



ID Accounting &
Wealth Solutions

FINANCIAL SERVICES GUIDE

Illingworth David Financial Planning Pty Ltd

441 Moorabool Street
Geelong 3220
T: 03 5221 8070 F: 03 5223 1205
Australian Financial Services Licensee 253127
ABN: 81 007 241 054

Planner Profile

Paul Bourke CFP[®], B.Com

Director

Authorised Representative No: 331086

Illingworth David Financial Planning Pty Ltd is proud to introduce to you Paul Bourke.

Paul has been with Illingworth David Financial Planning Pty Ltd since October 2008 and has been involved in the financial services industry since 2002. Paul's work experience has included various different roles in financial planning which includes, corporate and commercial finance, business banking and financial markets.

Paul holds a Bachelor of Commerce Degree with majors in, Finance, Financial Planning and e-Commerce Management. Paul is a certified Financial Planner (CFP), which is the highest educational standard for Financial Planners. Paul also is a member of the Financial Planning Association of Australia (FPA).

Services Paul Can Provide

Paul is able to provide you with comprehensive and expert advice in the following areas:

- Retirement Planning
- Estate Planning
- Aged Care
- Superannuation
- Investment Planning
- Budgeting
- Life, TPD, Trauma and Income Protection insurance
- Gearing (including margin lending)
- Direct Equities
- Banking including debit and credit products
- Arranging for the acquisition and disposal of all relevant products of the type described above
- Salary Sacrifice
- and:
- Ongoing monitoring and review of your situation

As part of our services all advice provided will be via a comprehensive written Statement of Advice which will clearly outline the following:

- Your current situation
- Strategy recommended
- The goals which you wish to achieve
- Implementation process (should you wish to proceed)
- Fees
- Ongoing review process

Paul is committed to providing high quality professional advice by offering you a tailored solution to your individual financial needs.

Planner Profile

Emma Alderson, B.Com

Director

Authorised Representative No: 300882

Illingworth David Financial Planning Pty Ltd is proud to introduce to you Emma Alderson.

Emma has been with the Illingworth David Group since 2002 and whilst she has spent a majority of this time focusing on accounting she has always had a passion for personal financial advice. Emma's work experience has included various roles in taxation which includes personal and business entities.

Emma holds a Bachelor of Commerce Degree with majors in Accounting and Finance. She is a Certified Practising Accountant (CPA) and has specialist knowledge in Self-Managed Superannuation Funds. Emma is an associate of the Financial Planning Association of Australia (FPA) and also a registered tax agent.

Services Emma Can Provide

Emma is able to provide you with comprehensive and expert advice in the following areas:

- Retirement Planning
- Estate Planning
- Superannuation
- Investment Planning
- Budgeting
- Life, TPD, Trauma and Income Protection insurance
- Gearing (including margin lending)
- Direct Equities
- Banking including debit and credit products
- Arranging for the acquisition and disposal of all relevant products of the type described above
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Planner Profile

Justyn Keiller AFP®

Financial Planner

Authorised Representative No: 1251269

Illingworth David Financial Planning Pty Ltd is proud to introduce to you Justyn Keiller.

Justyn has been involved in the financial services industry for over 10 years and has experience with major retail product providers, industry funds, merchant banks and large boutique firms, where he held roles in management, technical services and as a financial advisor.

Justyn holds a variety of qualifications in financial planning, including an Advanced Diploma of Financial Planning, Graduate Certificate in Financial Planning, along with SMSF, margin lending and listed product accreditations. In addition to this, is a registered Tax (Financial) Adviser, and also holds the AFP® designation with the Financial Planning Association of Australia. Justyn is also currently studying a Master's of Financial Planning and towards the Certified Financial Planner (CFP®) designation, which are the highest educational standards for Financial Planners in Australia.

Services Justyn Can Provide

Justyn is able to provide you with comprehensive and expert advice in the following areas:

- Retirement Planning
- Estate Planning
- Aged Care
- Superannuation
- Investment Planning
- Budgeting
- Life, TPD, Trauma and Income Protection insurance
- Gearing (including margin lending)
- Direct Equities
- Banking including debit and credit products
- Arranging for the acquisition and disposal of all relevant products of the type described above
- Salary Sacrifice
- and:
- Ongoing monitoring and review of your situation

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Justyn is committed to providing high quality professional advice by offering you a tailored solution to your individual financial needs.

