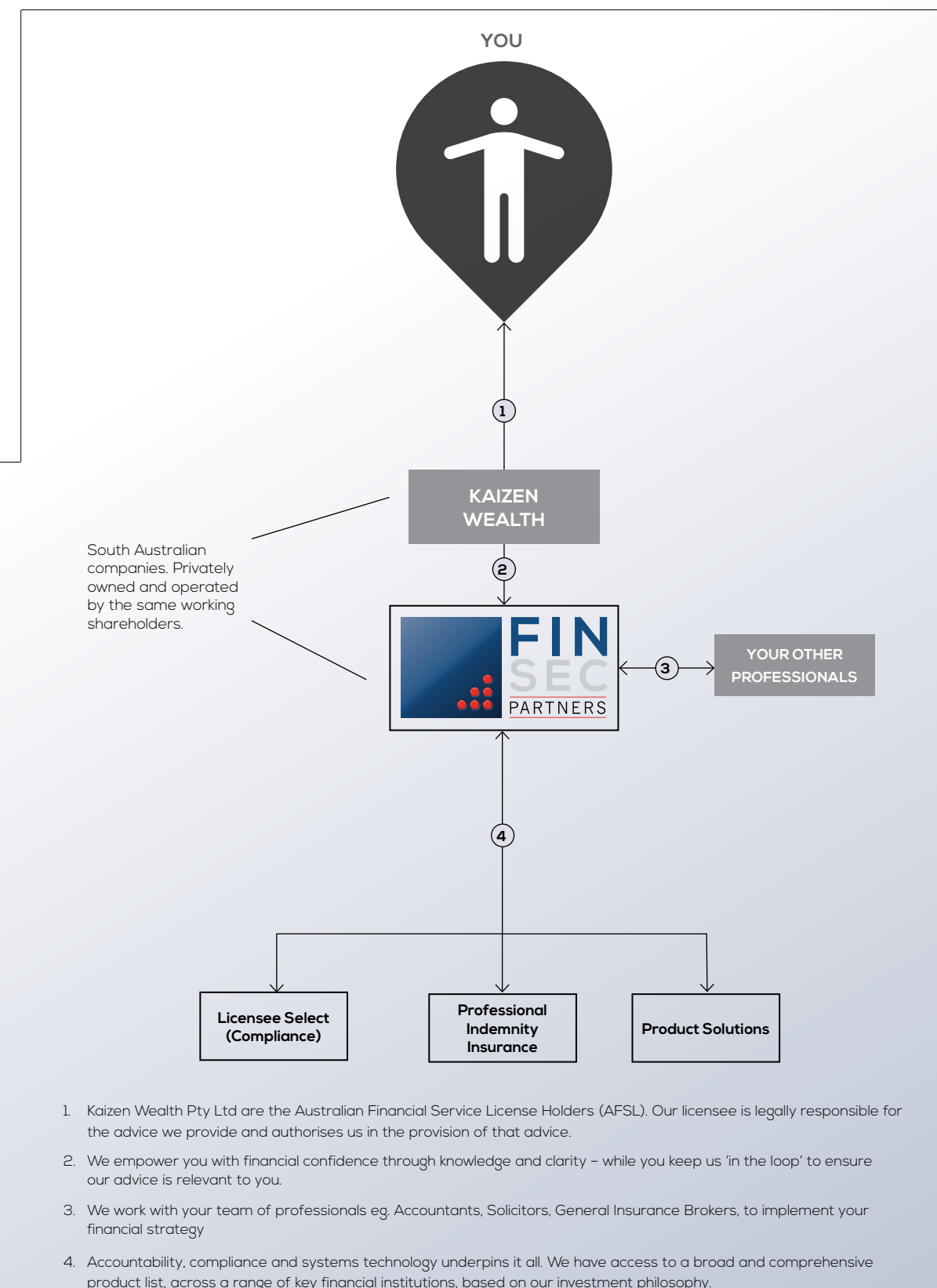
- » our own in-house investment committee
- » a strong compliance culture
- » accountability to our industry regulators
- » a highly educated and informed team that enjoys the benefit of ongoing training and professional development
- » a commitment to a code of ethics that guides us as professionals.

Our Philosophy

At FinSec Partners we believe that by understanding what motivates you financially we will be better equipped to guide you. It is clear that wealth contributes to wellbeing, yet there are many unhappy people in this world who are financially secure.

