

Financial Services Guide (Part One)

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A guide to our services

About this Financial Services Guide

This Financial Services Guide (FSG) is designed to help you to decide whether to use our services. It comes in two parts. This is Part One. Part One contains information about the financial planning and advisory services that Total Financial Services Australia Limited (TFSA) provides. It also describes how we and your Adviser are paid and what you can do if you are unhappy with our services.

It should be read with Part Two which contains information about your individual Adviser and the services that he or she can provide to you. If you do not receive Part Two with this document, please ask your Adviser to provide it to you or contact us.

About Total Financial Solutions

Who is TFSA?

Total Financial Solutions Australia Limited holds Australian Financial Services Licence No. 224 954. TFSA and TFSA's operating company, TFS Operations Pty Ltd, are owned by Countplus FS Holdings Pty Limited (Countplus Holdings) which is in turn owned by Countplus Limited.

Who is your Adviser?

Your Adviser is the person named in Part Two of this FSG.

TFSA has appointed your Adviser as its Authorised Representative to provide financial advice and services to you. TFSA is responsible for the services that your Adviser provides.

Both TFSA and your Adviser act for you when providing financial advice and recommending financial products.

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About Our Services

How will we prepare and provide you with suitable financial advice?

We have a 7 step process for providing you with financial advice that is appropriate for your personal circumstances:

- 1. Meet with you for an initial consultation.** During this meeting we will make enquiries about your expectations and provide you with full details of the services we are authorised to provide. We will also inform you how we are paid for our services.
- 2. Collect all the information needed from you.** We call this fact finding. This involves asking questions about your personal circumstances including helping you to determine your attitude towards risk (where appropriate). You are not required to provide any information to us if you do not wish to do so. However, if you do not, the advice we provide may not be appropriate for you.
- 3. Help you identify your goals and current financial position.** This includes any problems or constraints which may affect our advice.
- 4. Consider appropriate financial strategies and issues.** In addition to superannuation, investments and life insurance, these might include taxation, social security and estate planning. We will develop recommendations and present them to you in a Statement of Advice.
- 5. Discuss the recommendations with you.** We will help you to understand our recommendations and seek your approval to implement the recommendations that you wish to proceed with.
- 6. Implement the agreed recommendations.**
- 7. Periodically review** your objectives, financial situation and needs, if you ask us to do so.

What documents might you receive?

Other documents that you may receive from us include:

Statement of Advice (SoA)

If we provide you with advice about your personal financial circumstances, we will normally give you a SoA. This will confirm that advice that we have given and explain our fees for giving advice and arranging the financial products that we have recommended.

When we provide further investment advice to you, we may not give you a SoA, however we will keep a record of the advice and you can call us to ask for a copy of the advice for up to 7 years after it was provided.

Product Disclosure Statement (PDS)

If we recommend or arrange for the issue of a financial product (other than securities), we will provide you with a PDS containing information about the product, such as its features and risks.

How can you provide instructions?

We prefer you to provide your instructions to your Adviser in writing. However, if the matter is urgent you may provide instructions by telephone and confirm them in writing.

What information will we keep about you and can you access it?

Your privacy is important to TFSA. We use the information you provide to advise you about your financial circumstances, goals and strategies. We only provide your information to the product providers with whom you choose to deal (and their representatives). We do not trade, rent or sell your information.

If you would like to examine your file, we will make arrangements for you to do so, advising you of the costs (if any).

To learn more about the collection and use of your personal information by TFSA (for marketing and other purposes), see our Privacy Policy Statement available at www.tfsa.com.au.

Remuneration

How are we paid?

Your Adviser, TFSA and TFSA's operating company, TFS Operations Pty Ltd, will be remunerated for the financial services we provide to you through a combination of the following:

1. a fee for the services, which will be charged directly to you;
2. other remuneration and benefits paid directly by the product providers whose products we recommend; and/or
3. a small share of the fees charged by the platform that administers your investments.

Your Adviser will discuss and agree our remuneration and the method of payment with you before they provide any financial services to you. The remuneration will be fully set out in your SoA.

