# Financial Services Guide

ClearView

## Everything you need to know about ClearView and its Financial Advisers.

### Our relationship with you is important to us

This Financial Services Guide (FSG) contains important information about:

- Who we are
- The financial services and products we provide
- What advice will cost and how your Adviser will be paid
- How we manage your personal information
- What you should do if you have a complaint.

### Who we are

To provide financial advice in Australia you must be authorised through a Licensee. Your Financial Adviser is authorised through ClearView Financial Advice Pty
Limited (ABN 89 133 593 012; AFSL No. 331367). ClearView
Financial Advice (ClearView) provides support in terms of product research, software and technical advice to your Financial Adviser.

ClearView Financial Advice is a wholly owned subsidiary of ClearView Wealth Limited (ABN 83 106 248 248) and can be contacted at:

| | |
|---|---|
| **Head Office:** | **Level 14, 20 Bond Street Sydney NSW 2000** |
| **Telephone:** | **132 976** |
| **Facsimile:** | **(02) 9233 1960** |
| **Website:** | **www.clearview.com.au** |
| **Postal:** | **GPO Box 4232** |
| **Address:** | **Sydney NSW 2001** |

### Our financial services

ClearView is licensed under the Corporations Act 2001 (Cth) to provide financial product advice and to deal in a range of financial products to retail and wholesale clients.

ClearView is authorised to provide financial product advice and to deal in all of the categories of financial products listed below:

- Life (Risk) insurance products
- Superannuation
- Investor Directed Portfolio Services
- Investment (Life) insurance products
- Deposit Products
- Retirement Savings Accounts
- Standard Margin Lending
- Managed Investment Schemes
- Derivatives
- Foreign Exchange Contracts
- Government Debentures, Stocks and Bonds
- Securities

Your Adviser may be authorised to provide advice in some or all of these areas. This is detailed later in this guide.

### Who we are

Kent McDonald is an authorised representative 243283 of ClearView Financial Advice and can be contacted at:

K2 Wealth

445 Upper Edward Street

Spring Hill QLD 4000

**P: PO Box 360, Red Hill QLD 4000**
**T:** 07 3368 2002
**E: kent@k2wealth.com.au**

K2 Wealth 314978 is also a Corporate Authorised Representative of ClearView.

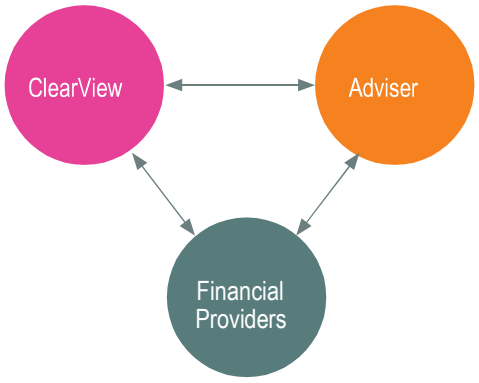
Kent McDonald is authorised to provide financial advice in the following areas:

- Government Debentures, Stocks or Bonds
- Life Products
- Managed Investment Schemes
- Retirement Savings Account Products
- Securities
- Superannuation
- Margin Lending facility



Dated: 1st February 2016

## ClearView and your Adviser




**ClearView**

ClearView Financial Advice holds the license with which your Adviser is authorised to provide advice. ClearView is responsible for the conduct of your Adviser.

**Adviser**

Your Adviser is authorised by ClearView to provide advice to you.

**Financial Provider**

Your Adviser may recommend Financial Products such as insurance or investments that are placed on your behalf through different providers.

## What will your Financial Adviser do?

Your Financial Adviser will consider your objectives, financial situation, needs and the type of advice that you are seeking, in order to ensure that they act in your best interests in relation to any advice that they provide to you. They will also ensure that their advice and any recommended products are appropriate for you.

Your Financial Adviser will set out their recommendations in a personalised Advice Document (Statement of Advice (SoA) or (Record of Advice (RoA)) which will include;

- Summary of your current situation
- Your goals and objectives
- Recommendations
- Information about any fees, commissions or other charges payable and any associations we have with financial product issuers or other parties.

If your Financial Adviser recommends a particular investment or insurance product to you, they will provide you with the relevant product brochures called Product Disclosure Statements (PDS) and/or Investor Directed Portfolio Service (IDPS) guides. These will give you information about the key benefits, risks and costs associated with the product, to enable you to make an informed decision about whether to make a purchase.

You are under no obligation to act on your Financial Adviser's advice, but if you do decide to follow their recommendations, they will help you complete the necessary documents to get your financial strategy underway.

## What we expect from you

To enable your Financial Adviser to provide you with appropriate advice, you need to provide them with:

- Complete and accurate information about your personal objectives, financial situation and needs
- Information about any changes to your situation or contact details.