This Financial Services Guide is important to you

This financial services guide is to help you decide if you want to use our financial services. It has information on who Illingworth David Financial Planning is and the services we provide.

This Financial Services Guide ("FSG") is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include: who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures and how you can access them. It is intended that this FSG should assist you in determining whether to use any of the services described below.

You should also be aware that you are entitled to receive a **Statement of Advice** (SoA) whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The Statement of Advice will contain the advice, the basis on which it is given and, information about fees, commissions and associations which may have influenced the provision of the advice.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a **Product Disclosure Statement** containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

What's Inside the FSG?

Part 1- Advice

Part One tells you what you need to know about the advice you will receive. It provides general information about financial planning and specific information about how Illingworth David Financial Planning Pty Ltd works with you.

Part 2- US

Part Two is our profile. It explains all about our business and the people providing you with the advice. It outlines the areas Illingworth David Financial Planning can provide advice to you on.

Part 3- Fees

Part Three tells you how we will charge you for the advice and services you receive.

Part 1 Advice – understanding our advice process & services

Illingworth David Financial Planning Pty Ltd (IDFP) is responsible for the advice and services offered to you.

IDFP holds an Australian Financial Services Licence No: 253127 under the Corporations Act and is a principal member of the Financial Planning Association (FPA).

IDFP's office is located at:

441 Moorabool Street
GEELONG VIC 3220

Because IDFP is also a Life Insurance Agent, the life companies we hold agencies with are responsible for any life insurance advice IDFP or its employees provide to you.

Those life companies are:

- MLC
- ING - ONE PATH
- AXA/AMP
- AIA
- AVIVA
- ASGARD
- ZURICH
- MACQUARIE
- COMMINSURE/COLONIAL
- BT
- TAL

IDFP commenced operations on 24th June 2000.

This FSG is distributed with the authority of Illingworth David Financial Planning Pty Ltd.

Our advice process

The advice process begins with an initial meeting, which involves identifying your goals and current financial position and discussing broad strategies to assist you to achieve those goals. The advice we provide will be appropriate to your personal circumstances. We will only recommend products and services approved by IDFP that we believe suits your needs and goals.

What advice and services can IDFP offer you?

The Authorised Representatives of IDFP are authorised to offer you the following services under the authority of IDFP:

- Investment planning and products
- Budget and debt management
- Salary packaging
- Superannuation planning and products
- Retirement planning, pension and annuity products
- Personal insurance and risk management
- Centrelink
- Estate Planning
- Ongoing advice and services

Products that compliment our advice

IDFP is authorised to carry on a financial business to:

1. Provide financial product advice for the following classes of financial products:
 - a. Deposit products
 - b. Government debentures, stocks and bonds
 - c. Life products
 - d. Managed Fund Investments including Master Trusts
 - e. Securities traded on the Australian Stock Exchange
 - f. Superannuation and pension products including, Self Managed Superannuation Funds
2. Deal in a financial product by applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
 - a. Deposit products
 - b. Government debentures, stocks and bonds
 - c. Life products
 - d. Managed fund investments including Master Trusts
 - e. Securities traded on the Australian Stock Exchange
 - f. Superannuation and pension products including, Self Managed Superannuation Funds

We provide advice on a range of investment products under the authority of IDFP. IDFP have Approved Product Lists and Authorised Representatives of IDFP are limited to recommending investments from that list only, unless they receive special approval.

All investments on the Approved Product List and those requiring special approval have been researched by Morning Star Research, Lonsec, EQR Research, Zenith or IDFP. Your Authorised Representative can provide you with a copy of the Approved Product List or the special approval for any products upon request. Please note that these are updated regularly.

Your Authorised Representative will only recommend investments to you after considering their suitability to your individual investment objectives, financial situation and needs.

Life Insurance Products

Initial and ongoing commissions from insurance providers may be received by Illingworth David Financial Planning. These commissions are paid to Illingworth David Financial Planning by the company that issues the product that Illingworth David Financial Planning's Advisers recommend to you and they are included in what you pay for the product. The commissions vary and are based on the policy cost, which is the sum of the premiums you pay and may include other fees related to the product.

The initial commission is paid in the first year by the product issuer to Illingworth David Financial Planning. Ongoing commissions are payments paid by product issuers to Illingworth David Financial Planning in the years after the first year. These commissions may be passed onto "us"/"the adviser" or nothing at all depending what is applicable to the circumstances.

