



MULCAHY & CO
FINANCIAL PLANNING

FINANCIAL SERVICES GUIDE

Adviser: Jamie Mulcahy
Date of Preparation: 26/10/2009

Mulcahy & Co Financial Planning Pty Ltd (ABN 33 114 922 271)
Australian Financial Services Licence No: 340094

Address:

300B Gillies Street,
Wendouree, VIC 3355

Telephone: (03) 5330 7200
Fax: (03) 5330 7250

My Adviser has provided me with the Mulcahy & Co Financial Planning Pty Ltd Financial Services Guide version noted below, and explained its contents.

Version 1 dated 26/10/2009

Signed..... Dated/...../.....



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We are required by law to give you a Financial Services Guide (FSG), which helps educate and protect you and promote honesty and fairness in financial products and services.

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- 1. Why have you been given a financial services guide? 4**
This section explains why you have been given this guide and tells you about the other documents that will be given to you if you decide to receive advice from Mulcahy & Co Financial Planning Pty Ltd.
- 2. Who will be providing you with financial services? 4**
This section explains the roles and relationships between your Adviser and product providers.
- 3. Who is your Adviser and how can they be contacted? 5**
The background and contact details of the person who will be providing advice.
- 4. What services and products can your Adviser provide? 5**
This section covers:
 - The range of advice that your Adviser can offer you.
 - How advice must be provided, and the limits of the advice that can be given to you.
 - What needs to be done if you want to transact through your Adviser but do not want to receive advice.
 - Security and privacy of your personal information.
 - How you can expect your portfolio to be reviewed.
- 5. What fees and commissions are paid to Mulcahy & Co Financial Planning Pty Ltd? 7**
This section shows you the costs involved in obtaining advice. It explains where costs are paid from and who they are paid to.
- 6. What does Mulcahy & Co Financial Planning Pty Ltd pay your Adviser? 8**
Explains how your Adviser is paid.
- 7. What should you do if you are not happy with the service? 8**
The process you should follow if you are dissatisfied.

1. Why have you been given a financial services guide?

This guide will help you decide whether to use our services. Before you use our services we will explain:

- Who your Adviser is and how your Adviser can be contacted.
- What services and products Mulcahy & Co Financial Planning Pty Ltd authorises your Adviser to provide.
- How Mulcahy & Co Financial Planning Pty Ltd, your Adviser, and any other relevant parties are paid.
- Who to contact if you have a complaint about your Adviser or the services provided.

Other important documents that you will be given if you receive advice from us

Statement of Advice

You will receive a **Statement of Advice (SOA)** for any advice you receive that takes your personal objectives, financial situation or needs into account. This SOA is an important document as it sets out what your Adviser is recommending and why this advice is suitable and appropriate for you. There will be enough detail for you to make a decision about whether to act on the advice.

The SOA will contain:

- the advice;
- the basis on which it is given;
- information about replacement of existing financial products;
- detailed information about fees and commissions; and
- details of associations that Mulcahy & Co Financial Planning and/or your Adviser have with financial product providers or other parties.

Product Disclosure Statement

If a particular financial product is recommended to you (other than listed shares) you will be provided with a **Product Disclosure Statement (PDS)**. A PDS will also be provided if you instruct your Adviser to transact on your behalf and place a financial product without providing personal advice. The PDS contains information about the particular financial product to help you make a decision about that product.

In this guide:

- 'you' means you, our client or our prospective client.
- 'I', 'us', 'we' and 'our' means your Adviser whose details are outlined in section 3.
- Mulcahy & Co means Mulcahy & Co Financial Planning Pty Ltd ABN 33 114 922 271, Australian Financial Services Licence No. 340094.

2. Who will be providing you with financial services?

By law anyone who advises you, or promotes financial products to you, has to have an **Australian Financial Services (AFS) licence** or be authorised by an AFS Licensee. Mulcahy & Co Financial Planning Pty Ltd is the holder of an AFS Licence (AFS Licence No. 340094) and is **responsible for the financial product advice given to you**. Your Adviser is an **authorised representative** of Mulcahy & Co Financial Planning Pty Ltd and provides services on Mulcahy & Co Financial Planning's behalf. Mulcahy & Co Financial Planning Pty Ltd is also responsible for the content and distribution of this FSG.

3. Who is your Adviser and how can they be contacted?

The details of your **Mulcahy & Co Financial Planning Pty Ltd** authorised representative:

Name: **Jamie Mulcahy**
B Bus (Acc), CPA, CFP
Address: 300B Gillies Street
City: Wendouree
State / Territory and Postcode: VIC 3355
Telephone: (03) 5330 7200
Facsimile: (03) 5330 7250
E-mail: jamie@mulcahy.com.au
Website: www.mulcahy.com.au

I have worked as a practising account for over 15 years, establishing Mulcahy & Co. Accounting Services in 1998. Being qualified as a Certified Financial Planner with my broad ranging financial experience will ensure financial advice is tailored to your personal circumstances.