It is important to understand the balance between wealth and wellbeing. We feel money should be seen as a means to an end, not an end in itself. By understanding what drives your financial behaviour we can tailor our advice to ensure that your strategy is aligned to your personal values and ultimately leads to a more fulfilling life.

THE FAMILY TREE



THE NEXT CHAPTER

WHAT YOU CAN EXPECT...

To help you understand the financial planning journey we have broken it down into the following five steps.

i. Identifying where you want to be

Our initial goal is to discover the real truth about your finances. Advice requirements differ depending on individual circumstances and events that occur throughout our life stages. Together we will identify the issues that need to be addressed to meet your financial and lifestyle ambitions. You can then decide with confidence if you want our advice to meet a single need or whether to take a more holistic approach.

If you don't require advice from us but need help completing a specific transaction (e.g. trading some shares) we are here to ensure the process is smooth and informed. We can arrange for you to buy or sell the kinds of services that our advisers provide, undertaking the transaction without issuing advice. It is important to understand that in these circumstances we will ask for confirmation of your instructions in writing and to sign a letter that acknowledges you have declined our offer of advice as well as understand any risks associated with the transaction.

ii. Considering the opportunities and risks

Once we understand your needs and available resources, we will investigate a range of financial options to meet your goals.

Kaizen Wealth has an extensive Approved Product List. This means our recommendations are not limited to any one product provider or institution.

All products on the Approved Product List are supported by research from external and/or internal research experts. We pride ourselves on the quality of this list, a result of the filtering process shown below.

Should we consider it in your interests to use a non Approved Product, we will follow Kaizen Wealth's review and approval process to ensure its appropriateness to your circumstances.

Filtering process – Approved Product List



iii. Bridging the gap

Based on the information you provide, our knowledge and expertise we will present a strategy to bridge the gap between where you are now and where you want to be.

You will be supplied with a Statement of Advice (SoA), this is your future plan with us. The SoA outlines the steps we will take to achieve your plan and includes;

- » your goals and objectives paired with our recommended strategies and services.
- » transparency about the fees, costs and other benefits we may receive as a result of the advice we provide.

We will keep a record of any advice documents (SoA and further advice documents) we provide you for seven years. You may request a copy for your records at any time.

If we recommend or arrange a financial product for you, we will make available a Product Disclosure Statement (PDS) or an Investor Directed Portfolio Service (IDPS).

These documents contain;

- » the key features of the recommended product
- » benefits and risks of the product
- » transparency around the costs you will pay the provider

iv. Bringing your plan to life

We work closely with you to implement your financial strategy. We help you complete any necessary paperwork and we are available to attend meetings with your accountant, solicitor or general insurance broker so your strategy is implemented efficiently.

v. Staying on track with regular ongoing advice

As time goes on and your circumstances change your financial plan will need to be revised. If you have previously received advice recorded in a SOA, any further personal advice may be recorded in a Record of Advice (ROA).

We will design an ongoing service programme to ensure your plan remains up to date and on track. You will be provided with an 'Ongoing Service Agreement' that will outline the ongoing advice strategies and communication needed to keep you on course. This will also include an explanation of all the associated fees and other forms of remuneration as applicable.


advice and clarity...

For Every Chapter



PLANNING MENU

This menu has been designed to show at a glance what we do. Each of the icons below relates to a specific product or service that we provide which may be of interest to you, or relevant to your needs.

On page 14 through to 22 these same icons are displayed for members of our team based on their areas of specialty. For example, if you are interested in Self Managed Super Funds you will find the symbol  shown for Craig Medlow on page 19 of this guide.

Whilst you may work with predominately one adviser, our team will draw on each other in a collaborative manner to ensure you get the right advice at the right time.

Strategic Advice Services



Guidance on budgeting and goal setting



General Financial Planning including:

- » Savings and wealth creation strategies
- » Investment advice
- » Superannuation planning
- » Retirement planning



Wealth Creation and Retirement Planning



UK Pension Transfer advice



Centrelink Planning

Potential product selection

Cash management trust

Cash management trust
Direct fixed interest
Retail and wholesale managed investment schemes
Socially responsible investments
Hedge funds
Platform and master trust products
Superannuation products
Retirement income streams

Superannuation

Retirement Income Streams
Direct fixed investments



SMSF



Government Super



Investment strategies



Risk and Insurance Analysis



Business Succession Planning



Aged Care



Gearing Strategies



Debt Management



Salary Packaging



Estate Planning Considerations



Direct Shares

Cash Management Trust
Direct Fixed Interest
Retail and Wholesale Managed Investment Schemes