If you initiate an increase to your cover, Illingworth David Financial Planning may receive initial and ongoing commissions on the increase to your policy cost. The ongoing commission on a client initiated increase is only paid in respect of the period that starts from the first anniversary of the increase.

If the initial commission is equal to the ongoing commissions (as a percentage of your policy cost), Illingworth David Financial Planning may receive up to 140% (excl. GST) of your annual policy cost. If the initial commission is higher than the ongoing commissions, the maximum commission that Illingworth David Financial Planning may receive is set out in the table below:

Date a new product is issued	Initial commission (% of annual policy cost or increase excl. GST)	Ongoing commission pa (% of annual policy cost or increase excl. GST)
Before 1 January 2018 or before 1 April 2018 when the application was received prior to 1 January 2018	0 - 140%	0 - 38.5%
1 January 2018 - 31 December 2018*	0 - 80%	0 - 27.50%
1 January 2019 - 31 December 2019*	0 - 70%	0 - 27.50%
From 1 January 2020*	0 - 60%	0 - 27.50%

* Illingworth David Financial Planning may receive the pre 1 January 2018 commission rates above from the product issuer if:

- > your policy was issued before 1 January 2018 and you exercise an option to establish new or additional cover under your policy after 1 January 2018; or
- > your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.

Example

- > You have an existing policy with us, issued in 2017, and in 2018 you decide to increase the cover on that policy with a corresponding increase in policy cost of \$100 pa. Illingworth David Financial Planning may receive up to \$140 (140% excl. GST) as initial commission on that increase and may pass up to \$140 pa to us. The ongoing commission payable to Illingworth David Financial Planning in respect of this increased policy cost may be up to \$38.50 (38.5% excl GST).
- > Or, we recommend an insurance product to you and it is issued on 2 April 2018. The annual policy cost is \$450. Illingworth David Financial Planning may receive up to \$360 (80% excl. GST) as an initial commission and may pass up to \$360 to us. Assuming the policy cost stays the same each year, Illingworth David Financial Planning may receive up to \$90 pa (20% excl. GST) as an ongoing commission and may pass up to \$90 pa to us.

From 2 September 2018, you decide to increase your insurance cover. The cost of this increased cover is \$100. The initial commission payable to Illingworth David Financial Planning in respect of this increase will be up to \$80 (80% excl. GST) as the increase has occurred in 2018. The ongoing commission payable to Illingworth David Financial Planning in respect of this increased policy cost will be up to \$20 pa (20% excl. GST), payable in respect of the period starting from the first anniversary of the date on which you increased your insurance cover (i.e. 2 September 2019).

From 2 September 2020, you decide to increase your insurance cover again. The cost of this increased cover is \$100. The initial commission payable to Illingworth David Financial Planning in respect of this increase will be up to \$60 (60% excl. GST). The ongoing commission payable to Illingworth David Financial Planning in respect of this increase will be up to \$20 pa (20% excl. GST), payable in respect of the period starting from the first anniversary of the date on which you increased your insurance cover (i.e. 2 September 2021). These commissions may be passed onto us.

You'll find details of how your insurance policy cost is calculated in the relevant PDS that we

provide you. Where personal advice is provided to you, you'll also find details of the commission that Illingworth David Financial Planning and we are entitled to receive if you decide to purchase a life insurance product, in your SoA or RoA.

- > In addition, Illingworth David Financial Planning may receive benefits as part of the Insurance Partner Program in the form of education, training and other support and resources to assist in the delivery of life insurance advice. Participants in the Insurance Partner Program may pay a fee to Illingworth David Financial Planning. Participants may be given the opportunity to provide training about their life insurance products. The total amount of fees, or the fees that may be paid by each individual life insurance product provider, will depend upon the commercial arrangements that may be negotiated from time to time between Illingworth David Financial Planning and each product provider. These payments will not change the amount of the policy cost payable by you.

When will I receive an SoA?

Your financial adviser may meet with you several times to discuss possible investment options before finalising their recommendations. Once they have completed their advice they will explain their recommendations to you and record it in a Statement of Advice (SoA). You need to take the time to read the SoA prior to implementing any advice recommended.

You may **not** receive an SoA in the below circumstances:

- General advice provided in a newsletter or seminar as your personal circumstances would not have been considered.
- Discretionary account services – which allow your financial adviser to manage your investments on your behalf.