4. What services and products can your Adviser provide?

Will you receive personal financial advice?

Yes, your Adviser is **qualified and authorised** to provide you with **personal financial advice** that is tailored to your needs, objectives and financial situation.

What information should you provide to receive personal financial advice?

In order to provide you with appropriate advice, your Adviser will ask you to provide information about:

- your personal circumstances;
- details of your current financial situation; and
- other relevant matters.

You have the right not to disclose all information but your Adviser may not be able to provide advice that is appropriate to your needs, objectives and financial situation without it.

You should read the warnings contained in any documentation carefully before making any decision relating to a financial product.

What is the extent of the advice that your Adviser can offer you?

Your Adviser is authorised to provide **personal financial advice** on the following:

Personal Financial Advice
Investment and Retirement Planning Personal and Employer Superannuation and Rollover Personal Life Insurance Self-Managed Super Fund - investment and risk management strategies Information on Centrelink benefits Information on Veterans' Affairs benefits Portfolio review services Direct share investments Margin Lending

Product Types
Securities - (eg shares and debentures) Managed Funds - (eg unit trusts) Deposit Products - (eg term deposits, savings accounts) Government Debentures - (eg stocks and bonds) Life Insurance - (eg income protection, trauma and life cover) Superannuation - (eg rollovers, account based pensions and annuities)

Retirement Savings Accounts Reverse Mortgages Separately Managed Accounts Agricultural schemes

How advice must be provided

Personal financial advice will be provided to you in writing (in an SOA) only after your Adviser has reviewed the information you provide to us and has carefully considered your financial goals.

What other information will I need from you?

If you decide to implement my advice, the law requires me to obtain additional information from you and to confirm the accuracy of that information. In particular, I will need to verify your full name, date of birth and residential address. In order to do so I will need to sight various identification documents such as a current Australian Driver's Licence or Australian Passport, and keep records of the identified documents. To minimise your inconvenience I will generally try to verify this information at the same time as I collect information about your financial needs and objectives. However, if you would prefer the verification not to occur until you decide to implement the advice please let me know. Please appreciate that the verified information will be made available to your product provider(s) and that they are unable to process your application without this verification.

The scope of products used to meet your needs

The advice provided can include recommendation of products offered by other Fund Managers and Life companies. Any product recommended has been drawn from a list of products that has been examined and is on the Mulcahy & Co Financial Planning Pty Ltd's Approved Product List. By considering investment and insurance products from Fund Managers and Life Companies, we can prepare an SOA that more effectively meets your needs.

Limits on the advice that can be provided

When making recommendations to you, tax, social security and estate planning issues can be discussed but we are not authorised to give advice relating to these issues. If you want detailed advice you should consult a specialist in that area.

It is important to note that **your Adviser cannot provide advice** on the following:

- General Insurance
- Derivatives
- Foreign Exchange

Can you make a transaction without receiving personal financial advice?

Yes, we can take your instructions to transact on your behalf and place a financial product (that Mulcahy & Co Financial Planning Pty Ltd is able to offer) without providing personal financial advice.

How do you provide instructions to your Adviser?

Generally we need you to instruct your Adviser in person, as your signature will be required for verification. However, for some products and services it is possible for special arrangements to be put in place where instructions can be given to your Adviser by fax, phone or e-mail.

What personal information is maintained in your file and is it kept secure?

Your Adviser must keep a record of your personal profile. This has to include details of your personal needs, objectives and financial situation and a record of any advice given to you.

Mulcahy & Co Financial Planning Pty Ltd is committed to ensuring the privacy and security of your personal information. As part of our continuing commitment to client service and maintenance of client confidentiality we have adopted the principles set out in the Privacy Act. If you wish to examine your file please ask your Adviser.

Will your portfolio be reviewed?

We recommend that you review your financial situation every 12 months or whenever your personal or financial circumstances change. It is your responsibility to initiate the review process. If you would like a review, or you have any concerns, please contact your Adviser.

You will, of course, receive regular information from the product providers about the value and performance of your investments, as well as details of any insurance policy cover.

5. What fees and commissions are paid to Mulcahy & Co Financial Planning?

What are the costs involved in obtaining advice and to whom are they paid?

