

## **GODFREY PEMBROKE LIMITED**

# Financial Services Guide

The Financial Services referred to in this guide are offered by the following advisers:

Sue Van Cuylenburg	<b>Authorised Representative No. : 241947</b>
Gareth Jakeman	<b>Authorised Representative No. : 241986</b>
Matthew Harrington	<b>Authorised Representative No. : 313334</b>
Heather Saunders	<b>Authorised Representative No. : 304533</b>
Ruth Gerke	<b>Authorised Representative No. : 254403</b>
Geoff Bishop	<b>Authorised Representative No. : 327235</b>

on behalf of Godfrey Pembroke Limited.

The Financial Services that the above advisers offer are provided by Praescius Financial Consultants Pty Ltd ABN 62 127 310 525. Authorised Representative (AR) number 318593. Suite 901, North Tower, 1-5 Railway St, Chatswood, NSW, 2067

### **To help you understand the services offered, this guide outlines:**

- the services and types of products we are authorised to offer to you
- how we and our associates are paid
- any potential conflict of interest we may have
- details of our internal and external dispute resolution procedures and how you can access them

Please retain this document for your reference and any future dealings with Godfrey Pembroke Limited.

### **What else you will receive**

If you obtain initial personal financial advice from us we will provide you with a written *Statement of Advice*. To make sure that advice is appropriate to you we need to make reasonable enquiries about your current financial situation, tolerance to risk and future needs.

The Statement of Advice will include:

- the strategies recommended to help you achieve your objectives
- the financial services or products recommended and the basis for these recommendations
- taking into account your objectives, financial situations and needs
- our fees and/or commissions, and
- any associations we have with financial product issuers or other parties which may have influenced the advice we give you

If you receive further personal financial advice, you will receive a written record of that advice (eg another Statement of Advice) or we will keep a written record of the advice. A copy of this will be kept at our offices and you may call your adviser to request a copy.

To help you make an informed decision about any financial product (other than listed securities) recommended to you, you will receive a *Product Disclosure Statement*.

### **Godfrey Pembroke – A Financial Partnership for Life**

Godfrey Pembroke's team of professionals can guide you through an array of investment, superannuation and insurance options and related taxation implications. We will work with you in partnership to understand your unique needs and goals, designing a financial plan to help grow, manage and protect your wealth.

Godfrey Pembroke is one of Australia's premier financial planning organisations. Our reputation for providing a comprehensive range of financial planning services is accompanied with unparalleled customer service and personal attention to clients' needs.

Established in 1981, Godfrey Pembroke is an Australian-owned company with over 65 representative offices, in all state capitals and most large regional centres in Australia. Our team of professional consultants is easily accessible, enabling clients to obtain the advice and services they require wherever it suits them.

The quality and depth of our relationships with clients is based on partnership, understanding and trust that can only be developed over many years of commitment.

As a member of the National group of companies, our clients can also benefit from the security of dealing with an organisation associated with one of Australia's largest financial institutions.

Our established network of over 170 consultants offer financial planning services to a wide range of clients including individual investors, small businesses and corporations. We enjoy financial partnerships with over 20,000 clients, with investment funds totalling over \$10 billion.

The experience, dedication and expertise of our consultants provide the key elements of a true financial planning partnership, upon which we have built and will continue to grow and differentiate our business.

### **Managed Discretionary Account Services:**

#### **Gareth Jakeman is the only adviser within Praescius Financial Consultants Pty Ltd who is authorised to provide MDA services**

Godfrey Pembroke offers a Managed Discretionary Account Services through an agreement with clients called a Managed Discretionary Account (MDA) Contract. This service may not be suitable for all clients and therefore may be only available on request.

By accepting the terms of a MDA Contract you will be granting your adviser an authority to take action on your investment portfolio (eg, buy or sell investments) without first consulting you. This will change the nature of the adviser-client relationship. Normally, your adviser provides you with advice and recommendations supported by research or other information to assist you make an informed decision on those recommendations. Your adviser then implements whatever action you decide to take. If you accept the terms of a MDA Contract, you will, to some degree depending on the limitations/restrictions detailed in the MDA Contract, provide your adviser with the authority to make decisions on your investment portfolio and to implement investment transactions without consulting you.

The decision to surrender full or partial control of your investment portfolio to your adviser is an important decision. You should not accept the terms of a MDA Contract provided by your adviser unless you are confident that he/she has a clear understanding of your circumstances, needs and objectives.

The significant risks of accepting the terms of a MDA Contract provided by your adviser are:

- Your adviser may make investment decisions that you disagree with. Provided your adviser's actions are within the law and the scope of the authority you have granted and the adviser has acted efficiently, honestly and fairly, you will have no right of recourse. This means that you will have to accept the tax consequences, transaction costs and any capital loss resulting from any transaction validly executed by your adviser and any "reversal" of that transaction that you may request.
- If you do not promptly inform your adviser of any changes in your situation, needs and objectives, there is a risk that your adviser may make inappropriate investment decisions.

