



## Financial Services Guide

This Financial Services Guide was updated July 2009 and is issued by Stonehouse Financial Services Pty Ltd (AFSL No. 292469) It consists of two parts. This document is Part one and provides information about the licensee. Part two provides specific information about our Authorised Representative who will be assisting you. Parts one and two must be read in conjunction.



## WHAT IS THE PURPOSE OF THIS FINANCIAL SERVICES GUIDE?

This Financial Services Guide (FSG) aims to provide you with information to help you decide whether the financial services we offer meet your needs. It includes information on:

- Who is Stonehouse Financial Services Pty Ltd (Stonehouse) and how to contact them;
- Who is your financial adviser and how they can be contacted;
- The types of financial services and products we can provide to you;
- How we are paid; and
- Who to contact if you are unhappy with our services.

You will receive a Statement of Advice (SoA) for any personal advice provided that takes into account your objectives, financial situation and needs. A SoA is a record of our advice, and sets out the basis on which it has been developed, the fees payable, and any potential conflicts of interest that you need to be aware of when deciding whether to rely on the advice. If we provide further advice to you and your personal circumstances have not altered significantly or the basis of our advice does not change, we may provide the advice to you orally but a record of this advice will be made available to you on your request. To request this information please contact us by phone, email or fax (details provided below). This information will be held on file up to 7 years. In this instance we are still obliged to advise you of any implications of replacing an existing financial product.

If we recommend particular products, we will provide you with a Product Disclosure Statement (PDS) for each product recommended, which will assist you in making a decision about a particular financial product. The PDS contains information about the product's key features, significant benefits, risks and fees.

## WHO WILL BE PROVIDING THE FINANCIAL SERVICE TO ME?

Stonehouse holds an Australian Financial Services Licence and is responsible for any advice your adviser provides. Stonehouse contact details and other relevant information are as follows:

STONEHOUSE FINANCIAL SERVICES PTY LTD  
trading as STONEHOUSE WEALTH MANAGEMENT

Australian Business Number: 81 112 548 419  
Australian Financial Services Licence Number: 292469

Office Address:  
Level 2, 36 Station Rd, Indooroopilly, Brisbane

Postal Address:  
PO Box 8, Indooroopilly Q 4068

Telephone: (07) 3871 4988  
Facsimile: (07) 3871 4900  
Email: [inhouse@stonehousegroup.com.au](mailto:inhouse@stonehousegroup.com.au)  
Web: [www.stonehousegroup.com.au](http://www.stonehousegroup.com.au)

No investment or insurance provider has any ownership or material interest in Stonehouse. Our advisers are professionally qualified and properly authorised to assist you with your financial and investment needs. They have a wealth of experience in financial planning, assisting clients from all walks of life. Stonehouse is committed to providing you professional advice and personal service, both now and in the future, to help you achieve and maintain your financial objectives.

## WHO IS MY FINANCIAL ADVISER?

Your financial adviser acts on behalf of Stonehouse. For information regarding your adviser please refer to the *Adviser Profile* attached to this FSG.

## WHAT FINANCIAL SERVICES CAN STONEHOUSE AND MY ADVISER PROVIDE?

Stonehouse is licensed to provide advisory services to help you create, manage and protect your wealth, including the areas of:

- Wealth creation;
- Superannuation, including Self Managed Super Funds;
- Retirement planning;
- Estate planning;
- Taxation minimisation;
- Wealth protection, including life, disability and critical illness insurances; and
- Debt minimisation.



Stonehouse is licensed to provide advice on and deal in the following products:

- Managed investment schemes, including Investor Directed Portfolio Services;
- Superannuation products;
- Deposit products;
- Government Debentures, Stocks & Bonds;
- Securities
- Life insurance risk and investments;
- Retirement Savings Account products;

Each product we recommend has undergone extensive research. Only products included on our authorised product list are recommended by our advisers to ensure the highest quality advice. We will only recommend a product to you after considering its suitability to your individual needs, objectives, and financial situation.

Regular reviews of our recommendations are conducted to ensure the ongoing suitability of our advice.

#### **Will the advice you give me be tailored to my investment needs and financial circumstances?**

Yes. To ensure we provide you with suitable financial advice we will ask you questions about your individual investment objectives, financial situation and needs before we make any recommendations. You have the right not to provide this information, however, without all the relevant information, we may not be able to provide you with appropriate advice. We will notify you in the SoA of the possible consequences of not providing your full personal details, and you should consider the implications carefully.

#### **Are there risks associated with implementing the recommendations?**

We will explain any significant risks associated with implementing our recommendations, and also discuss and develop an appropriate risk profile for you. You should ask us to clarify any risks that you do not understand.

#### **What personal information do you keep in my file?**

We keep a record of your personal information, including details of your investment objectives, financial situation and needs, as well as notes of any discussions of significance we have with you, and recommendations made. If you wish to review your file, please ask your adviser.