A range of fees and commissions may be paid for the advice you receive and the financial products used. These fees and commissions **are paid to Mulcahy & Co Financial Planning as the Licensee and are not paid directly to your Adviser**. How your Adviser is paid is set out in section 6, "What does Mulcahy & Co Financial Planning pay your Adviser?" and will be fully detailed in your SOA.

The types of payments are outlined below. Before providing any financial advice your Adviser will discuss these options with you and help you select the payment method that suits you best.

In all cases, details of payment required for the services provided will be given to you at the time of any personal financial advice or when executing a transaction on your behalf. All fees detailed below are inclusive of GST (where applicable).

i) Commissions

Under this method of payment, Mulcahy & Co Financial Planning receives a commission directly from the product provider. This commission is based on a percentage of the funds you invest or the premiums you pay. Commissions are not paid directly by you, but are deducted from the investment or premium by the product provider.

These commissions fall into two general categories:

- **Initial Commission** - This is a one off commission paid at the start of an investment or insurance policy. The initial commission on an investment product, including superannuation, can be up to 5.5% (GST inclusive) of the investment amount. The initial commission on an insurance product can be up to 125% (GST inclusive) of the first year's premium.
- **Ongoing Commission** - This is paid every year in which the investment or insurance policy is maintained, as part of the product provider's ongoing charges. The ongoing commission on investment products, including superannuation, can be up to 1.1%pa (GST inclusive) of the investment amount. The ongoing commission on insurance products can be up to 38.5%pa (GST inclusive) of the renewal premium.

ii) Adviser Service Fee

The Adviser Service Fee is a fee agreed between you and your Adviser for their ongoing advice and service. It is paid to Mulcahy & Co Financial Planning, and Mulcahy & Co Financial Planning may pay part or all of the fee to your Adviser.

Some products offer the option to deduct the Adviser Service Fee from your funds on a periodic basis.

If this fee is to apply to you, it will be fully detailed in your SOA.

Other benefits that may be received

Mulcahy & Co Financial Planning Pty Ltd Advisers may receive minor unquantifiable benefits including business lunches, tickets to sporting and cultural events, corporate promotional merchandise, and other minor benefits from product providers whose products Mulcahy & Co Financial Planning Pty Ltd recommends. Given that such benefits are discretionary and relate to future events, it is not possible to provide an estimated dollar value. The details of any benefit

received will be recorded in our register of alternative forms of remuneration, which is available for inspection by contacting Mulcahy & Co Financial Planning Pty Ltd.

Are fees paid for referrals?

If you have been referred to us by someone else, or if we refer you to someone else, Mulcahy & Co Financial Planning Pty Ltd or the Adviser may pay them a fee or commission, or may receive a referral fee. The SOA will disclose these referral payments and the amounts paid.

6. What does Mulcahy & Co Financial Planning Pty Ltd pay your Adviser?

The exact amounts payable to Mulcahy & Co Financial Planning Pty Ltd and your Adviser will be disclosed in your SOA. If the amount is not calculable at the time the SOA is given, the way the amount is calculated will be disclosed in the SOA.

Mulcahy & Co Financial Planning Pty Ltd and your Adviser maintain a public register of alternative forms of remuneration of \$300 or equivalent value received from product providers or fund managers whose products or platforms Mulcahy & Co Financial Planning Advisers recommend. It also maintains a Conflicts of Interest register. Copies of these registers are available for inspection by contacting:

Mulcahy & Co Financial Planning Pty Ltd
300B Gillies Street
WENDOUREE VIC 3355
Phone: (03) 5330 7200
Email: jamie@mulcahy.com.au

7. What should you do if you are not happy with the service?

If you are not happy with the services provided or your Adviser, please:

- Contact your Adviser and discuss your complaint.
- If your complaint is not satisfactorily resolved within 3 days, please contact by telephone or in writing:

Mulcahy & Co Financial Planning Pty Ltd
PO Box 380W
BALLARAT WEST VIC 3350
Phone: (03) 5330 7200
Fax: (03) 5330 7250
Email: jamie@mulcahy.com.au

We will aim to resolve your complaint quickly, fairly and within prescribed time frames.

If you are still not satisfied you have the right to refer the matter to Financial Ombudsman Service Limited (FOS), which Mulcahy & Co Financial Planning Pty Ltd is a member of. They can be contacted on 1300 780 808.

Mulcahy & Co Financial Planning Pty Ltd's professional indemnity insurance arrangements satisfy the compensation arrangements required under section 912B of the Corporations Act and includes cover for claims against former representatives, whilst they acted for Mulcahy & Co Financial Planning Pty Ltd.

Please retain this FSG for your reference and any future dealings with Mulcahy & Co Financial Planning Pty Ltd.