

Financial Services Guide

Part 2 (Adviser Profile)

Date updated – 19/11/2015

PART 2 (Adviser Profile)

Part 2 (Adviser Profile) contains the following sections:

- About Your Adviser (Section 1);
- The Services I Provide (Section 2);
- Fees and Charges (Section 3); and
- Contact and Acknowledgment (Section 4).

This document is Part 2 (Adviser Profile) of the Financial Services Guide (FSG) dated 9 November 2015 and should be read together with Part 1. Part 2 sets out specific details about me as an Authorised Representative of Securitor Financial Group Ltd ('Securitor'), and Carrington Financial Services.

I am authorised by Securitor to provide the financial services described in Part 1 and Part 2 (Adviser Profile) of the FSG. I have also been authorised by Securitor to distribute this FSG.

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SECTION 1

ABOUT YOUR ADVISER

WHO IS YOUR FINANCIAL ADVISER?

Your Financial Adviser is Heather Jensen and Carrington Financial Services.

In this document, the terms 'I', 'me', 'us', 'we' and 'our' refer to Heather Jensen and Carrington Financial Services. The term 'Representatives' refers generally to Securitor's Authorised Representatives.

My Authorised Representative number is 244940 and the Corporate Authorised Representative number is 438209.

WHAT EXPERIENCE DOES YOUR FINANCIAL ADVISER HAVE?

I have extensive experience in the financial planning industry.

I have spent over 12 years as a Financial Adviser offering advice to individual clients as well as small and large business clients. Prior to Securitor, I was a Financial Adviser with various financial organisations, including Bendigo Financial Planning as a Financial Planner for SA and NT; and in my own business, Cedar Financial Solutions as a Director and Financial Planner.

WHAT QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS DOES YOUR FINANCIAL ADVISER HAVE?

I am a CA Financial Planning Specialist. I hold an Advanced Diploma of Financial Services, Bachelor of Arts in Accountancy and Masters in Business Administration and am a member of the Association of Financial Advisers and the Institute of Chartered Accountants in Australia.

DOES YOUR FINANCIAL ADVISER HAVE ANY ASSOCIATIONS OR RELATIONSHIPS?

I have an association with Carrington Financial Services (ABN 78 079 154 126) as a director. Fees and commissions are paid to Carrington Financial Services by Securitor for distribution to me. Carrington Financial Services is also a Corporate Authorised Representative of Securitor and is not a related company of Securitor. Carrington Financial Services's Authorised Representative number is 438209.

I am a director and employee of Cedar Accounting and Financial Solutions Pty Ltd trading as Cedar Financial Solutions which has a service agreement with Carrington Financial Services (ABN 78 079 154 126) ('the Practice'). I have an association with the Practice under a service arrangement. The Practice distributes to Cedar Financial Solutions the fees and commissions paid by Securitor, and I receive the fees and commissions paid to it by Securitor.

I am a director and employee of Cedar Accounting and Financial Solutions Pty Ltd trading as Cedar Financial solutions, which has an association with Carrington Financial Services (ABN 78 079 154 126) ('the Practice'). Carrington Financial Services is also a Corporate Authorised Representative of Securitor and is not a related company of Securitor. Carrington Financial Services Authorised Representative number is 438209. Securitor will pay up to 100% of those fees and commissions to the Practice for distribution to Cedar Financial Solutions which has a service agreement with the Practice.

SECTION 2

THE SERVICES I PROVIDE

WHAT AREAS IS YOUR FINANCIAL ADVISER AUTHORISED TO PROVIDE ADVICE ON?

I am authorised by Securitor to provide financial services, including advice or services in the following areas:

- Superannuation
- Managed Investments
- Personal Insurance
- Margin Lending
- Self Managed Superannuation Funds
- Shares

ARE THERE ANY SERVICES YOUR FINANCIAL ADVISER IS NOT AUTHORISED TO PROVIDE?

I am not authorised by Securitor to provide advice or services in the following areas:

- Derivatives
- Finance broking and other credit activities.

Please ask me if you would like a referral for these services. If I receive a specific fee for this referral, it is disclosed below in Section 3 'Fees and Charges'. It may also be disclosed in an advice document such as a Statement of Advice ('SoA'), if I provide you with personal advice.