What financial advisory services are not available to me through IDFP and are provided by you independently?

The following services and investment options are **NOT** provided under the authority of IDFP. This means IDFP is not responsible for the quality of advice or service our representatives provide in these areas:

- Legal Services
- Specific Real Estate and Property advice

Our representatives can provide a referral service direct to you to a qualified practitioner in the area of need.

Are there any services we are prohibited from providing?

As representatives of IDFP we are not permitted to recommend:

- Tax driven investment products

Whilst our representatives may not recommend tax driven products, there are a number of products available on the IDFP Approved Product List which assist in minimising your taxation liability. These products are not classified as tax-driven products, as their tax effectiveness is not their principal benefit.

As a representative of IDFP we are not permitted to be an Authorised Representative with any other Australian Financial Services Licensee.

As a representative of IDFP we are also not permitted to hold a Power of Attorney.

Ongoing Review Services

At IDFP we can provide ongoing reviews of your portfolio. The cost of ongoing reviews will vary in accordance with the size and complexity of your portfolio and will be agreed in consultation with you at the time of placing the investment/s. We will document the exact nature and cost of the review service to be provided to you.

Your Privacy – what is your personal information used for?

Laws protect the privacy of your personal information; IDFP is governed by these laws.

However, from time to time we may need to provide your personal information to enable us to fulfil our obligations to you.

Your personal information may be used to:

- assist us in providing advice to you
- administer and manage your investments
- facilitate IDFP internal business operations, including fulfilment of any legal requirements
- analyse products and customer needs and develop new products
- carry out confidential maintenance and testing of computer systems

Who else will receive access to my personal information?

We may disclose your personal information only as necessary:

- on a confidential basis to industry bodies, our agents, contractors or third party service providers that provide financial, administrative or other services for the purposes of IDFP business or your investments
- where the law requires us to do so if you consent

How do I access information you hold about me?

If you wish to access your personal information, this can be arranged by calling our office. No fee will be applicable for an access request however, we may charge you any reasonable costs incurred with the retrieval of your information.

Our Privacy Brochure sets out in detail our policies on management of personal information.

You can obtain a copy of this brochure free of charge from us.

If you have a complaint

The law requires Illingworth David Financial Planning Pty Ltd to have measures in place to compensate certain persons for loss or damage they may suffer from certain breaches of the Corporations Act by IDFP or its representatives. If you have any complaints we are committed to providing a prompt response and resolution. If you have a complaint about the service provided to you, please contact us in writing:

The Compliance Manager
Illingworth David Financial Planning Pty Ltd
441 Moorabool Street
Geelong 3220

We will endeavour to resolve your complaint within 5 business days. If your complaint is not resolved within 5 business days you have the right to complain to the Australian Financial Complaints Authority (AFCA) they can be contacted at:

Telephone
1800 931 678

Fax
03 9613 6399

Mail
Australian Financial Complaints Authority Limited
GPO Box 3
Melbourne Vic 3001

Email
info@afca.org.au

The Australian Securities and Investments Commission (ASIC) also has a toll free call infoline 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Part 2- US our business and the people providing you with advice

To help you understand more about us and who will be providing financial advice we have provided a profile of our Authorised Representatives.

Paul Bourke – Director/Financial Planner

Authorised Representative No: 331086

Paul has been involved in the financial services industry since 2002. Paul holds a Bachelor of Commerce Degree and is a Certified Financial Planner (CFP), the highest educational standard for financial planners and recognised internationally.

Paul has been a member of the financial planning association of Australia since 2003.

How am I paid?

Paul is a Director and shareholder of IDFP Pty Ltd. The Directors of IDFP Pty Ltd have a profit share arrangement to distribute company profits annually to shareholders and staff.

Emma Alderson - Director

Authorised Representative No: 300882

Emma has completed the requirements for ASIC compliance in Financial Planning and has particular expertise in regards to self managed superannuation funds.

Emma is a fully qualified Certified Practising Accountant, holding a Public Practice Certificate since 2005.

How am I paid?

Emma is a Director and shareholder of IDFP Pty Ltd. The Directors of IDFP Pty Ltd have a profit share arrangement to distribute company profits annually to shareholders and staff.

Felice Male – Director

Authorised Representative No: 329092

Felice has completed the requirements for ASIC compliance in Financial Planning and has particular expertise in regards to self managed superannuation funds.