Superannuation Products

Cash
Fixed Investment
Property Funds
Shares
International Assets

Personal and Group Insurance

Business Succession Insurance

Retirement Income Streams
Direct Fixed Investments

Geared Products

Salary Packaging

Listed Australian Shares

Examples of the services which Kaizen Wealth is not responsible for and FinSec Partners are unable to provide include:

- » General insurance services (for example, car insurance)
- » Real estate and direct property advice
- » Taxation services, such as completion of tax returns
- » Mortgage broking services (credit product advice)
- » Legal services
- » Consulting services
- » Accounting and audit services

YOUR ADVICE TEAM



KAREN ABBOTT

Dip FP, BBus Acc,
Partner
Authorised Representative
No. 276754

Karen spent 5 years in Sydney working in the Financial Services Industry before returning to Adelaide in 2007 and joining FinSec as a senior adviser. Over the years Karen has become an expert in providing FinSec clients with integrated insurance solutions, wealth accumulation advice and partnering with people to ensure they make the most of their financial situation.

Today Karen focuses heavily on educating and providing specialist advice to women. Two years ago driven by a genuine passion in this area , she pioneered the successful women's networking and personal development group 'Women Talking Finance'.

As a balance to her work Karen is an amateur artist and enjoys exploring famous wine regions across Australia. A busy mother of two young boys, she still finds the time to manage her own investment portfolio, proof that she 'practices what she preaches'.

A word from Karen: "I get a real buzz out of giving clients advice which results in them being better off either personally or financially after spending time with me. I enjoy growing with my clients and being there as they progress through their life. I have a passion for learning and sharing my experience and knowledge with others."

Why FinSec?: "Financial Security means different things to different individuals and is largely influenced by your values, childhood experiences and family background. At FinSec we look to understand what Financial Security really means for each individual client. This allows us to give the best possible advice tailoring to specific needs."

How I am paid: I receive a salary as an employee of FinSec Partners. I also receive a profit share as a partner of FinSec Partners.



MEREDY ANDREW

Dip FP (adv), IPA
Authorised Representative
No. 284525

Meredy, a Senior Para-planner, has been providing advice to clients since 2001. Her extensive knowledge forged from 25 years specialising in the risk area is recognised by her peers and insurance companies alike. Her previous experience as a business banking manager with NAB has allowed Meredy to build extensive skills in business protection strategies including; succession, key person, revenue and personal protection. Her wealth of experience ensures she is a valued support to all of our advisers and clients alike.

Meredy enjoys the lifestyle South Australia has to offer, particularly our 'four seasons' a welcome relief after 2 years in Darwin. She is a die-hard Crows supporter and on occasion has even been known to ban the word 'Port' from the office vocabulary.

Meredy works closely with all advisers, and when required with business and individual clients, to ensure our advice is tailored and appropriate to their circumstances.

How I am paid: I receive a salary as an employee of FinSec Partners.





DANE AVERY

AFP®, BCom (ACC),
Dip FP (adv)
Authorised Representative
No. 454658

Having grown up in a country town, Dane has not forgotten his roots and remains a country boy at heart. Dane has been involved in the financial services industry since 2007 and has spent time in a chartered accounting firm as well as a big four bank.

His undeniable passion for helping people achieve their goals personally and financially has led him down the financial planning path where he is able to fulfil this passion.

Dane lives an active lifestyle and enjoys keeping fit through playing football and tennis.

A word from Dane: "Listening to what is important to you allows me to tailor a strategy to meet your needs"

Why FinSec?: "FinSec Partners is a leading financial services firm that listens to clients' needs and helps provide solutions to best achieve these. These are traits that I value highly."

How I am paid: I receive a salary as an employee of FinSec Partners.



MICHAEL BALOGH

CFP®, Dip FP,
Partner
Authorised Representative
No. 240418

Michael started his financial planning career with AMP in 1982 and came to FinSec as the Principal and Director of his previous practice. His love of life is infectious and he enjoys a quality of life that includes photography, gardening, cycling and spending time with his wife and family.

Michael understands that value runs greater than money and uses his extensive skill-set to empower clients with the knowledge and clarity required to make smart decisions with their finances. Whether it's retirement planning, wealth protection, or wealth strategies they're all delivered with empathy and understanding to make each chapter the best it can be.