HOW CAN YOU PROVIDE YOUR INSTRUCTIONS TO ME?

You may provide instructions to me by using any of the contact details provided in Section 4 'Contact & Acknowledgment'.

MANAGED DISCRETIONARY ACCOUNT SERVICE

I may offer you a Managed Discretionary Account (MDA) Service to manage investments held through your nominated Asgard and/or BT Wrap account(s) on your behalf, in accordance with an investment program agreed with you ('Investment Program'). The Investment Program will be documented in a Statement of Advice (SoA) which will detail my advice and how it will assist you in meeting your objectives.

An MDA Service means I can transact on nominated Asgard and/or BT Wrap account(s) without contacting you before each transaction. It is therefore important that you clearly understand how I will exercise the discretion and the limitations it imposes. Securitor impose certain limits on my discretionary services, however you may tailor these services and apply further limits if you require. I will discuss this with you before I make

any such recommendations and these limits will be documented in the Investment Program that is included in your SoA.

The Investment Program complies with Division 3 of Part 7.7 of the Corporations Act, and will contain:

- Statements about the nature and scope of the discretions that I will be authorised and required to exercise under the MDA Service and any investment strategy that is to be applied in exercising those discretions;
- Information about any significant risks associated with the MDA Service;
- The basis on which I consider the MDA Service to be suitable for you; and
- Warnings that the MDA service may not be suitable for you if you provide limited or inaccurate information relating to your relevant personal circumstances or if your relevant personal circumstances change.

Part 2 (Adviser Profile) of the Securitor FSG, complies with ASIC Class Order [CO 04/194] *Managed Discretionary Accounts*.

Important information and risks to understand before accepting an MDA Service

If you accept an MDA Service, I may make changes to the investments held through your nominated Asgard and/or BT Wrap account(s) without your agreement, and without first consulting or notifying you. This presents a risk for you as you will not sign off each transaction before it is implemented.

To ensure the changes I make are appropriate for you I will only undertake transactions which are consistent with my understanding of your relevant personal circumstances and the Investment Program that is established for you.

In addition:

- You may cancel the MDA Service or request changes to the Investment Program at any time by first notifying me in writing.
- For direct share investments only, you may give me discretion to exercising any rights relating to the direct share investments in your portfolio (for example, corporate actions). In all other circumstances, I will only act in accordance with your written instructions on how any rights relating to these products in your portfolio are to be exercised.
- To protect your interests, Securitor does not allow me to have authority to withdraw funds from the nominated Asgard and/or BT Wrap account(s). Further, I am not authorised to transact funds held outside your nominated Asgard and/or BT Wrap account(s) without your specific prior approval.

- As described above, Securitor places certain limits on my discretionary services, such as:
 - I am not permitted to trade on your nominated Asgard and/or BT Wrap account(s) in an attempt to make short term gains. All investment decisions must be made with long term goals in mind.
 - I am required to maintain your portfolio within a specified range for each asset class or as further restricted by you. These limits on my discretion will be described in more detail in your SoA.
- You will be provided with access to on-line reporting for your nominated Asgard and/or BT Wrap account(s) to view the transactions undertaken on your behalf and the impact on your portfolio. If you do not have internet access you should not accept an MDA Service.
- As I will be acting with discretion it is important that I understand your relevant personal circumstances, needs and objectives at all times. If they change at any time, you must inform me immediately otherwise the services I provide may not be appropriate or suitable for you.
- I will review annually the Investment Program and the suitability of an MDA Service in light of your financial circumstances, needs and objectives. The MDA Service does not include a custodial or depository service, as this is facilitated through your nominated Asgard and/or BT Wrap account(s).

How to accept an MDA Service

Should you wish to use my advisory services, I will provide you with a SoA which contains my recommendations to you and this may include a recommendation for you to use the MDA Service offered by Securitor.

If you choose to accept the MDA Service, you must first enter into an MDA Service agreement with Securitor which is contained in your SoA by signing, amongst other documents which authorise me to transact on your Asgard and/or BT Wrap account(s), the *Authority to Proceed* attached to the SoA.

PRIVACY STATEMENT

In addition to the information provided in the Securitor FSG Part 1 on how we collect, hold, use and disclose your personal information, and how we manage this information, further details around privacy are available at www.carringtonfs.net and/or by calling us on (08) 8272 6444.

