



Your Financial Services Guide

The documents you will receive from us

This Financial Services Guide (FSG), which includes the Representative Profile presented with it, is designed to clarify who we are and what we do, and help you decide whether to use our services.

It also contains information on how you can pay for our services and how we ensure your satisfaction with the quality of our advice.

In addition to this Financial Services Guide, when we provide you financial advice we will also present you with a written Statement of Advice (SOA). This will describe the strategies, products and services we recommend and outline any fees or commissions we will receive and any associations we have with financial product providers or other parties that have not already been disclosed in this FSG.

If you receive further financial advice from us, we will present you with either another Statement of Advice or keep our own written Record of Advice (ROA). You can request a copy of this by contacting your adviser any time up to seven years from the date of the advice provided.

We will also provide you with a Product Disclosure Statement (PDS) or offer document for all financial products we recommend, where applicable, to help you make informed decisions.

Giving us instructions

If you want to make changes to your financial plan or provide other instructions, you can contact us using the details in the Representative Profile.

Generally, you will need to give us instructions in writing (eg fax, email or letter) or another method as agreed with your adviser.

About us

GWM Adviser Services Limited is recognised as one of Australia's leading financial advice networks, with over 450 experienced advisers across Australia managing over \$10 billion of investments.

Our advisers work with a range of clients— from individuals starting out their careers and families seeking to build and protect wealth for today and for the future, to business owners, companies and superannuation trustees.

Our network was awarded Core Data's Major Financial Advice Group of the Year by researcher Core Data in 2007 and again in 2008. This award recognises the quality of customers' experiences when seeking financial advice.

GWM Adviser Services Limited is a principal member of the Financial Planning Association, the professional body representing qualified financial planners in Australia, and therefore adheres to set standards in terms of ethics, conduct and continuing professional development.

Our associations and relationships

Our advisers are authorised representatives of GWM Adviser Services Limited ABN 96 002 071 749, Australian Financial Services Licensee Number 230692.

As a member of the National Australia Group of companies, GWM Adviser Services Limited is responsible for the advice and financial services your adviser provides. We support your adviser with essential services and resources to ensure you receive sound financial advice.

A number of companies within the National Australia Group – including MLC Investments Ltd, MLC Ltd, NAB OnLine Trading Ltd, Jana Investment Advisers Pty Ltd, Plum Financial Services Ltd and National Australia Bank Ltd – are financial product providers whose products we may recommend.

Because helping you realise your goals and objectives is of paramount importance to us, our advisers can also recommend appropriate products from a broad range of financial product providers outside of the National Australia Group.

How we manage your personal information

To give you appropriate advice, our advisers will need to ask you about your current financial situation, what you are looking to achieve and other personal information.

Without this information, your adviser may not be able to provide you with advice relevant to your circumstances.

Collecting your personal information

We need to collect your personal information for a variety of purposes, including to provide you with the financial services you have requested and to contact you about other products and services that may be relevant to you.

Protecting your privacy

Protecting your privacy is essential to our business. Your file, containing your profile, personal objectives, financial circumstances and our recommendations, is kept securely by your adviser.

You can access your file by contacting your adviser. In some circumstances, permitted by law, we may deny you access and in that event we will explain the reason why.

Disclosing your personal information

We may provide your personal information to the following types of service providers:

- other advisers, paraplanners and organisations who work with us to provide the financial services you have requested;
- insurance providers, superannuation trustees and product providers related to the financial services you have requested;
- organisations that help us operate our business, such as those that provide administrative, financial, accounting, insurance, research, legal, strategic advice, auditing, computer or other business services;

- your representatives, service providers, or other organisations, such as your accountant, solicitor, tax agent, stockbroker or bank;

- organisations involved in a business restructure or a transfer of all or part of the assets of our business; and

- government authorities and other organisations when required by law.

Consent to marketing activity

We presume you consent to being contacted by us about suitable products and services via the contact details you have provided. We may continue to contact you for these reasons until you withdraw your consent. You can do this at any time by contacting your adviser.