A word from Michael: "I am most passionate about providing the advice and services to my clients in the most professional and empathetic way possible to encourage a loyal client environment."

Why FinSec?: "FinSec has strong well-grounded principals which has seen them remain one of Australia's prominent financial planning groups. FinSec is a group of professional individuals with the common goal to meet the needs and services of our clients, whilst achieving our business goals, in turn allowing me to meet my own desired personal lifestyle."

How I am paid: I receive a salary as an employee of FinSec Partners. I also receive a profit share as a partner of FinSec Partners.



ANDREW CREASER

CFP®, Dip FP,
Partner
Authorised Representative
No. 276754

Born and raised in Adelaide, Andrew spent nearly two decades in Sydney as a senior executive and director with AXA, AMP and Genesys respectively. He brings to the FinSec team a unique experience and extensive skill-set that most in the industry would find hard to equal. His major areas of both expertise and interest lie in portfolio management, superannuation, wealth creation, estate and personal protection planning. Together with Scott Noell, Andrew is a managing partner and is responsible for driving significant changes at FinSec that are setting new standards in the South Australian marketplace

Andrew enjoys the lifestyle Adelaide has to offer for both himself and his family. He is an active board member for the Royal Society for the Blind, is involved with the Children First Foundation and if time permits can be found enjoying a well earned round at Kooyonga Golf Course.

A word from Andrew: "I believe that with knowledge and clarity comes confidence. When people feel confident they are in control, they make informed choices, better decisions and will ultimately achieve a lot more. I am passionate about empowering people in this way."

Why FinSec?: "We are a group of professionals with shared values and the same ambition to make a difference."

How I am paid: I receive a salary as an employee of FinSec Partners. I also receive a profit share as a partner of FinSec Partners.



DAVID FORD

AFDS (FP)
UK Specialist Advisor
Authorised Representative
No. 239403

David is an Englishman with over 35 years experience in both the UK and Australian financial services industries. Migrating from the UK in 1996, David can readily relate to the experiences that migrant clients go through as they take up residency in Australia; particularly the impact changing worlds has on their finances and retirement security.

Pioneering the UK pension transfer industry in Australia, David has the vital connections with professional and regulatory bodies to ensure his clients are positioned for optimal transfer success.

He is qualified in both the United Kingdom and Australia by examination and has acted for clients, superannuation fund and trustees alike.

A proud father of two adult girls, David has chaired a school board for many years and enjoys travelling – particularly snow skiing.

A word from David: "It starts with a simple conversation and can result in life-changing decisions. Migrants arrive with their families and worldly possessions and often ignore their financial affairs amid the excitement of their new home. Start your conversation today."

Why FinSec?: "As one of the biggest advisory practices assisting British migrants over the years, FinSec is the natural home for new arrivals and established migrants."

How I am paid: I receive a salary as an employee of FinSec Partners.





DAVID GILBERT

BCom, Dip FP,
Partner
Authorised Representative
No. 48079701

David came to Adelaide 16 years ago bringing with him years of experience gained from working in the banking and finance sectors.

Having worked exclusively as a financial planner for the past 13 years David is well versed in wealth and investment strategies, retirement income creation and UK pensions and investments. David is a family man and active member of his community not to mention proud President of the Rostrevor Old Collegians Football Club.

Partnering with clients allows David to explore the best strategies to suit their financial needs and ensure each chapter attains its desired outcome.

A word from David: "I am passionate about working collaboratively with clients to attain their desired outcomes."

Why FinSec?: "FinSec is a place for clients who want to be listened to, looked after and provided with long-term financial security."

How I am paid: I receive a salary as an employee of FinSec Partners. I also receive a profit share as a partner of FinSec Partners.



JACQUELINE JAMES

Senior Paraplanner
Dip FP, Adv Dip FP
Authorised Representative
No. 1008230

Jacque a Senior Para-planner, has been working with clients since 2007. Jacque's experience as a Client Service Officer, Para-planner, as well as a stint as a Financial Planner, gives her a strong technical background and highly valued skill-set.

Jacque loves to travel, spend time in her garden and is an avid reader. She embraces the lifestyle that South Australia offers and spends her spare time between McLaren Vale and the beach.

A word from Jacque: "I am passionate in assisting clients understand their financial situation and how they can achieve their best life now and in the future. I believe this is best achieved by simplifying the complexities of financial planning through 'straight talk', a commitment to genuine service and good advice."