You may only accept the terms of a MDA Contract where your investment portfolio is held via a regulated platform such as an investor directed portfolio service (IDPS), IDPS-like scheme, superannuation wrap or master trust.

You must accept the terms of the MDA Contract provided by your adviser before he/she can provide you with MDA services. As part of your MDA Contract you will be provided with an Investment Program that complies with Division 3 of Part 7.7 of the Corporations Act and that will contain:

- Statements about the nature and scope of the discretions your adviser will be authorised and required to exercise under the MDA Contract and any investment strategy that is to be applied in exercising those discretions;
- Information about any significant risks associated with the MDA Contract;
- The basis upon which your adviser considers the MDA Contract to be suitable for you; and
- Warnings that the MDA Contract:
  - May not be suitable to you if you have provided limited or inaccurate information relating to your relevant personal circumstances;
  - May cease to be suitable if your relevant personal circumstances change.

Note that your adviser will exercise, on your behalf, all rights that relate to your portfolio arising from corporate actions and communications about your portfolio assets.

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The suitability of the Investment Program that forms part of your MDA Contract to your relevant personal circumstances will be reviewed by your adviser at least once every twelve (12) months unless terminated earlier by you.

This FSG complies with the relevant requirements of ASIC Class Order 04/194 'Managed discretionary accounts'.

### About your adviser?

Praescius Financial Consultants Pty Ltd operates the Financial Planning Practice under License to Godfrey Pembroke Limited. The following advisers are authorised representatives of Godfrey Pembroke Limited and are authorised to provide advice under this license:

**Sue Van Cuylenburg** is a Certified Financial Planner™. She has a strong mathematical and financial background gained through 20 years of experience both as a University Lecturer and Principal Scientist in the NT Public Service. She has a Masters Degree in International Business Administration that includes several financial components.. Sue van Cuylenburg is a member of the Financial Planning Association of Australia Limited

**Gareth Jakeman** is Principal Consultant and has a Bachelor of Commerce Degree in Finance and a Diploma of Financial Planning. He is also currently completing the Certified Financial Planner designation. He has over 9 years experience in both Chartered Accounting and the financial services industry, including over 5 years with Godfrey Pembroke Limited. Gareth is a member of the Financial Planning Association of Australia.

**Matthew Harrington** is Principal Consultant and holds an Advanced Diploma in Financial Services (Financial Planning) and has previously filled Management positions with a large ASX listed publishing and quality assurance company. Matthew has been in the Financial Services industry since 2005.

**Heather Saunders** has an Advanced Diploma of Financial Planning and is currently undertaking Certified Financial Planner studies. She has worked in the finance industry for the last 7 years. She also holds a Masters of Science Degree and was a research assistant at various leading hospitals and universities. Heather is a member of the Financial Planning Association of Australia Limited.

**Ruth Gerke** has lived in the Northern Territory for over 20 years and has a Diploma in Financial Planning. She has 20 years experience within the Financial Services industry, with particular strength around NT Government Super and the Commonwealth Super Scheme. Ruth is currently working towards a Masters Degree in Financial Planning.

**Geoff Bishop** has a strong finance and banking background with over 28 years experience with one major financial institution where until moving to Godfrey Pembroke he was a Senior Business Banking Manager in Darwin. Combined with a Diploma of Financial Planning, Geoff's breadth of experience ensures that a comprehensive financial strategy is implemented for our clients, whether they have complex personal and business structures or more straightforward affairs.

If you have any further questions about the financial services Godfrey Pembroke Limited provides, please contact Praescius Financial Consultants Pty Ltd on 08 8941 2916.

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**Who is responsible for the financial services provided?**

Godfrey Pembroke Limited is responsible for the financial services provided including the distribution of this Financial Services Guide (FSG).

Godfrey Pembroke Limited ABN 23 002 336 254  
An Australian Financial Services Licensee, no: 230690

105-153 Miller Street, North Sydney NSW 2060

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**Do you have any relationships or associations with financial product issuers?**

Godfrey Pembroke Limited is associated with the National Australia Bank Limited (NAB) ABN 12 004 044 937 and together are members of the NAB group of companies. A number of companies within the NAB group of companies are financial product issuers. We can arrange the issue of financial products from a range of financial product issuers outside of the National group of companies.