If you would like to know more about our privacy policy, please contact your adviser. For more information about your privacy, you can visit the Federal Privacy Commissioner's website at www.privacy.gov.au

How you can pay for our services

At GWM Adviser Services Limited we provide various payment options for the financial advice you receive.

You can pay in the following ways:

- as a fee for service that will be deducted from your investments as a one-off payment or in instalments;
- by direct invoice from us for initial and ongoing advice;
- via commission we may receive from a financial product provider when you commence an insurance contract, cash management trust, annuity, cash or loan product; or
- a combination of the above.

Other payments we may receive

We will provide you with details of all fees, commissions or other benefits we may receive when we provide advice to you and, where possible, will give actual dollar amounts. If we cannot provide this accurately, we will provide worked-dollar examples.

Even if you don't receive personal financial advice from us, you can still request the details of any fees, commissions or other benefits we receive in relation to any other financial service we provide you.

Benefits we may receive

Sometimes in the process of providing advice, our advisers may receive benefits from product providers.

Conferences

Our advisers may attend conferences subsidised in whole or part by product providers. Eligibility to attend may be based on business revenue targets as well as achieving our internal quality standards and accreditations. GWM Adviser Services Limited may also receive sponsorship payments from product providers to subsidise our own conferences and professional development events.

The Representative Profile provides details of other benefits your adviser may receive.

Non-monetary benefits

GWM Adviser Services Limited and your adviser keep a register detailing any nonmonetary benefit (greater than \$300 value) that may be received from a product provider. You can view this register by contacting your adviser.

Referrals

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

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

Details of any arrangement will be provided in our advice to you.

Your confidence in our advice

Your satisfaction is very important to us and we have procedures in place to resolve any concerns promptly and fairly.

If you are unhappy with the advice you receive or other aspects of our service, please let your adviser know so we can act on it immediately.

Our complaints procedure

If your adviser has not satisfactorily resolved your complaint within three days, please contact our Complaints Resolution Team on 1800 611 950 or put your complaint in writing.

Please mark the envelope 'Notice of Complaint' and send it to:

**Complaints Resolution Team GWM
Adviser Services Limited PO Box 1086
North Sydney NSW 2059**

If your complaint isn't resolved to your satisfaction within 45 days, you may refer the matter to an independent complaints handling body. We are a member of the Financial Ombudsman Service (FOS), which provides accessible, fair and independent resolution services that are free to consumers.

You can contact FOS on **1300 78 08 08**, at www.fos.org.au, by email to info@fos.org.au or in writing to:

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

GWM Adviser Services Limited holds professional indemnity insurance that satisfies the requirements (Section 912B) of the Corporations Act. This insurance also covers the conduct of advisers who were authorised by us at the time of your complaint, but are no longer representatives of GWM Adviser Services Limited.

**GWM Adviser Services Limited
ABN 96 002 071 749
Australian Financial Services
Licensee No: 230692
Registered Office
105–153 Miller St
North Sydney NSW 2060**

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Representative Profile

This document forms part of the Financial Services Guide and is designed to clarify who we are, what we do, and aims to help you decide whether to use our services.

Who we are

Your advisers are:

Barry Katzenberg
Authorised Representative No. 242634

Peter Wallace
Authorised Representative No.311708

They offer their services on behalf of GWM Adviser Services Limited.

The Financial Services that the above advisers offer are provided by Light Financial Services Pty Ltd ABN 78 097 436 210 trading as Light Financial Services (AR) No. 243056.

Light Financial Services has been providing advice for 8 years.

Barry Katzenberg, the practice principal, holds an Advanced Diploma of Financial Services (Financial Planning) and has been in professional practice for 19 years.

Peter Wallace, the senior planner, holds a Diploma of Financial Planning, an Advanced Diploma in Management and he is a Certified Financial Planner (CFP). He has over 30 years experience in the financial services profession.