Why FinSec?: "At FinSec we work as a team to provide holistic financial advice and guidance. The adviser/client relationship is at the centre of everything we do, as a team we are here to support and enhance that relationship."

How I am paid: I receive a salary as an employee of FinSec Partners.



CRAIG MEDLOW

BBG & IntFin, GdipAppFin,
SA Fin,
SMSF Specialist Advisor™,
Partner
Authorised Representative
No. 239805

Craig's undeniable work ethic and drive was instilled in him from a young age, working with his parents to help run the family newsagency. He is a natural leader with a passion to excel, attributes that he has demonstrated throughout his school, sporting and working careers.

With over 10 year's experience in the Financial Services industry, Craig specialises in the areas of SMSF, direct shares and assisting clients with complex investment structures. Craig is one of only a few Specialist Self-Managed Superannuation advisers in South Australia.

Craig is a self professed country boy and has lived most of his life in the Adelaide Hills. He is an active member of local cricket and football clubs as both a player and volunteer, a true family man Craig enjoys spending quality time with his wife and two young boys.

A word from Craig: "I am passionate about trying to find the best solutions for all my clients, so that what ever situation occurs they will be in the best position to deal with the outcome."

Why FinSec?: "Working at FinSec is great as it allows you to come to work and be around people who have the same values as you. We work as a team to get through any challenging situation, whether that be a personal, issue, a client need or the ever changing financial world."

How I am paid: I receive a salary as an employee of FinSec Partners. I also receive a profit share as a partner of FinSec Partners.



TRAVIS MODRA

Dip FP, Adv Dip FP,
and BA (App. Sci)
Authorised Representative
No.1008640

Travis is a full time adviser specialising in personal superannuation and personal risk management for individuals and business. With over 10 years experience in financial services both in South Australia and interstate, Travis possesses the knowledge and experience required to understand the financial markets, not only their complexity and unpredictability but also the rewards that can be achieved by a patient and pragmatic approach to investing.

Travis enjoys working with a wide range of clients, in particular assisting professionals and business owners.

Travis spends his spare time with his young family and focussing on a healthy lifestyle. The importance of these things was instilled by his parents while growing up on the family farm on the Eyre Peninsula. Having been a footballer Travis now enjoys being a spectator as a "mad Crows fan" and he is also an avid golfer.

A word from Travis: "I am passionate about working with clients to deliver the knowledge and clarity FinSec so strongly adheres to"

Why FinSec?: "After working in the highly corporate environment of a bank, FinSec is a breath of fresh air. The ability to work with a broad suite of product solutions for clients and the team focus on delivering the best client outcomes is my "why FinSec."

How I am paid: I receive a salary as an employee of FinSec Partners.





Barrie Moyle

Dip FP, F.A.F.A
Authorised Representative
No. 255613

A recent addition to the team, Barrie joins us as an authorised representative of Kaizen Wealth, formalising a relationship spanning 10 years. Formerly of Barrie Moyle & Associates, Barrie will continue to provide the South East with outstanding financial advice services from his Naracoorte office, under the FinSec brand.

Born and raised on the SA /Vic border, Barrie moved to Naracoorte in 1976 to raise Beef cattle and Prime lambs. In 1984 a love of finance saw Barrie join Colonial Mutual Life, where he soon established himself as an industry leader in the area of insurance and risk management. Since then Barrie has been part of the Elders Group and Genesys Wealth.

Barrie's second passion lies in supporting Local Health Services. Currently he is a presiding member of the Naracoorte Area Health Advisory Council and at a state level, is Chairman of the Presiding Members Panel of SA Country Health.

A word from Barrie: "Having witnessed first hand how Risk Insurance can help in times of adversity, I am passionate about empowering clients with the knowledge required to make informed insurance decisions – particularly when it comes to affordable estate equalisation."

Why FinSec?: "The FinSec Way' is a methodology that I am proud to adopt as my own. FinSec's self licensed status, outstanding business systems and an unwavering commitment to high standards of ethical and professional conduct, make them the perfect fit for my clients, staff and business moving forward."

How I am paid: I receive remuneration based on the amount of insurance commission and fees attributable to services and advice I provide as a contractor to FinSec Partners.