**What types of financial services are you authorised to provide and what types of financial product(s) do those services relate to?**

We are authorised by Godfrey Pembroke Limited to provide financial advice in relation to:

- Wealth Accumulation
- Income & Asset Protection
- Tax Strategies;
- Superannuation;
- Retirement and redundancy planning
- Estate Planning
- Social Security
- Debt Management

and to provide advice and deal in the following financial products:

- Basic Deposit Products;
- Non-basic Deposit Products;
- Non-cash Payment Products;
- Derivatives;
- Government Debentures, Stocks or Bonds;
- Life Products – Investment Life Insurance;
- Life Products – Life Risk Insurance Products;
- Managed Investments Schemes, including Investor Directed Portfolio Services (IDPS);
- Retirement Savings Account Products;
- Securities; and
- Superannuation

However, in terms of investment platforms, we choose to use MLC Masterkey and Masterkey Custom.

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**What information should I provide to receive personalised advice?**

So you receive the most appropriate advice, your adviser will need a list of your personal objectives, details of your current financial situation and other relevant information.

You can choose not to tell us if you do not wish to however the advice you receive may not be appropriate.

Please read the warnings contained in the Statement of Advice carefully before making any decision relating to a financial product(s)

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**What information do you maintain in my file and can I examine my file?**

Protecting your privacy is a key priority in our business.

Our privacy policy means your personal profile is secure. Your personal profile includes details of your objectives, financial situation and needs. Recommendations made to you are also maintained on your file.

A copy of our Privacy Notification Statement is enclosed for your information.

You can access your file by contacting our office.

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**How do I have to give you instructions about my financial product(s)?**

You can give us instructions by using the contact details set out in this FSG. Generally, you need to give us instructions in writing (eg fax, e-mail or letter) or another method as agreed by us.

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**How will I pay for the services provided?**

You and your adviser will discuss and agree an appropriate fee structure.

The following options are available to pay for the financial advice you receive:

- Fee for service deducted from your investment as a “one off” payment, annually or in instalments
  - Invoice directly for initial and ongoing advice
  - Via commission by the financial product issuer(s) at the time you commence an insurance contract
  - Ongoing commission and allowances annually or in instalments from the financial product issuer(s), during the life of the insurance contract.
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### **How are any commissions, fees or other benefits calculated for providing the financial services?**

The amount paid will be:

- based on the amount you invest
- based on the insurance premium payable
- based on an hourly rate agreed with you
- an agreed flat dollar fee, or
- a combination of the above.

Details of any payment we receive from financial product issuers are contained in the Product Disclosure Statements provided to you when recommending a financial product.

If you receive personal financial advice from us, we will provide details of any fees, commissions and any other benefits, where possible in actual dollar amounts, in the written advice. We will provide worked dollar examples if actual dollar amounts cannot be provided.

If you do not receive personal financial advice from us, you can request details of any fees, commissions and any other benefits in relation to any other financial service we provide.

### **Other Benefits**

We may attend conferences that are subsidised in whole or part. Eligibility to attend is based on achieving revenue targets and/or being accredited for our internal Quality Advice Programme.

Godfrey Pembroke may receive sponsorship payments from product providers subsidising in-house conferences.

Godfrey Pembroke provides a buyer of last resort option. This helps us provide continuity of service in the event of death and disablement of an adviser, or if an adviser leaves the industry. We may receive a minimum value for our business if the business is not sold on the open market. The value is based on a multiple of ongoing revenue and will be higher if a larger proportion of revenue comes from clients who hold products offered by the MLC group.

Details of these benefits will be provided in the written advice.

### **Non-monetary benefits**

As a member of the Financial Planning Association, Godfrey Pembroke and your adviser maintain a register detailing any non-monetary benefit (greater than \$300) that may be received from a product provider. You can review this register via your financial planner.

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**Will anyone be paid for referring me to you?**

If you have been referred to us by someone else, we may pay them a fee, commission or benefit in relation to that referral. This is generally:

- a fixed fee payable if we provide you with paid personal financial advice
- a proportion of the initial and / or ongoing fees or commissions we disclose to you, or
- a combination of both.

If applicable, details of any arrangement will be provided in the written advice.

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**What should I do if I have a complaint?**

If you are not satisfied with the service or advice provided you can:

1. Write to us and tell us about your complaint
2. If we have not satisfactorily resolved your complaint within 3 days, please contact the Complaints Resolution Manager on (02) 9957 8863 or put your complaint in writing. Please mark the envelope “Notice of Complaint” and send it to:

Complaints Resolution Manager  
Godfrey Pembroke  
PO Box 1086  
North Sydney NSW 2059

Please mark the envelope “Notice of Complaint”. We will resolve your complaint quickly and fairly.

3. If the complaint isn't resolved to your satisfaction within 45 days, and you wish to proceed further, you may refer the matter to an independent complaints handling body. We are a member of the Financial Industry Complaints Service Limited (FICS).

They can be contacted on 1300 780 808 or you can write to them at:

The Manager  
Financial Industry Complaints Service Limited  
PO Box 579  
Collins Street West  
Melbourne VIC 8007