You may elect not to provide your Financial Adviser with certain information but if you do, you will need to consider the appropriateness of any advice provided to you before you act upon the advice.

You should carefully read any warnings contained in your Advice Documents.

Before your Financial Adviser provides you with advice, you will need to agree to the type and scope of advice to be provided. If you subsequently decide to act on their advice, you will need to provide your consent to proceed with the advice. This usually means signing a document called an 'Authority to Proceed' to confirm that you understand both the advice you have received and the benefits, risks and costs associated with the products or services recommended to you.

## How is my Financial Adviser's advice paid for?

Any remuneration paid to your Financial Adviser for advice or by a product provider that relates to an individual financial product recommendation will be disclosed in the Advice document provided to you. Unless otherwise informed, all fees are inclusive of GST.

A Fee Disclosure Statement will be given to you each year if you choose to enter into an ongoing fee arrangement. It will outline the fees paid and the services you received in the preceding 12 months.

ClearView or a ClearView Financial Adviser may receive the following:

Initial Advice Fees: These are fees paid by you for;

- Research into your existing situation
- Research into any current or inforce investments followed
- Preparation and presentation of our advice and recommendations to you in an Advice Document

Ongoing Advice Fees: These are fees paid by you for the provision of ongoing advice on your portfolio/ strategy to ensure that it remains appropriate to your needs and circumstances.

Depending on the complexity of the advice and the services provided, if your Financial Adviser provides you with a further Advice Document, a fee may be payable. Any such fees and method of payment will be agreed between you and your Financial Adviser and may include up-front or ongoing fees, or a combination of both. The fees can be deducted from your product, invoiced directly to you or a combination of the two methods.

Commissions: These payments are made by the product providers in the form of initial and/or ongoing commissions. This is not an additional cost to you.

### Superannuation and Investment Products

Your Financial Adviser may charge you an upfront fee in the range of 0% to 5% of the total investment amount. This may be deducted from your account.

In addition, your Financial Adviser may charge you an ongoing fee calculated in the range of 0% to 2.5% of your investment account balance. Generally, ongoing fees are payable on a monthly basis.

### Life Insurance Products

In most cases, **ClearView** and/or your Financial Adviser will receive an up-front commission of up to 138% of your annual insurance premium for arranging your cover. In addition, **ClearView** and/or your Financial Adviser may receive an ongoing annual commission of up to 33% of your annual insurance premium. These commission payments are made by the relevant product issuers and are not an additional cost to you.

## How are my financial products paid for?

Where your Financial Adviser recommends an investment or insurance product, details of the fees payable for that specific product will be contained in the relevant Advice Document and detailed in the related PDS or IDPS guide.

## How will I know what is payable?

Details of all initial and ongoing advice fees and commissions will be disclosed to you in dollar amounts in the Advice Document provided by your Financial Adviser. You will receive the Advice Document before your Financial Adviser acts on your instructions unless you instruct them to act immediately, in which case all amounts payable will be disclosed to you verbally at the time that advice is provided.

## How is ClearView and its Financial Advisers paid?

**ClearView** receives the up-front and ongoing fees that are payable by you and also receives any commissions payable by product providers.

Your Financial Adviser is entitled to between 60 and 100 percentage of initial/upfront and ongoing fees including adviser service fees and commissions with ClearView retaining the balance. This is used to provide support in terms of product research, software and technical expertise to your Financial Adviser.

Your Financial Adviser may also be paid commission payments and performance related bonuses by external product issuers that are not related to us.

Your Financial Adviser may pay a fee to ClearView for dealership services.

## Other Non-monetary Benefits

Financial Advisers may receive other benefits such as:

- Educational conferences and seminars
- Non-monetary benefits: these may include business lunches, tickets to sporting and cultural events, or other minor benefits from associated **ClearView companies** or product providers.

Any specific arrangements will be disclosed in your Advice Document.

In addition, your Financial Adviser may hold shares in **ClearView** related companies such as ClearView Wealth Limited (ACN 106 248 248) through an arrangement with **ClearView** or by purchasing them separately through the ASX. Our Financial Advisers, their associated companies and trusts may receive dividends in respect of these shares. Specific details of any interest your Financial Adviser has in **ClearView** will be disclosed in your Advice Document.

## Will anyone be paid for referring me to my financial adviser?

If someone has referred you to us, we may pay a fee or commission in relation to that referral. **ClearView** may pay a referral fee to a referral partner which may range from 0% to 50% of the initial and/or ongoing fees or commissions. Where a referral fee is paid, details will be provided to you in your Advice Document.