Scott Noell

CFP®, Dip FP,
Partner,
Authorised Representative
No. 239461

With over 25 years experience in the financial planning industry, Scott Noell is a key driver of the FinSec Partners business. Scott built his impressive career-foundations specifically within insurance and superannuation before applying himself to more holistic financial planning practices.

Over the last 10 years Scott has actively developed the PTD arm of FinSec, a business that typically works with UK migrants or returning Australian expats; providing advice around the transfer of assets and in particular their UK Pensions.

A proud father of two boys, Scott is both an avid golfer and a keen traveler. After living and working in the Barossa Valley for close to 15 years he came back to the city to further his work in the finance industry.

A word from Scott: "Most people move from the UK for a better life. We help make that possible by ensuring their finances are structured to take advantage of the regulations here in Australia."

"I am very passionate that we are a business that delivers real value to our clients' lives; we will do this by challenging their thinking and partnering them on their journey."

Why FinSec?: As a group we believe we can make a difference to peoples' lives and we work in a collaborative manner to deliver the best outcomes for clients.

How I am paid: I receive a salary as an employee of FinSec Partners. I also receive a profit share as a partner of FinSec Partners.



Nathan Pech

CFP®, Dip FP, BA (Econ),
SMSF Specialist Advisor™
Partner
Authorised Representative
No.239466

Adelaide born and raised, Nathan entered the finance industry in 2000. He boasts a diverse skill-set that enables him to develop a broad range of tailored outcomes for the clients he works with. Whilst Nathan has general financial planning and personal insurance knowledge, his 13 years specialising in the industry has helped him become an authority, in the area of business insurance and succession. His other main area of expertise is self managed super fund advice.

Nathan's key attribute is his focus on the big picture, specifically his ability to track, map and review a client's financial progress.

Nathan grew up in a house full of boys, an environment we contribute to both his love of football, competitive nature and the countless resilience he shows. An all round nice guy, Nathan is committed to his family and in particular his children's ongoing development and wellbeing.

A word from Nathan: "I am passionate about working with clients to discover what they really desire from life, and helping them to achieve their real goals."

Why FinSec?: "We make the difference. Time, discipline and quality advice will alter the course of your personal financial life."

How I am paid: I receive a salary as an employee of FinSec Partners. I also receive a profit share as a partner of FinSec Partners.



Heather Price

Dip FP, CPA, BA (Acc),
Authorised Representative
No. 429706

Before moving into private financial planning Heather spent 20 years as a public practice accountant, specialising in investments, SMSF and tax affairs. Her ability to look back at a client's finances from an accountancy perspective gives her a unique advantage when planning for their future.

Born and raised in South Australia, Heather is a proud mother to her son, active member of the Girl Guides SA, keen photographer and travel enthusiast.

Heather works with clients in all stages of life, specialising in wealth strategies, self managed super funds and salary packaging. Together with Karen Abbott she is one of the powerhouses behind our 'Women Talking Finance' programme and is passionate about empowering women with the knowledge to take charge of their financial situation.

A word from Heather: "I enjoy assisting our clients to achieve their financial potential and live their dreams"

Why FinSec?: "I get to work with a skilled and dedicated team of professionals, who work together to maximize outcomes for their clients."

How I am paid: I receive a salary as an employee of FinSec Partners.





**ROHAN
REID**

Manager Advice Operations
BBG & IntFin. Dip FP,
Adv Dip FP
Authorised Representative
No. 454948

Having grown up in the country town of Meadows, Rohan is an active member of the Adelaide Hills community and resides there to this day. He enjoys a healthy lifestyle and keeps fit through playing club Cricket and Football.

Rohan has been involved in the financial services industry since 2005 and has gained extensive experience in all areas of the business.

His genuine desire to help clients achieve their personal and financial goals has firmly cemented his role within the adviser group. His thirst for learning and dedication to achieving great outcomes for clients, makes him a key member of the FinSec team.

A word from Rohan: "I like understanding the goals of our clients and providing solutions that allow them to achieve what's important to them."

Why FinSec? "I'm working in a business that is prepared to challenge the status quo and always looking to improve our clients experience."

How I am paid: I receive a salary as an employee of FinSec Partners.



RELATIONSHIPS AND ASSOCIATIONS

Kaizen Wealth

Kaizen Wealth holds an AFSL issued by the Australian Securities and Investments Commission. As an Authorised Representative, FinSec Partners act on behalf of Kaizen Wealth in the provision of financial services authorised under this AFSL.

