



TEMPLETON

ADVICE GROUP

Who are we?

Licensee name:	Financial Lifestyle Partners (North Vic) Pty Ltd (ABN: 49 134 909 541)
	We trade as: Templeton Advice Group
AFSL number:	533284
Head Office Address:	16 Templeton St Wangaratta VIC 3677
Website:	www.TempletonAdviceGroup.com.au
Phone:	03 5722 2226
Other Locations	33 Stanley St Wodonga VIC 3690 69 Nunn St Benalla VIC 3672

Financial Services Guide

Issued: 10th January 2022

This is a guide to the services we offer, the payments we receive to provide them and what to do if you have a complaint. It's designed to help you decide whether you want to use our services.

Please take the time to read it carefully. Sound financial advice is based on open and honest communication. Understanding our services and our fees is the cornerstone of this communication

It's also important that you know who is providing your services. The FSG Part 2, provided in conjunction with this document, tells you who your adviser is, the services they can provide, and the fees payable for their services. Both documents should be read together.

Not independent

Financial Lifestyle Partners (North Vic) Pty Ltd, trading as Templeton Advice Group and its Representatives may receive commissions from personal risk insurance products we recommend to our clients. As such we are neither independent, impartial, or unbiased as defined in Section 923A of the Corporations Act.

What is Financial Advice?

Good financial advice is all about making the most of life – helping you to decide what you want to achieve and setting the financial strategies to help you do it.

Everyone has different goals in life, but for most of us, finances play an important role in reaching them. That's where we can help

If there's anything you don't understand, or have questions about, please talk to your adviser, or contact us on 03 5722 2226

How we can help

As you go through life, your priorities and/or perspectives change, but one thing remains constant – managing your finances well will help you get what you want from life. Your adviser can guide you by:

- helping you identify your personal goals, such as an early retirement, travelling or building funds for your children's education
- developing strategies for saving, investing to meet your goals, and contingency plans to protect you against life's hazards along the way
- keeping you on track by regularly reviewing your direction and making adjustments as required.

Financial peace of mind

When people seek financial advice they generally do so because they are focused on the emotional benefit of peace of mind, value asset protection, a desire for financial security. Similarly, some people tend to be more focused on setting and achieving goals and wealth creation. Whatever your goal is for seeking financial advice, we can help.

Services offered

Our Australian Financial Services licence authorises us to provide financial advice and deal in financial products in the following areas:

- Deposit and payment products including basic deposit products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life risk insurance products and investment life insurance products
- Managed investment schemes including investor-directed portfolio services
- Retirement savings accounts
- Securities
- Superannuation including Self-managed superannuation funds.

We also specialise in strategic advice in the following areas:

- Assistance with Centrelink and DVA
- Aged Care planning
- Budgeting and cashflow
- Retirement planning
- Ownership and structuring assets

We are not permitted to advise on credit products or direct property. We will notify you if we believe you require services outside of the areas we can assist with, such as credit assistance, Accounting or legal advice.

We may provide you with personal advice that takes into account your needs, financial situation and circumstances. Where we provide you with personal advice, we will provide you with a Statement of Advice (SOA). The SOA outlines our advice and the basis on which the advice was given. It also outlines relevant information about us, our fees and charges associated with our advice.

If we provide further personal advice after providing our initial advice, we may record this in a Record of Advice (ROA), instead of an SOA. You may request a record of the further advice that is provided to you, if you haven't already been provided with it. You can also contact us, using the details at the start of this FSG, within 7 years from when the advice is provided, to request this record.

Occasionally we provide general advice. This is where we may express an opinion or recommendation influencing you in making a decision in relation to a financial product, but where we HAVE NOT considered your personal objectives, financial situation or needs. If we provide you with general advice, we will provide you with a warning that the advice may not be appropriate to your needs, financial situation or objectives. Additionally, we will provide you with an applicable Product Disclosure Statement ('PDS') (if one is available) which you should read before making a decision that the product is right for you.

When a financial product is recommended to you, you will be provided with a PDS issued by the product provider. The PDS contains information about the product to assist you in making an informed decision about the financial product. It will outline relevant terms, significant risks, and fees and charges associated with the product.

Prior to giving you advice, we will ask you for information about yourself, including your financial information, needs and goals. It is essential that you provide us with the information we require, so that we can provide appropriate advice. If you choose to provide us with incomplete or inaccurate information, the resulting advice may not be suitable, and you will need to carefully consider it in light of your true circumstances.

Please retain this FSG for your reference and any future dealings with us. We may also add documents at a later date which will also form part of this FSG, and these should be read together with the FSG. These documents will include the word 'FSG' in the heading.