GWM Adviser Services Limited has authorised them to provide you with this FSG.

What we do

We are authorised by GWM Adviser Services Limited to provide financial advice in relation to:

- Wealth Accumulation
- Income & Asset Protection
- Tax Strategies
- Superannuation
- Retirement & Redundancy Planning
- Estate Planning
- Social Security
- Debt Management

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

- Basic Deposit Products
- Life Products – Investment Life Insurance
- Life Products – Life Risk Insurance Products
- Managed Investment Schemes, including Investor Directed
- Portfolio Services (IDPS)
- Retirement Savings Account Products
- Securities and Superannuation

Your advisers are limited to the product range of six risk insurance providers for Life Risk Insurance Product recommendations.

Light Financial Services is not authorised by GWM Adviser Services Limited to provide financial product advice in the following financial products:

- General Insurance Products

Contact us

For more information on anything you have read in the Financial Services Guide or Representative Profile, or if there is anything else we can help you with, please contact us at:

Level 1 25 Peel Street Adelaide SA 5000
Phone: 08-8110-0946
Fax: 08-8410-5722
Email: info@lightfinancial.com.au



Representative Profile

Benefits we may receive

To be truly open and honest with our clients, we have detailed below how certain product purchases may benefit our business.

Business Equity Valuation (BEV)

In the event of our death or permanent disablement, or if we were to leave the financial planning industry, GWM Adviser Services Limited provides a buyer of last resort option called BEV. This helps manage the transition of ownership to ensure you continue to receive advice.

In addition, we are part of a corporate structure and have a succession agreement in place to manage the transition of ownership should we leave the business.

Our business operates in a corporate structure. This model is less likely to be eligible for BEV as all the Principal Advisers in our business would have to either leave the industry, die, or become permanently disabled.

The value of a sale under BEV is based on a multiple of ongoing revenue received by the business on an annual basis. The multiple can range from 2.5 to 4 depending on the proportion of the ongoing revenue that comes from clients who hold MLC group financial products.

Here are some examples to help you understand the potential benefit to us of our clients holding MLC group product:

- If the ongoing revenue of the business was \$100,000 and 50% of our clients held MLC group products, the sale value for the financial planning business would be between \$250,000 and \$350,000;
- If the ongoing revenue of the business was \$100,000 and 85% of our clients held MLC group products, the sale value for the financial planning business would be up to \$400,000;

Importantly, BEV is subject to us meeting certain compliance requirements and standards.

Representative Profile



Transition Payment on MLC Insurance Premiums

By participating in the annual MLC Protection Transition Program (the 'MLC PTP'), your adviser's business may become eligible to receive an additional commission (called a 'Transition Payment') in respect of certain existing insurance business that has previously been placed by business advisers with MLC Limited.

The intention of the MLC PTP is to assist financial planning businesses transition from:

- a Standard commission model (where higher commissions are paid at the time new business is placed and lower commissions are paid when the business is renewed); to
- an Alternative or Extended commission model (where either lower commissions are paid upfront with higher commissions on renewal, or where a level commission percentage is paid upfront and on renewals).

The Program only applies in respect of the following MLC Protection products:

- MLC Personal Protection Portfolio;
- MLC Life Cover Super;

The 2008-2009 Offer has been launched and to receive a Transition Payment your adviser's business must:

(i) have had a minimum threshold of MLC Product premiums in-force as at 30 September 2009;

(ii) select the Alternative and/or Extended method of receiving commission for 75% of new business placed in MLC Products from 1 October 2008 to 30 September 2009;

(iii) have a policy retention rate for MLC Products of at least 90% for the period of the Scheme; and

(iv) have a premium in-force in MLC Products as at 30 September 2009 greater than or equal to what it had at 1 October 2008.

The Transition Payment is paid directly by MLC Limited and does not alter the insurance premium payable by clients.

