

About this guide

This guide is designed to assist you to decide whether to use our services. It contains information about the financial planning services and products that we provide, how we are paid and details on who to contact if you are unhappy with our services.

Who is Growth Financial Planners?

Devenir Nominees Pty Ltd t/as Growth Financial Planners holds an Australian Financial Services licence No: 355414.

Our services

Growth Financial Planners offers a range of services which include:

Advice

- Guidance on budgeting
- Savings and wealth creation strategies
- Investment planning
- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Risk and insurance analysis
- Estate planning considerations
- Centrelink planning
- Super & divorce planning
- Salary packaging advice
- Business succession planning
- Tax (financial) advice

Products

- Cash management trusts
- Direct fixed interest
- Retail & wholesale managed investment schemes
- Socially responsible investments
- Hedge funds
- Master trust products
- Geared products
- Superannuation products
- Self managed super funds
- Retirement income streams
- Direct Shares
- Personal and group insurance

Growth Financial Planners maintains an Approved Product List. This is a list of financial products we have selected based on research undertaken by several external research houses. We only recommend products which are on that list.

Who is your financial adviser?

Your financial adviser will be Andrew McKinlay. He has been a registered Financial Planner for over 20 years and has the necessary skills and accreditation to provide the financial advice you require. He can provide you with tailored solutions to assist you to meet your financial needs, lifestyle goals and objectives. He is an Advice Practitioner Member of the Financial Advice Association Australia (FAAA) and is committed to abide by the FAAA Professional Code, FAAA Constitution and Member Regulation. Please ask us if you would like more information about this Code.

Andrew is employed by Growth Financial Planners which is responsible for the services that he provides. We act on your behalf when providing services to you.

Not Independent

Devenir Nominees receives commission from insurance products and therefore cannot state that it is independent impartial or unbiased.

Best Interest Duty

We embrace the concept of the best interest's duty and give priority to your interests ahead of our own. We hold our own Australian Financial Service License (AFSL) and are free from many of the inherent conflicts associated with an institutionally aligned network of advisers. Our commitment is to act in the best interests of you, our client, and to act honestly, professionally, fairly and objectively in the provision of financial services. The processes we follow demonstrate the priority we give to your interests ahead of our own.

How will we look after you?

Your financial adviser will complete a Client Questionnaire with you, which will record your personal objectives, lifestyle goals, details of your current financial situation and any relevant information. The information obtained will be assessed by your financial adviser to assist in providing appropriate advice.

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

You can contact your financial adviser directly with any instructions relating to your financial products.

What documents might you receive?

You may receive the following documents to help you make an informed decision on the financial strategies or products that your adviser recommends to you.

Statement of Advice (SoA) –

All personal advice provided to you will be outlined in a SoA. The SoA will set out our advice and the basis for our recommendations, details of our remuneration and information about any interests or associations which might affect our advice. We may provide you "further" advice sometime after providing you the SoA. Where we provide further advice and there has been no significant change to your personal circumstances, needs or objectives, or the basis of the advice we provide, we will not provide you with an SoA, but we will create a record of that advice (RoA). If you would like a written copy of the RoA you have a right to request a copy of the RoA from Growth Financial Planners for a period of up to 7 years from the time of advice.

Product Disclosure Statement (PDS) –

You will receive a PDS if your financial adviser has advised you to acquire a particular product. The PDS will explain the key features of the product, any significant risks and benefits and the fees that the product provider will charge.

How will we protect your personal information?

We will maintain a record of your personal information and of any recommendations made to you. Our privacy policy details how we comply with the requirements of the Privacy Act in the handling of your personal information. Please ask your financial adviser if you would like a copy of our privacy policy.

We may need to disclose your personal information to other parties such as the fund managers and life insurers we recommend to you. We may bring to your attention products and/or services or other information which may be relevant to your situation. We will give you the opportunity to choose whether to continue to receive such information.

How will we be paid?

Your financial adviser will discuss and agree the method of payment with you before any financial services are provided to you. In addition, when we provide personal advice to you, your SoA will outline all remuneration and other benefits associated with the advice provided.

We offer a range of charging options. These include:

Plan Fee

We may charge a fee for collecting and analysing your personal and financial situation, considering and analysing appropriate financial planning strategies and financial products; and preparing a Statement of Advice setting our recommendations for your financial future.

The fee will be between \$2,200 and \$6,600 depending on the complexity of the advice that you need and the time required to prepare the advice. We will agree the fee with you before we provide any service to you.