Our advice process

1 - Initial Meeting

- Getting to know **YOU**
- Learning about **YOU**, your goals and objectives
- Establishing the advice services **YOU will** require

2 - Gathering the facts

- Completing a profile of your personal and financial goals
- Developing a clear picture of your situation
- Establishing the right level of risk for you

3 - Agreeing on the service

- Discussing our services and making the costs involved clear
- Issuing a letter of engagement
- Agreement for us to prepare specific advice

4 - Preparing the advice

- Analysing possible strategies and options
- Researching relevant legislation and potential products to suit your needs
- Preparing our recommendations

5 - Presenting the advice

- Presenting our advice in a Statement of Advice (SoA) or Record of Advice (RoA) document
- Discussing the contents and any Product Disclosure Statements
- Answering your questions and ensuring you understand and are comfortable with our recommendations

6 - Agreeing on the implementation

- Getting your permission to proceed
- Implementing the agreed strategy
- Placing your investments
- Documenting administration

Our review service

1 - Coaching & support

- Helping you throughout the fixed term period
- Answering questions you may have
- Advice with any financial decisions
- Assisting/encouraging you to make decisions based on your goals and values.
- Assistance with Centrelink queries (if applicable)

2 - Review questionnaire

- Proactively sending you a review questionnaire
- Obtaining an update on your current situation
- Understanding how you feel about your financial position?
- Have your plans changed or been updated?

3 - Analysing the way forward

- Assessing the best strategies to take you forward over the coming 12 months
- Analysing how you are tracking towards your goals and what changes need to be made
- Preparing the recommendations

4 - Presenting the advice

- Presenting our advice in a Statement of Advice (SoA) or Record of Advice (RoA) document
- Discussing the SoA or RoA and any Product Disclosure Statements
- Answering your questions and ensuring you understand and are comfortable with our recommendations

5 - Implementation & acceptance

- Getting your permission to proceed
- Implementing the agreed strategy
- Documenting administration
- Continuing to improve your financial position
- Agreeing to continue on the service

What fees and commissions are payable to us?

Fees for providing you with our services are received by the Licensee.

All fees described in this FSG include GST. Our hourly rates vary depending on the level of expertise of your representative. Please refer to the FSG Part 2 for the fee schedule of your financial adviser. A description of the different types of fees that may be payable is provided below.

Service fees

We will discuss and agree on our fee structure with you before we provide you with services. The types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

Fees for advice

We may charge fees for the preparation, presentation and implementation of our advice. These fees will be based on your individual circumstances, the complexity involved with your situation and the time it takes to prepare personal financial advice for you. We will discuss these fees with you and obtain your agreement with the fees before we provide you with advice. Our hourly rates vary depending on the level of expertise of your adviser.

Fixed term advice fees

We may charge a fee to provide portfolio reviews and/or for the provision of services over a fixed term. This fee will be agreed with you and is either a set amount, and/or an amount based on the time involved in reviewing your portfolio and circumstances.

Commissions

If you take out personal risk insurance cover that we recommend, Templeton Advice Group may receive payments in the form of initial commissions and/or ongoing commissions from the life insurance providers. These commissions are included in the premiums you pay for the product. They are not an additional cost to you. We may agree to rebate some or all of these.

How are we and third parties remunerated?

The Licensee's directors and employees [(including any employees of a related body corporate)] are remunerated by salary and may also be awarded an annual bonus. Bonuses will depend on several factors, including:

- Company performance.
- Professionalism and adherence to compliance procedures; and
- Team performance.

The Licensee's shareholders [(including any shareholders of a related body corporate)] will also receive a benefit based on the Licensee's ongoing company performance.

You may request more details about the way these people or entities are remunerated within a reasonable time after receiving this document and before any financial services are given to you. If remuneration or other benefits are calculable at the time personal advice is given, it will be disclosed at the time that personal advice is given, or as soon as practicable afterwards. If remuneration is not calculable at that time, a statement of how the remuneration is calculated will be given to you at the time the advice is given, or as soon as practicable afterwards.

By using or continuing to use our services, you agree that:

- All fees and charges received by us as described in this FSG and the FSG Part 2 (other than third party fees and charges) are a benefit given to us by you, in exchange for the services provided by us.
- We do not charge asset-based fees where you are investing using borrowed money.
- You understand, consent to, authorise and direct us to charge you in this way.

What should you do if you have a complaint?

If you have a complaint, you can contact us and discuss your complaint.

Please contact the Complaints Manager of our Licensee using any of the contact details at the start of this FSG. We will try and resolve your complaint quickly, fairly and within prescribed timeframes.

If the complaint cannot be resolved to your satisfaction within 30 days, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Compensation arrangements

We have arrangements in place to maintain adequate professional indemnity insurance as required by s912B of the Act. This insurance provides cover for claims made against us and our representatives, including claims in relation to the conduct of representatives who no longer work for us but who did so at the time of the relevant conduct.

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