

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 GWM Adviser Services Limited, Financial Services Guide, Version 4.0 February 2010

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 adviser 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 on going 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 non-monetary benefit (greater than \$300 value) that may be received from a product provider. You can view this register by contacting your adviser.

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 780 808** 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**

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 adviser is:

Brendan Stewart McAllister – Authorised Representative No. 279653

Brendan McAllister commenced university in 1997 and started working as a Financial Adviser in 2003. Brendan is a member of the Financial Planning Association. Within this time Brendan has had a large and diverse exposure to the financial industry which has in turn allowed his clients to achieve their financial goals.

Brendan has completed his Masters in Business Administration in Accounting and Finance (MBA), Diploma of Financial Services in Financial Planning (DFS), Advanced Diploma of Financial Services in Financial Planning (ADFS) and is currently completing his last subject to gain his Certified Financial Planning (CFP).

He offers his services on behalf of GWM Adviser Services Limited. The financial services that he offers are provided by Prestige Wealth management Pty Ltd ACN 127 169 260, ABN 93 409 856 975, Authorised Representative (AR) No. 318314. GWM Adviser Services Limited has authorised him 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
- 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 Investment Schemes, including Investor Directed
- Portfolio Services (IDPS)
- Retirement Savings Account Products

Securities and Superannuation

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:

- Office Address: 'Kay House', Level 4, 35-39 Scarborough Street, Southport Qld 4215
 - Postal Address: PO Box 2580, Southport Qld 4215
 - Phone: 07 5531 3644
 - Fax: 07 5591 5467
 - Email: brendan@prestigewm.com.au
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Representative Profile

How we charge for our services

Our service fees and commissions fall in to two categories – Initial & Ongoing. Fee and Commissions are **two different things**. Fees are paid by you directly to us, whereas commissions are paid to us from the fund manager or life company. Advice and Services Fees may be paid by cheque or collected through the investment platform. All Fees and Commissions are paid to GWM Adviser Services Limited who then pass them directly to us.

Please note that any fees and commissions that we will receive in relation to providing you with personal advice, will be detailed to you in your Statement of Advice.

INITIAL

Initial fees and commissions provide you with

- your initial consultation with the adviser
- completion of a client profile (fact find)
- educational slide show
- preparation of cash flow projections
- preparation of your Statement of Advice
- implementation of your recommendations
- all meetings with your adviser in regard to the preparation and presentation of the above

The amount paid will be based on the following:

- the strategy to be implemented
- the insurance premium payable

The amount paid may consist of Fees, Commissions or a combination of the two as detailed below:

Fees

You can elect to pay your initial fee in either of the following ways:

- A one off 'Adviser Service Fee' from the recommended investment product – this amount will be deducted from your initial contribution to the product
- Be invoiced directly – this is payable by cheque by you

If you elect to pay us a fee for service, the fee will depend on the size of the investment portfolio and the complexity of the advice. This fee will be between the range of 0% - 10% of the investment portfolio. Insurance commission as detailed below may also be received.

Commissions

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 up-front commission is between 0% and 5.365%.

Unless you have agreed to a fee for service arrangement for insurance-related advice we will receive commission for our initial 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.

Representative Profile

How we charge for our services (cont'd)

ONGOING

Fees

If you elect to pay us a fee for service, usually our ongoing 'Adviser Service Fee' is 1.3% per annum of your investment portfolio, although the exact amount may vary from 0% up to 2% per annum.

This fee may be claimable as a Tax Deduction, however, you should seek the advice from an accountant or tax professional..

Commissions

Unless you have agreed to a fee for service arrangement we will receive commission for our ongoing services to you where an investment product has been arranged. The relevant product issuer will pay ongoing commission 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. **Should you pay us a fee for service, we will rebate this commission back to your account.**

Unless you have agreed to a fee for service arrangement for insurance-related advice we will receive commission for our ongoing services. The rate of ongoing commission is between 0% and 33% of the annual premium. This commission will be paid to us when you renew your insurance policy each year. Commissions are collected through the product provider and are not a direct cost to you.

AD HOC

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 \$165 and \$330 may apply.

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.

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.

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

Benefits we may receive

Transition Payment on MLC Insurance Premiums

We may become eligible to receive an additional commission (called a 'Transition Payment') if we participate in MLC Ltd's Protection Transition Program (**Program**). This payment is paid directly by MLC Limited and importantly does not alter the amount of premium payable by clients. To participate, we must meet the qualification criteria below.

The Program is operated by MLC Ltd for the year 1/10/2009 – 30/9/2010 (**Qualification Period**) and applies to 2 MLC Ltd products, being MLC Personal Protection Portfolio and MLC Life Cover Super (**MLC Products**).

The intention of the Program is to assist financial planning businesses transition, in relation to MLC Products, from:

- a upfront commission model (where higher commission is paid at the time the insurance policy for the MLC Product is issued and lower commission is paid when the policy is renewed); to
- a level and hybrid commission model (where either lower commission is paid upfront with higher commission on renewal, or where level commission is paid upfront and on renewal).

Determining the rate of the Transition payment

The table below shows how the rate of the transition payment is determined. The higher the total premium, the higher the rate:

Total premium in force for MLC Products at 30/9/2010 (Total Premium) – total may include your premium	Transition payment rate
\$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%

Determining the value of the Transition Payment

The Transition Payment is determined as follows:

- MLC Limited determines the amount of the Total Premium for which:
 - It paid upfront commission;
 - Applies to MLC Products which were issued on or before 30/9/2005 on upfront commission terms.
(**Transition Amount**)
- MLC Limited multiplies the Transition Amount by the relevant transition payment rate.

For example:

- If the Total Premium is \$500,000, the Transition payment rate is 5%;
- If the Transition Amount is \$250,000, we would be entitled to receive \$12,500 ($\$250,000 \times 5\%$) inclusive of GST as a Transition Payment.

Qualification Criteria

We must:

- have higher premium in force on 30/9/2010 than on 1/10/2009;
- have elected to receive level or hybrid commission on all MLC Products issued during the Qualification Period;
- retain at least 90% of the MLC Products written during the Qualification Period until 30