Although FinSec Partners is our client facing brand, Kaizen Wealth as the AFSL holder is responsible for the financial advice we provide. As such, Kaizen Wealth provides significant support and supervision, with the aim of ensuring that the advice services you receive are of the highest quality.

Kaizen Wealth requires its Authorised Representatives to complete external assessments and annual training programs including regular reviews from experienced compliance professionals.

Kaizen Wealth provides extensive resources and dedicated teams to support us, including technical experts in areas such as superannuation and retirement planning.

FinSec Finance

FinSec Holdings Pty Ltd owns 50% of the FinSec Finance Business and Brenton Moyle owns the other 50%. Brenton is paid a salary and entitled to profit of FinSec Finance, as is FinSec Holdings Pty Ltd. FinSec Holdings Pty Ltd is 100% owned by the working partners of FinSec.

Kaizen Wealth has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

CDK Wealth Pty Ltd

CDK Wealth Pty Ltd has been established as a joint venture between ITP The Income Tax Professionals and Finsec Partners. CDK Wealth Pty Ltd is owned by associated companies of ITP The Income Tax Professionals and Finsec Partners. Accordingly the shareholders are entitled to receive distributions arising from any profits which may be earned by CDK Wealth Pty Ltd. CDK Wealth Pty Ltd has a service agreement with Finsec Partners.

FinSec Partners pay 20% of any Initial Advice and Implementation Fee they receive from a client referred by ITP to CDK Wealth. For example, if an Initial Advice Fee of \$2,200 is received then CDK Wealth will receive a referral payment of \$440.

Pension Transfers Direct

We have an arrangement with Pension Transfer Direct who specialise in the transfer of pensions from the United Kingdom. Pension Transfers Direct refer clients to us for the provision of investment advice and the ongoing care and management of comprehensive advice needs once their funds have transferred to Australia. Pensions Transfer Direct may receive up to 20% of the total advice related remuneration. Disclosure of these amounts will be made available in your Statement of Advice.

Other

We may also make payments to people or organisations that refer clients to us.

WE RESPECT AND PROTECT YOUR PRIVACY

We maintain a record of your personal information. You have the right to withhold personal information, but this, as well as any inaccurate information you provide, may compromise the effectiveness of the advice you receive.

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

We will retain a copy of any recommendations made to you for seven years. Please contact your FinSec adviser to review your file.

Kaizen Wealth and your FinSec adviser have implemented a privacy policy, which ensures the privacy and security of your personal information. Please view the Kaizen Wealth Privacy Policy Statement available at www.kaizenwealth.com.au or you can request a copy of the policy from your FinSec adviser.

Another financial adviser may be appointed if your adviser leaves FinSec Partners or is unable to attend to your needs due to an extended absence from the business. In these circumstances, FinSec Partners will write to you advising you of the change. Your personal information will be passed on to the new adviser.

If you choose to appoint a new financial adviser, your new adviser will be provided access to your file. They will be responsible for providing you with ongoing advice relating to those products and all future advice fees deducted from them will be paid to your new adviser.

Professional indemnity insurance is maintained by Kaizen Wealth and the FinSec advisers to cover advice, actions and recommendations which have been authorised by Kaizen Wealth and provided by FinSec. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

Privacy Collection Statement

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.

Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser or FinSec 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 (subject to your ability to opt-out as set out in the Kaizen Wealth Privacy Policy).

Your information may be disclosed as required or authorised by law and to anyone authorised by you.



STRAIGHT TALK

HOW WE GET PAID

We believe that the advice services we offer are valuable and the remuneration that we receive is a fair reward for our expertise and skills. The following information explains how we calculate the remuneration we receive as a result of the advice services we provide you.

Fees for our advice services

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

- A set dollar amount that is agreed between you and your financial adviser or
- A percentage based fee based on the amount you invest that is agreed between you and your financial adviser.

The advice fees may include charges for the following advice services:

Complimentary first meeting

Our first meeting with you is complimentary. The purpose of this meeting is to understand your needs, see how we can be of benefit to you, establish that we would like to work together and if so, which of our services suits you best. We will obtain specific information about your circumstances so we can tailor subsequent advice for you. You should not act on any representations made during this first meeting.

Statement of Advice (SoA)

Should we agree to work together, our considered personal advice to you will be set out in a statement of advice (SOA), this is your financial plan. Before providing you with your plan we will prepare a Letter of Engagement. This document is your approval for us to proceed and sets out what your plan will cover and the associated fees as a set dollar amount.