1. Fee for Service

Your Adviser may charge a fee or hourly rate for some services provided to you. Details of these will be agreed with you before the services are provided.

2. Other Remuneration and Benefits

When we arrange an investment or insurance for you, we receive remuneration from the product provider. The amount varies depending on the type of product. TFSA retains between 1-10% of the remuneration and the rest is paid to your Adviser.

Investment Products

For investment products, our remuneration may be between 0-5.5% (including GST) of your initial investment. This is deducted from your investment. We may also receive a small ongoing amount of between 0-1.1% pa (including GST) of your total investment. This is paid by the product provider and is not deducted from your investment.

Example: If your Adviser recommends an investment of \$10,000 with initial remuneration of 4.4% (GST inclusive) and ongoing remuneration of 0.55% per annum (GST inclusive), TFSA will receive \$440 as an initial payment, of which between 90-100%, will be passed on to your Adviser. Also, TFSA will receive ongoing payments of \$55 per annum, of which between 90-100%, will be passed on to your Adviser (assuming the investment remains at the same amount).

Insurance Products

For life insurance, our remuneration is included in the amount you pay for the insurance. We may receive between 0-140% (including GST) of the initial annual premium and ongoing remuneration of between 0-38.5% p.a. (including GST) of the annual premium.

Example: If your Adviser recommends an insurance product and the annual premium is \$400 per annum, TFSA may receive an initial payment of up to \$560, of which between 90-100% will be passed on to your Adviser. Also, TFSA will receive ongoing payments of up to \$154 per annum, of which between 90-100%, will be passed on to your Adviser (assuming the premium remains the same).

Other Benefits

In addition, your Adviser may receive other benefits such as financial, marketing and training assistance from TFSA and product providers. Your Adviser may also be entitled to other allowances and incentives including bonuses paid for selling certain amounts of financial products, discounted services, prizes and awards, overseas and domestic conferences, marketing support and education expense support.

If our remuneration differs in any way from the arrangements set out above, further information will be provided in Part Two of this FSG and full details will be provided in the SoA.

3. Administration Fees

TFS Operations Pty Ltd distributes the Dominion Superannuation Master Trust and Dominion Portfolio Service investment administration platforms on behalf Oasis Asset Management Pty Ltd (Oasis).

If your Adviser recommends that you use a Dominion platform to administer your investments, Oasis will pay approximately up to 41% of the member fees and up to 52% of the administration fees that you pay for the administration service to TFS Operations Pty Ltd. TFS Operations Pty Ltd will also receive half of any bonus payment that Oasis receives from funds managers (which are based on the amount placed with the fund managers by TFSA's authorised representatives). These amounts are paid by Oasis and do not represent an additional cost to you.

Oasis and TFS Operations Pty Ltd will each receive remuneration of 5% of any life insurance premium that you pay through the Oasis platforms. This will be paid by the insurer.

Compensation Arrangements

TFSA maintains a policy of Professional Indemnity Insurance that covers the services provided by its employees and Authorised Representatives. The policy complies with the requirements of the Corporations Act.

The policy (subject to its terms and conditions) covers claims in relation to employees and Authorised Representatives who no longer work for TFSA (but who did at the time of the relevant conduct).

Complaints

What should you do if you have a complaint?

If you have any complaint about the financial services provided to you, we will try to resolve your complaint quickly and fairly. You should take the following steps to enable us to do so:

1. Contact your Adviser and provide details of your complaint.
2. If your complaint is not satisfactorily resolved with your adviser within five business days, you may contact TFSA's Complaints Manager using the contact details on the front cover of Part One of this FSG.
3. If we are unable to resolve your complaint to your satisfaction within 45 days, you have the right to refer the matter to the Financial Ombudsman Service Limited (FOS), an independent external dispute resolution scheme of which TFSA is a member. FOS's services are available to you free of charge.

The contact details for FOS are:

Financial Ombudsman Service Limited
GPO Box 3
Melbourne VIC 3001
Phone: 1300 780 808