The Transition Payment will be calculated by applying the rates detailed below to the annual premium of policies under your adviser's business that were sold on standard terms and that have been in-force for 5 years or more as at 30 September 2009.

For example, if your adviser's business was eligible to receive a Transition Payment Rate of 6% and the total of its client annual premiums in-force was \$125,000 for MLC Product policies on standard rates (which are at least 5 years old as at 30 September 2009), your adviser's business would receive \$7,500 (\$125,000 x 6%).

<i>Existing Annual Insurance Requirement – Premium at end of the Qualification Period</i>	<i>Transition Payment Rate p.a. (inclusive of GST)</i>
\$250,000 – \$649,999	5%
\$650,000 – \$849,999	6%
\$850,000 – \$1,049,999	8%
\$1,050,000 – \$1,549,999	10%
\$1,550,000 – \$2,049,999	12%
\$2,050,000 +	13%

Representative Profile



How we charge for our services

Initial meeting, discussions & consultation	Up to 2 hours at our expense
Development of Statement of Advice (SoA)	
Investment only or comprehensive plan, depending on complexity	\$2,200 to \$5,500
Advice only, no placement of product, depending on complexity	\$2,200 to \$5,500
Implementation & ongoing services (commission on investments)	Unless you have agreed to a fee for service arrangement we will receive commission for our initial and ongoing services to you. Where we arrange an investment product for you, the relevant product issuer will pay an initial commission to us. The rate of initial upfront commission is between 0% and 5.365% and ongoing commission is between 0% and 0.66% of the value of your investments for as long as you hold the product. Commissions are collected through the product provider and are not a direct cost to you.
Implementation & ongoing services (commission on life insurance products)	
Initial commission paid in 1 st year	Unless you have agreed to a fee for service arrangement for insurance-related advice we will receive commission for our initial and ongoing services to you. Where we arrange a life insurance product for you, the relevant insurer will pay us an initial commission. The rate of commission is between 0% and 130% and is calculated as a percentage of the annual premium you pay.
Renewal commissions paid 2 nd year onwards	Annual commission will also be paid when you renew your policy each year. The rate of ongoing commission is between 0% and 33% of the annual premium.
Insurance & personal risk cancellations or lapses	
If cancelled by client during underwriting process	\$1,100
If cancelled or lapsed with 12 months from acceptance	Full commission as paid by insurer to Light Financial Services, see SoA for full disclosure
If cancelled by client due to loading or exclusion by underwriter	Nil

Representative Profile



Ongoing fee for service

Investments dependent on funds under management charged monthly by fund manger to investment account and credited monthly to Light Financial Services	Account Balance	Fee charged by LFS
	\$0 - \$50,000	0.66% per annum
	\$50,001 to \$100,000	0.60% per annum
	\$100,001 to \$200,000	0.55% per annum
	\$200,001 to \$400,000	0.50% per annum
	\$400,001 plus	0.44% per annum

Insurances - Personal Risk

Nil.

Ad hoc advice

Where you do not wish to participate in an ongoing service fee arrangement but require ongoing advice on an ad hoc basis, an hourly fee of between \$220 and \$330 may apply.

Fees are charged in blocks of 1 hour.

All commissions and fees are inclusive of GST. Fees could be greater than those disclosed above in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

Payment:

Fees charged as per this schedule will be invoiced and become payable in full within 30 days of the invoice date.

Payment is via cheque or postal order only in favour of our dealer group GWM Adviser Services Ltd.

By signing this agreement, client(s) accept(s) legal responsibility for the fees to be charged, as confirmed by the invoice.

Signature _____

Client Name(s) _____

Date / /

Representative Profile



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Renewal commissions paid 2 nd year onwards	Annual commission will also be paid when you renew your policy each year. The rate of ongoing commission is between 0% and 33% of the annual premium.
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	\$100,001 to \$200,000	0.55% per annum
	\$200,001 to \$400,000	0.50% per annum
	\$400,001 plus	0.44% per annum

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Nil.

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