

# Financial Services Guide

November 2015

This Financial Services Guide (Guide) provides you with important information about:

- Authorised Representatives of Yellow Brick Road Wealth Management Pty Limited. Those representatives (Wealth Managers) will provide you with financial services described in this document.

This guide contains the following:

- Financial Services Guide; and
- Our dispute resolution procedures.

Yellow Brick Road Wealth Management Pty Limited ABN 93 128 650 037, Australian Financial Services Licence 323825.

Licensee Details: Level 11, 1 Chifley Square, Sydney NSW 2000 T 1800 927 927 F 02 8226 8201 E [info@ybr.com.au](mailto:info@ybr.com.au)

This is the Financial Services Guide (FSG) of Authorised Representatives of Yellow Brick Road Wealth Management ACN 128 650 037 AFSL 323825.

## About this guide

This Guide may assist you in deciding whether to use the services we offer. It can help answer any questions about:

- Who we are and our contact details;
- The services we provide;
- Details of our associations and relationships;
- How we and your Wealth Manager are remunerated; and
- How we resolve complaints.

This FSG has been authorised for distribution by Yellow Brick Road Wealth Management who is the holder of Australian Financial Services Licence number 323825. Yellow Brick Road Wealth Management's contact details are on the back of this Guide.

## Who provides the financial services described in this FSG?

The financial services described are provided by your Wealth Manager as an authorised representative of Yellow Brick Road Wealth Management.

Yellow Brick Road Wealth Management is responsible for the financial services offered in this FSG, and we do not act on behalf of any other person.

## The services we offer

Depending on your Wealth Manager's authorisations, we can provide financial product advice and deal in the following products and services:

- Personal financial advice
- Basic and non-basic deposit products
- Managed investments
- Life insurance
- General insurance
- Retirement products
- Superannuation
- Margin loans
- Government debentures, and bonds
- Equities and Exchange Traded Funds

## Documents you may receive

Before you invest in a financial product you will receive a Product Disclosure Statement (PDS) or other disclosure document issued by the product provider. It contains information about the product, including risks, benefits, features and fees payable. It is designed to help you make an informed decision about whether to invest.

If you receive personal financial advice from us you will be given a Statement of Advice (SoA). Personal financial advice takes into account your financial objectives, financial situation and financial

needs. It includes the basis on which the advice is given and other relevant information such as fees, and my commissions.

If further advice is provided, a Record of Advice (RoA) will be prepared. If this is not the case, you may request a copy by contacting us. You are entitled to do this for a period of seven years from when the further advice was first provided to you.

## How to instruct us

We will work with you to complete a 'Client Profile' which summarises your situation. We then create a SoA for you to consider and sign to acknowledge your agreement with the strategies and activities contained in our advice.

## Advice Preparation Fees

We believe in a simple and transparent fee structure. The fees you pay will be determined by the service you select, the complexity of the advice and specific products you purchase.

There may be a fee for the preparation of your SoA. Fees may vary according to the complexity and scope of advice provided, with the exact fee disclosed prior to preparation.

## Ongoing Advice/Service Fees

We may also charge an ongoing service fee for all personal investment advice given. The cost will depend on the agreement between you and your Wealth Manager. Before any work is undertaken, this fee and the payment options are provided in the SoA.

## Life Insurance

Ongoing and upfront commissions may be received by Yellow Brick Road Wealth Management and your Wealth Manager for life insurance policies. These fees are based on commission rates which are currently up to 130% of the initial premium paid. This amount is paid by the insurance company and is not an additional cost to you.

This is calculated as a percentage of the annual premium paid. Depending on the insurance company, an ongoing commission of up to 30% may be payable. Details will be set out in the SoA provided.

## Managed funds

Yellow Brick Road Wealth Management does not accept upfront commissions from managed fund investments for managed funds.

## Referral Fees & Other Remuneration

Yellow Brick Road Wealth Management may pay a referral fee for third party referrals. We may also receive a benefit for referring you to other specialist service providers. This fee will be disclosed in the SoA.

Yellow Brick Road Wealth and your Wealth Manager may also receive other benefits from product providers, such as hospitality, sponsorship to attend conferences and training within regulatory guidelines.

## Fees for Other Services

From time to time you may require other services from us. We may charge you on an hourly rate or a fee for these services. With respect to brokerage for ASX share transactions, you will be charged for the actual cost of share trading transactions, and depends on the broker used. These fees or brokerage will be disclosed in the SoA.