Implementation Fee

We will charge an implementation fee if you ask us to implement our recommendations. This fee will be a percentage of the investment portfolio we are advising you on. The actual fee will depend on your individual circumstances and will be outlined in our Statement of Advice, but generally we may charge inclusive of GST up to a maximum of:

- 4.4% of the investment portfolio up to \$50,000
- 2.2% of the investment portfolio of the next \$200,000
- 1.1% of the balance of the investment portfolio, and
- Fees charged for Margin Lending investments will be determined on a case, by case basis. They will be determined on the complexity of the investments. The range of fees will be set from \$2,200 as a minimum to \$6,600 maximum.

This fee can be debited from your bank account or deducted from your investments, at your option.

As an example, if you invest \$10,000 and an upfront of 4.4% is payable, Growth Financial Planning will receive \$400 plus \$40 GST.

Time Billing Method

In some instances, it may be suitable to charge an hourly rate when no personal advice is required. The hourly rate charged under this method is \$350 per hour charged in ½ hour blocks. This amount is inclusive of 10% GST.

Ongoing Service Fee

An annual Private Client Service Fee will be charged to ensure the financial strategies and products remain appropriate to your needs. The Private Client Service Fee can be charged as a flat fee with a minimum charge of \$2,200pa or a percentage inclusive of GST between 1.1 - 2.2% of the value of your portfolio. It will be based on your requirements and their complexity and will be agreed in advance. The Private Client Service Fee will be debited from your bank account or deducted from your investments, at your option.

Commissions

Commissions In some instances, commissions are paid by the insurers for the products which Growth Financial Planners recommends to you.

Personal Insurance Commissions

Upfront commissions are paid for personal insurance products Growth Financial Planners recommends to you, up to 60% (plus GST). The amount is calculated on the amount of the premium you pay.

Ongoing commissions are also payable on personal insurance products you hold. An ongoing commission of up to 20% (plus GST) may be paid, calculated on the annual insurance premium paid and continues each year whilst your insurance policy remains in force.

These commissions are paid by the product issuer as outlined in the relevant Product Disclosure Statement.

Example:

Year 1: The premium for an insurance product is \$1,000 per year. An upfront commission of 60% (\$600) is paid to Growth Financial Planners by the product provider when you purchase the insurance.

In each following year, the insurer pays an ongoing commission of 20% of the applicable annual premium each year to Growth Financial Planners, i.e.: Year 2: 20% of \$1,000 = \$200

NOTE: Full details of all fees and commission will be provided to you in a SOA and PDS at the time of receiving any recommendation.

Shares

When you buy and sell shares, brokerage will be charged by stockbrokers however we do not receive a share of the brokerage. If shares are part of the overall portfolio, the cost of buying and selling will be part of your Private Client Service fees disclosed above.

Fees

All fees that we receive will be fully detailed in the SoAs and annual fee disclosure documents you receive. All fees are inclusive of GST.

Other Benefits

We may receive other benefits from product providers such as training, meals and entertainment. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Interests and Associations

Devenir Nominees Pty Ltd Trading as Growth Financial Planners has its own Australian Financial Services License number 355414 and is owned by the Gray Family Trust.

- Andrew McKinlay as Trustee and beneficiary of the Gray Family Trust is a 50% shareholder in Growth Financial Planners and is entitled to distributions.

Where you have been referred to us by a third party, we may share a percentage of our remuneration with them. This will not affect the amount paid by you to us.

Growth Financial Planners is not owned by any financial institution. However, Growth Financial Planners, its directors, employees, related entities and associates may have material interests in the financial products recommended to you. Where such a circumstance arises, this will be disclosed to you at the time the advice is provided to you and will be recorded in the relevant SoA and RoA.

Professional indemnity insurance

In accordance with Section 912B of the Corporations Act 2001, Growth Financial Planners has Professional Indemnity Insurance in place which covers the work done for it by its representatives. It also covers for work done by representatives who are no longer working for us but did at the time of the relevant conduct.

What should you do if you have a concern?

The first step is to talk to your adviser to see if any concern/dispute can be resolved first.

What should you do if you have a complaint?

If you have any complaints about our services, you may:

1. Provide instructions to us in writing, via phone or via email. In some cases, we may require you to provide signed instructions Contact Growth Financial Planners Complaints Manager:

The Complaints Manager

info@growthplanners.com.au

www.growthplanners.com.au

PO Box 1897

Mandurah WA 6210

2. If, after Growth Financial Planners has reviewed and responded to your complaint, if an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call) [1]

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Our Contact details

Devenir Nominees Pty Ltd t/as Growth Financial Planners

ABN 52 140 801 467

Address: Suite 3, 65 Pinjarra Road
MANDURAH WA 6210

Telephone: 08 9535 7708

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