SECTION 3

FEES AND CHARGES

HOW WILL YOUR FINANCIAL ADVISER BE PAID FOR THE SERVICES PROVIDED?

All fees and commissions disclosed in this FSG which are attributed to the services provided to you by me are paid to Securitor.

Securitor receives all fees and commissions payable for the services we provide, and pays 100% of all the fees and commissions it receives to Carrington Financial Services. A proportion of all the fees and commissions Carrington Financial Services receives per annum, up to \$60,000 per financial year, is payable to Securitor.

I receive profit share as a director of Carrington Financial Services. As determined by that company as appropriate from time to time.

I have an association with Carrington Financial Services ('the Practice') under a service arrangement. I will receive as remuneration up to 100% of the Advice Fees and Product Commissions paid to Securitor.

WHAT IS YOUR FINANCIAL ADVISERS FEE STRUCTURE?

As part of detailed financial planning, there are costs to you at various stages of the process. Before making any recommendations, I will discuss and agree the fees with you.

Advice fees are inclusive of GST and payable by you at the following stages:

- 1.) **Recommendation:** For having a personalised financial plan (SoA) prepared, a plan preparation fee (up to \$5,500) is payable. The actual fee will depend on the complexity of your situation and the time it takes to prepare personal financial advice for you.
- 2.) **Implementation:** I may charge a placement fee and/or implementation fee to implement the recommendations in your financial plan. These are payable when you decide to proceed with the implementation of any one or more recommendations that I provide to you. The actual fee will depend on the complexity of your situation and the amount of funds invested, but will not exceed:
 - a. a range from \$250 (min.) to \$1,200 (max.); or
 - b. \$250 per hour; or
 - c. the maximum of entry fees or contribution fees specified in the Product Disclosure

Statement (PDS) for the recommended product;
whichever is the greater.

- 3.) **Ongoing Advice Service and Reviews:** If you choose to have me conduct a review of your financial plan to ensure that your financial strategies and financial products remain appropriate to you, you may be charged a review fee. If you choose to have me provide an ongoing advice service, you may be charged a fee ranging from \$300 to \$11,000pa.

Where a placement fee and/or implementation fee is charged, I may rebate all or part of the initial commissions and/or ongoing commissions received from a product issuer, by way of an increase in your investment amount.

Where I receive an initial commission and/or ongoing commission amount, I may rebate all or part of the implementation and/or placement fee to you.

Note: Full details of all fees and commissions for financial services will be provided to you in a Statement of Advice (SoA), or Record of Advice (RoA) and Product Disclosure Statements at the time of receiving any recommendation.

WHAT AMOUNTS DO MY EMPLOYER AND OTHER RELATED ENTITIES RECEIVE FOR FINANCIAL SERVICES?

Cedar Accounting and Financial Solutions Pty Ltd has an association with Carrington Financial Services. All fees, commissions and incentives are received by Carrington Financial Services for distribution to Cedar Accounting and Financial Solutions Pty Ltd.

WHAT OTHER BENEFITS DOES YOUR FINANCIAL ADVISER RECEIVE?

In addition to the remuneration detailed above, I am eligible to qualify for other benefits and entitlements as detailed below:

- From time to time we may accept alternative forms of remuneration from product providers or other parties (up to a value of \$300), such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit that we receive and other benefits that relate to information technology software support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

WILL YOUR FINANCIAL ADVISER BE PAID WHEN MAKING A REFERRAL?

I may receive a payment for making a referral to an external specialist such as an accountant, mortgage broker or solicitor. Any amount payable will be disclosed in the SoA provided to you. This will be paid by the external specialist and will be at no additional cost to you.

I may inform you that Carrington Lending Services is able to provide particular credit activities, along with the contact information for Carrington Lending Services. If you use the services of Carrington Lending Services, I may receive an upfront commission which could range between 0% and 30% of the commission received by Carrington Lending Services. This will be paid by the Carrington Lending Services and will be at no additional cost to you.

If you have been referred to me by an external party and you accept the services I provide, I may make a payment to the external party for that referral. Any amount payable will be disclosed in the SoA provided to you. This will be paid by me to the external party and will be at no additional cost to you.