

Financial Services Guide

Part 2 (Adviser Profile – Heather Jensen)

Date created – 16th March 2019

Version 1.0

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 16/03/2019 and should be read together with Part 1. Part 2 sets out specific details about me as an Authorised Representative of Carrington Financial Holdings Pty Ltd ('CFH').

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

Carrington Financial Holdings Pty Ltd ('CFH')
ABN 73 628 407 894 holder of
Australian Financial Services Licence No. 511269 ('AFSL')

Email: reception@carringtonfs.net

Website: www.carringtonfs.net

SECTION 1 ABOUT YOUR ADVISER

WHO IS YOUR FINANCIAL ADVISER?

Your Financial Adviser is Heather Jensen and Carrington Financial Services SA Pty Ltd (Carrington Financial Services).

In this document, the terms 'I', 'me', 'us', 'we' and 'our' refer to Heather Jensen and/or Carrington Financial Services SA Pty Ltd ("Carrington Financial Services"). The term 'Representatives' refers generally to CFH's Authorised Representatives.

My Authorised Representative number is 244940 and the Corporate Authorised Representative number for Carrington Financial Services is 438209.

WHAT EXPERIENCE DOES YOUR FINANCIAL ADVISER HAVE?

I have extensive experience in the financial planning industry.

I have spent over 20 years as a Financial Adviser offering advice to individual clients as well as small and large business clients. Prior to CFH, I was a licenced Financial Adviser with various financial organisations, including, Securitor, Bendigo Financial Planning and in my own business, Cedar Financial Solutions.

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 and New Zealand.

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 CFH for distribution to me. Carrington Financial Services is also a Corporate Authorised Representative of CFH and is a related company of CFH. Carrington Financial Service's Authorised Representative number is 438209.

SECTION 2

THE SERVICES I PROVIDE

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

I am authorised by CFH to provide general and personal advice and deal in financial products and financial services, including advice or services in the following areas:

- Deposit products;
- Government debentures, stocks or bonds;
- Life investment and life risk products;
- Managed investment schemes including investor directed portfolio services;
- Standard margin lending facilities;
- Retirement savings account products;
- Securities (e.g. shares);
- Superannuation products; and
- Self-Managed Superannuation Funds.

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

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

- MDA services;
- Derivatives;
- Consumer credit advice and assistance;
- Strategic advice about consumer credit and consumer credit referrals;
- Finance broking.

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'.

PRIVACY STATEMENT

In addition to the information provided in the CFH 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 CFH.

CFH 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.

I receive director fees and profit share as a director of Carrington Financial Services, as determined by that company from time to time.

My company Cedar Accounting and Financial Solutions Pty Ltd (“Cedar”) has an association with Carrington Financial Services under a service arrangement. Cedar will receive as remuneration up to 100% of the Advice Fees and Product Commissions paid to CFH.

I receive a salary as an employee and director of Cedar.

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 up to \$5,500.
- 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 \$660 to up to 1.10% p.a. of total funds under management.

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.

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?

CFH receives 100% of fees, commissions and incentives and may pay up to 100% of these fees and commissions to Carrington Financial Services. Business expenses are deducted from this payment just like any other business. The directors of Carrington Financial Services have a profit share arrangement to distribute company profits annually to shareholders and staff.

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.

SECTION 4

CONTACT & ACKNOWLEDGMENT

HOW YOU CAN CONTACT YOUR FINANCIAL ADVISER

Your Financial Adviser: Phone: 08 8272 6444
Fax: 08 8272 6222

Heather Jensen and Carrington Financial Services Email: hjensen@carringtonfs.net
Website: www.carringtonfs.net

Practice details: Phone: 08 8272 6444
Fax: 08 8272 6222

Carrington Financial Services Level 1, 83 Greenhill Rd Wayville SA 5034 Email: reception@carringtonfs.net
Website: www.carringtonfs.net

ACKNOWLEDGMENT – CLIENT COPY

I/We acknowledge that I was/we were provided with the CFH Financial Services Guide Part 1 dated 16/03/2019 and Part 2 (Adviser Profile) dated 16/03/2019.

Client name: _____
Client signature: _____ Date received: _____

Client name: _____
Client signature: _____ Date received: _____

ACKNOWLEDGEMENT – ADVISER COPY (to be retained on client file)

I/We acknowledge that I was/we were provided with the CFH Financial Services Guide Part 1 dated 16/03/2019 and Part 2 (Adviser Profile) dated 16/03/2019.

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