Stonehouse is committed to ensuring the confidentiality and security of your personal information. Our privacy policy details how we manage personal information and is available on request by contacting Stonehouse on (07) 3871 4988 or visiting our website at [www.stonehousegroup.com.au](http://www.stonehousegroup.com.au).

#### **How can I tell my financial adviser to buy or sell my investments?**

You may specify how you would like to give us instructions, for example in writing, by telephone, email or other means. Instructions provided by telephone will be recorded and actioned.

#### **HOW WILL I PAY FOR THE SERVICE?**

Stonehouse may charge for the services provided to you through several means. The specific fees payable to Stonehouse will be explained by your financial adviser and disclosed in your SoA. Stonehouse may charge for services provided through any one, or combination of the following:

- *Professional fees:*  
Stonehouse advisers may charge professional fees for strategic advice provided based on a set fee or hourly basis. These fees are advised to you during the consultation process and are payable on the completion of the services. Depending on the services you require, set fees range from nil to \$10,000. Our maximum hourly charge for services is \$330 per hour.
- *Investment advice:*  
Fees payable through the provision of investment advice are usually charged as a combination of the following:
  - *Implementation fees*  
Stonehouse may be remunerated by product providers based on the initial value of your investment. This fee may vary dependant on the nature of the advice and the type of investment recommended. Typically, implementation fees range from 0% to 5.5% (Inc. GST) of the initial investment and are deducted from the investment capital upon implementation (E.g. \$10,000 with an implementation fee of 4.4% equals \$440)
  - *Ongoing Advice Fees*  
Stonehouse will usually charge a fee for the ongoing service and review of your financial plan. The ongoing advice fees range from 0% to 1.54% (Inc. GST) per annum based on the value of your investment (E.g. \$10,000 with an ongoing advice fee of 0.88% equals \$88 per annum).



- *Wealth protection advice:*  
Remuneration paid to Stonehouse through the implementation of wealth protection insurance is funded by the product provider, based on the level of premium. This remuneration is not an additional cost to you.
  - *Initial brokerage*  
Stonehouse may receive initial brokerage of between 0% and 125% of the first year's premium (E.g. \$1,000 with initial brokerage of 90% equals \$900).
  - *Ongoing brokerage*  
Stonehouse may receive ongoing brokerage of between 0% and 35% of each subsequent year's premium (E.g. \$1,000 with ongoing brokerage of 15% equals \$150 per annum).
- *Pro-bono advice:*  
As a service to the community, Stonehouse financial advisers may undertake the provision of financial services on a pro bono basis. This is most commonly available to charities, educational and religious groups which provide not-for-profit services to the community.

A note on fees: While this document provides you with an outline of all possible fees payable through the provision and implementation of financial planning advice, actual fees payable will be discussed with you in your consultation with your Stonehouse financial adviser, and also disclosed in your Statement of Advice (SoA). All payments are received directly by Stonehouse, as an Australian Financial Services Licensee.

### **How is my Adviser paid?**

All Advisers are salaried employees of Stonehouse. From time to time Advisers may receive 'soft-dollar' incentives. This includes occasional items such as Sporting event tickets and the like. Stonehouse keeps a 'soft-dollar' register that is available for your viewing on request.

### **Will anyone be paid for referring me to Stonehouse?**

If you have been referred to Stonehouse by another party we may make a referral payment. This may be up to 20% of any of the total fees and / or brokerage paid to Stonehouse for the provision of financial services. Any such referral payment will be disclosed in SoA.

### **Does Stonehouse receive any other remuneration?**

Stonehouse is a privately owned financial planning practice with no ownership or material interest in any investment or insurance provider. Due to the level of funds managed by Stonehouse, certain providers have approved payments to Stonehouse for funds invested in some of their platforms. These include:

Skandia One investments	0 – 0.15% p.a.
ING One Answer investments	0 – 0.20% p.a.
Netwealth investments	0 – 0.15% p.a.
Asgard eWrap investments	0 – 0.25% p.a.

### **WHO CAN I SPEAK TO IF I HAVE A COMPLAINT ABOUT THE ADVISORY SERVICE?**

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

1. Contact Stonehouse and inform your financial adviser of your complaint.
2. If your complaint is not satisfactorily resolved within 7 days please put your complaint in writing and send it to: Complaints Coordinator, Stonehouse Wealth Management, PO Box 8, Indooroopilly, Qld 4068. We will try and resolve your complaint quickly and fairly.
3. If we cannot reach a satisfactory resolution, you can raise your concerns with the Financial Ombudsman Service (FOS) on 1300 780 808. Stonehouse is a member of this complaints resolution service. The Australian Securities & Investments Commission (ASIC) also has a free Infoline (1300 300 630) which you may use to make a complaint or to obtain information about your rights.