## Interests, Associations and Relationships

Yellow Brick Road Wealth Management Pty Limited ACN 128 650 037, AFSL 323825 is a wholly owned subsidiary of Yellow Brick Road Group Pty Limited ACN 124 415 194.

RetireRight Super is an Investor Directed Portfolio Service issued by MAP Funds Management Ltd ABN 85 011 061 831, AFSL No 240753 as Trustee for the Trustee for MAP Superannuation Plan Div II. ABN 71 603 157 863 and is distributed by Vow Financial Pty Limited.

Wealth Pathway is a wholesale managed funds service issued by AUSMAQ Limited (ABN 53 062 527 575, AFSL 230684) and promoted by Vow Financial Pty Limited.

Smarter Money is a managed investment scheme. Onevue RE Services Limited AFSL 223271 ABN 94 101 103 011 (the 'Responsible Entity') is the responsible entity of the Smarter Money Fund and is the issuer of the Smarter Money Fund Product Disclosure Statement (PDS). The Responsible Entity has appointed Smarter Money Investments Pty Limited ACN 153 555 867 authorised representative number 414337 ('SMI') as investment manager of the Smarter Money Fund. SMI is an authorised representative of Yellow Brick Road Investment Services Pty Limited ABN 86 003 990 627 AFSL 255016. SMI and Yellow Brick Road Investment Services are subsidiary companies of the Yellow Brick Road Group of companies.

## How is my Wealth Manager remunerated?

All authorised representatives are remunerated by way of fee for service, salary, commission or a combination of these. Their remuneration is not linked to recommendations related to specific financial products.

## Compensation Arrangements

Brick Road Wealth Management have professional indemnity insurance covering our products and services and meets the requirements for compensation arrangements under s912B of the Corporations Act 2001 (Cth).

## Our Dispute Resolution Procedures

### Internal Dispute Resolution

If you are unhappy with our services, please contact us first by contacting your adviser. If you are not satisfied with the response, you can contact our Complaints Manager on the following:

### YBR Head Office (Complaints Manager)

|           |                               |
|-----------|-------------------------------|
| Telephone | 02 8226 8309                  |
| Email     | complaints@ybr.com.au         |
| Fax       | 02 8226 8201                  |
| Post      | GPO Box 5002, Sydney NSW 2001 |
| Website   | www.ybr.com.au                |

We will try to deal with your complaint within 45 days. If you want more information about our internal dispute resolution procedure, please contact us. If you are unhappy with any decision or the handling of a complaint by us, you can refer your complaint to one of our external dispute resolution providers below. External dispute resolution is a free service established to provide you with an independent mechanism to resolve specific complaints.

### For external disputes, you can contact:

#### Financial Ombudsman Service (FOS)

|           |                              |
|-----------|------------------------------|
| Telephone | 1800 367 287                 |
| Email     | info@fos.org.au              |
| Fax       | 03 9613 6399                 |
| Post      | GPO Box 3 Melbourne VIC 3001 |
| Website   | www.fos.org.au               |

## Things you should know

- It is important you understand your legal obligations and the financial consequences. If you have any concerns, you should obtain independent legal and financial advice before you enter into any agreement.
- Before you accept our advice, make sure you read all information provided to you carefully. If you have any doubts, you should obtain independent legal and financial advice before you enter any agreement.
- We have obligations to not provide any information we know is misleading or deceptive. We also have obligations under the law to report any fraud, forgery, or other illegal activities. Before using our services, it is important that you understand that we have these obligations under the law.
- Yellow Brick Road Wealth Management is required to have adequate arrangements in place to ensure you are not disadvantaged by any conflict of interest.

|   |  |
|---|--|
| <b>Authorised Representative Name</b>   |  |
| <b>Authorised Representative Number</b> |  |
| <b>Business Name</b>                    |  |
| <b>Address</b>                          |  |
| <b>Phone</b>                            |  |
| <b>Email</b>                            |  |

We take your privacy very seriously. As we work together to ascertain your financial requirements, we may need to discuss aspects of your personal circumstances. Please know that any personal information that you reveal to us will be respected and safeguarded. We will only use such information for the purposes of providing advice and assisting you with the purchase of financial products and services, and only ever within the extent permissible by law. Full details of our Privacy Policy can be found on our website at [www.ybr.com.au](http://www.ybr.com.au).