Felice is a fully qualified Chartered Accountant, holding a Public Practice Certificate since 2004. Felice also holds a Bachelor of Law.

How am I paid?

Felice is a Director and shareholder of IDFP Pty Ltd. The Directors of IDFP Pty Ltd have a profit share arrangement to distribute company profits annually to shareholders and staff.

Justyn Keiller - Financial Planner

Authorised Representative No: 1251269

Justyn holds an Advanced Diploma of Financial Planning, Graduate Certificate in Financial Planning.

Justyn has been a member of the Financial Planning Association of Australia since 2012.

How am I paid?

Justyn is an employee of IDFP Pty Ltd and receives an annual salary. Justyn may be eligible for additional payments under the terms of his employment contract which are payable by IDFP Pty Ltd. All fees, commissions and incentives are received by IDFP Pty Ltd. No other related entities or their directors/employees receive commission, fees or other benefits in relation to the provision of financial services to you.

Part 3 – Fees how we will charge you for advice & services

All fees will be fully discussed with you prior to proceeding with any recommendations.

Initial meeting

Your first appointment is free of charge.

What you pay

- INITIAL ADVICE FEE

The amount you pay will vary depending on a number of factors, including the complexity of your needs, the amount of research involved and the time taken by the financial planner to complete the plan. The fee for preparing a financial plan is determined by your adviser. The payment of this fee can be agreed upon when authority to proceed with the recommended plan has been signed. All fees will be discussed with you and disclosed in the SoA.

SOA Fees range between \$1,100 - \$18,800 (inc GST).

- An implementation fee may be negotiated.

- ONGOING SERVICE FEES

Illingworth David Financial Planning Pty Ltd (IDFP) offers ongoing service to our clients. IDFP will only provide ongoing service and support to those clients who accept the ongoing service package.

Ongoing Service Package fees are also payable. These fees may be in the form of:

- An agreed flat fee per annum
- Commission or;
- An agreed asset based fee per annum

The negotiation for payment of these fees can be discussed with your Financial Planner.

These fees will range from \$1,100 - \$18,800 (GST inc).

Should there be a significant change in circumstances, you may be charged additional fees where an advice document is required (Statement of Advice). These fees range from \$1,100 - \$18,800 (GST inc).

- Should a client not wish to participate in our Ongoing Service Offering, fees for services and transactions will apply.

Additionally a fee for a Statement of Advice may be applicable should any advice be required.

These fees will range from \$1,100 - \$18,800 (GST inc).

An implementation fee will apply beginning from \$1,100 and can be negotiable.

Note* initial advice fees still apply where you choose not to implement our recommendations.

Please speak with your Financial Planner to discuss these fees.

Personal Insurance Commissions

Upfront commissions are paid for personal insurance products our representatives recommend to you, ranging from 27.50% to 80% (exc GST) of the annual premium you pay. The actual amount is calculated on the amount of the premium you pay, and varies depending on the product used. Ongoing commissions are also payable on the personal insurance products you hold. Ongoing commissions range from 20% to 27.50% (ex GST) of the annual insurance premium you pay for the duration of your holding in that investment. These commissions are paid by the product issuer, and are not an additional payment made by you. These commissions are disclosed in a Product Disclosure Statement.

Do any relationships or associations exist which might influence you in providing me with the financial services?

We hold our own Australian Financial Services Licence (AFSL) and have an agreement with BT Financial Group - BT Select to provide us with support services, such as compliance, training and technical services.

These services incur an annual cost which is payable by the IDFP group.

BT Financial Group is part of the St George Bank group of companies, which also includes ASGARD and Advance Funds Management.

Further details of the incentives, commissions and fees for each product will be provided in the Statement of Advice you will receive when providing you with a recommendation.

Direct Equity Trading

Illingworth David Financial Planning has an agreement with a panel of brokers for advice and implementation of direct share trades.

Brokerage and other charges

We have negotiated brokerage of 0.50% (plus GST) or minimum of \$50 (plus GST), for our ongoing service package fee paying clients. This service does not incur any commissions or rebates to Illingworth David Financial Planning.

Non service package clients & one off trades

Illingworth David Financial Planning will settle trades for clients who are requesting specific '*no advice*' trades. Brokerage of 0.50% (plus GST) or min of \$50 (plus GST) will be applied plus, a fee of \$140 + GST per trade.