## Does ClearView have any relationships or associations with financial product issuers?

### ClearView Group

**ClearView** is a wholly owned subsidiary of ClearView Wealth Limited (ACN 106 248 248) and is an ASX listed entity. The ClearView Group of companies include:

Matrix Planning Solutions Limited (AFSL and Australian Credit License 238256) is another financial advice provider.

ClearView Life Assurance Limited (ABN 12 000 021 581; AFSL No 227682) (CLAL) is an issuer of life risk insurance products.

ClearView Life Nominees Pty Limited (ABN 37 003 682 175; AFSL No: 227683) is a superannuation provider and in its capacity as Trustee, outsources its administration to CLAL and ClearView Financial Management Limited (CFML). CFML (ABN 99 067 544 549; AFSL No: 227677) which operates an IDPS and outsources its administration to Avanteos Investments Limited who are paid by CFML for this service. CFML is authorised to conduct investment activities in derivatives, debentures, stocks and government bonds and issues ClearView Managed Investment (MI) scheme products. CFML and its related companies, may receive fees and /or a premium if you purchase these financial products or services.

### External Parties

Financial Advisers are authorised to recommend and deal in a range of products and services provided by external parties who are not related to ClearView. ClearView has arrangements with some investment, superannuation and insurance providers including MLC, Macquarie, Colonial First State, CommInsure, OnePath, AMP, TAL, AIA and BT who may pay ClearView a rebate based on the amount of client monies invested through their platform or products. Payments are calculated as either a percentage of all funds invested over an agreed period or a percentage of the relevant provider's standard management or administration fees. They do not represent an additional cost to

you and do not increase any fee that would otherwise be charged by the provider if the arrangements were not in place.

Rebates paid by external product providers constitute revenue to ClearView and your Financial Adviser may be entitled to a share. A Financial Adviser's potential share is based on future funds under advice and in force risk premiums and cannot be quantified in advance. Where applicable, further details will be provided in any Advice Document provided to you.

ClearView may also receive financial support from these product providers that is applied to training, conferences and marketing initiatives. This is not an additional cost to you.

## Soft Dollar Benefits Register

**ClearView** maintains a Soft Dollar Benefits Register. Our Register is publicly available and you can access it by sending a written request to:

**Compliance**
**Manager ClearView**
**GPO Box 4232**
**Reply Paid Sydney NSW 2001**

## Professional Indemnity Insurance

**ClearView** currently has Professional Indemnity Insurance that meets legislative requirements. This includes coverage for claims in relation to the conduct of current Financial Advisers and Financial Advisers who are no longer authorised by us (but who were at the time of any relevant claim).

## How do we protect your privacy?

**ClearView** is committed to protecting your privacy. The purpose of our Information Handling Policy is to ensure that you understand the ways in which we protect and store your personal information and how we comply with the Australian Privacy Principles by which we are regulated.

Where you have instructed us to do so, we may disclose your personal information to superannuation funds, product issuers and insurance providers for the purpose of implementing recommendations made by us.

We keep records containing the personal information that you have provided and these may include details of your financial objectives, situation and needs. We also keep records of advice documents and recommendations provided to you. On request, we will provide you with copies of your personal information and Advice Documents although a fee may apply in respect of any costs that we incur in doing so.

A copy of our Information Handling Policy is available at www.clearview.com.au. You can call 1800 265 744 if you have any questions on privacy related matters. You can also visit the Australian Information Commissioner's website at www.oaic.gov.au for more information about privacy.

## What if I have a complaint?

### Stage 1 - Our complaint handling process

We welcome your feedback. If you have a complaint about your Financial Adviser, ClearView or any of our products or services, please contact us on 132 977 or write to us at:

**Complaints Manager**
**ClearView Reply Paid 4232**
**Sydney NSW 2001**
**Email: clearview.enquiries@clearview.com.au**

We will acknowledge receipt of your complaint in writing within 5 business days of receipt and will endeavour to resolve your complaint quickly and fairly, and within 45 days of receipt.

### Stage 2 - External dispute resolution

If you are dissatisfied with our response to your complaint, you may refer your complaint to:

**Financial Ombudsman Service**
**GPO Box 3**
**Melbourne VIC 3001**

**Telephone: 1300 780 808**
**Facsimile: 03 9613 6399**
**Website: www.fos.org.au**
**Email: info@fos.org.au**

**Superannuation Complaints Tribunal**
**Locked Bag 3060**
**Melbourne VIC 3001**

**Telephone: 1300 884 114**
**Facsimile: 03 8635 5588**
**Website: www.sct.gov.au**
**Email: info@sct.gov.au**

This Financial Services Guide (FSG) is issued on 1 February 2016 This FSG is issued by ClearView Financial Advice Pty Limited ABN 89 133 593 012 AFS Licence No. 331367 Reply Paid 4232 Sydney NSW 2001.

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