The advice fees for your personal financial plan (SOA) include:

Initial Advice

The initial advice fee covers the time and expertise that is put into researching and preparing the recommended strategies for your personal plan.

Advice Implementation

The advice implementation fee covers the administrative time spent implementing the recommended strategies for your personal plan.

Our advice will be comprehensive and seeks to add value. Our plan fees start at \$1100 and rarely exceed \$5500. From time to time we may waive a plan fee or seek to charge more based on the complexity of the plan required.

Ongoing Advice

We find that most clients require a blend of strategic and portfolio advice on an ongoing basis. In general our ongoing advice seeks to optimise your wealth, adjust for life changes and provides the knowledge and clarity required to stay abreast of legislative, market and industry shifts. It includes regular review meetings and the ongoing review (in reasonable terms) of your personal plan.

Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or fixed percentage each year. We will advise you if this fee will increase as a result of CPI.

Before providing you with ongoing advice, FinSec Partners will prepare an Ongoing Service Agreement. This agreement sets out our ongoing advice offer, which includes the advice and services we will provide, as well as the frequency these will be delivered, how much it will cost, your payment method and how the arrangement can be terminated.

Our ongoing advice fees are determined based on the services required, complexity of your plan, regularity of contact and the sum (assets under advice) we are advising on. We seek to charge a fixed fee which is agreed annually in advance and reviewed each year. This fee will not exceed 1.10% of assets under advice (aua). For example if you have \$200,000 (aua), your maximum ongoing advice fee will be \$2,200 per annum.

Where gearing applies an agreed fixed fee will be charged. Our gearing fees start at \$550 and rarely exceed \$5,500.

From time to time we may reduce our advice fee or seek to charge more based on the complexity of your plan.

Fixed (Agreed Fees)

FinSec Partner’s ownership structure affords the flexibility to offer alternative ongoing fee structures negotiated directly with individual Private clients on a case-by-case basis.

Commission

Upfront or ongoing commissions from insurance providers may be received by Kaizen Wealth. Kaizen Wealth may also receive initial and/or ongoing commissions from product providers in relation to other financial products under an arrangement that began prior to 1 July 2013.

Initial commission – deducted from your investment contributions or paid from insurance product providers, and;

Ongoing commission – a percentage of the value of your investment balance, outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

Your SoA will outline the advice fees and any commission inclusive of GST.

PAYMENT METHODS

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

- BPAY, direct debit (credit card or savings), cheque, EFTPOS
- Deduction from your investment
- Ongoing advice fees may be deducted in a single instalment or in monthly or quarterly instalments over twelve months.

Distribution of fees

We believe the advice services we offer are valuable and the remuneration we receive is a fair reward for our expertise and skills. Our fees and any brokerage, commissions or additional payments paid by product providers (total remuneration) are receivable by Kaizen Wealth as the Licensee.

For the current financial year, the percentage of the total remuneration retained by Kaizen Wealth is expected to be approximately 6% the remaining amount will be distributed to FinSec Partners.

ADDITIONAL PAYMENTS

Payments from other professionals

You may be referred to an external specialist to receive further advice. We may receive a referral fee or commission for introducing you to the specialist. This will be disclosed in your financial plan if applicable.

IF YOU'RE NOT HAPPY WITH THE QUALITY OF ADVICE

If, at any time, you are not satisfied with the advice you receive, or any other aspect of the service provided by your FinSec adviser, you should take the following steps:

1. Contact your FinSec adviser and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within three days, please contact Kaizen Wealth Complaints on 08 8357 7840 or alternatively put your complaint in writing and send it to:

Kaizen Wealth Advisers
Attention: Complaints Case Manager
Advice and Licensing
PO Box 1096,
Unley SA 5061

Kaizen Wealth will endeavour to resolve your complaint quickly and fairly.

3. If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed below.

Type of complaint	External complaints service
External complaints service	Financial Ombudsman Service (FOS)
Financial advice, investments, superannuation or insurance matters	Address: GPO Box 3 Melbourne VIC 3001 Phone: 1300 780 808 Fax: (03) 9613 6399 Email: info@fos.org.au
Personal information held	The Privacy Commissioner Address: GPO Box 5218 Sydney NSW 2001 Phone: 1300 363 992 Fax: (02) 9284 9666 Email: privacy@privacy.gov.au

ASIC may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.