

HPAdvisory

A consultative approach

Private and Confidential

Financial Services Guide

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Authorised Representative of
Pilat Investment Pty Ltd
AFSL No. 241717
ABN: 58 065 736 898

You have the right to ask us about our charges, the type of advice we will give you, and what you can do if you have a complaint about our services.

The Financial Services Guide ('FSG') is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures and how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described below.

You should be aware that you are entitled to receive a Statement of Advice (SOA) whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

If you receive further financial advice from us, we will present you with either another SOA or keep our own written Record of Advice (ROA). You can request a copy of this by contacting us any time up to seven years from the date of the advice provided.

We recommend that you always receive full and complete financial advice assessing your specific circumstances. Should you choose not to receive a SOA we will require you to sign a Client Declaration.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

Key information is set out in answer to the questions following. If you need more information or clarification, please ask your adviser.

1.1. Who is my adviser?

Your adviser is Kathryn Pilat trading as HPAdvisory, ABN: 13 601 799 508.

AFS Representative Number: 001002915.

Kathryn Pilat is an Authorised Representative of Pilat Investment Pty Ltd.

Kathryn holds the following qualifications; Certified Financial Planner, Adv Dip Financial Services.

1.2. Who will be responsible for the advice given to me?

Pilat Investment Pty Ltd is responsible for the advice provided. Your adviser will be acting on behalf of Pilat Investment Pty Ltd, ACN 065736898

Australian Financial Services Licence No. 241717

Level 57, MLC Centre, 19-29 Martin Place, Sydney NSW 2000

1.3. What advisory services are available to me?

We provide advice on all personal financial and investment matters.

Our services include:

- Superannuation
- Investment Planning
- Budgeting
- Managed Funds
- Retirement Planning
- Self-Managed Super funds
- Estate Planning
- Life, Trauma and Income Protection insurance
- Portfolio review services

We can also advise on various investment strategies which might include gearing, direct equity investment and instalment warrants.

We will only recommend an investment to you after considering its suitability for your individual investment needs, objectives and financial circumstances.

1.4. How will I pay for the service?

An agreed fee.

Most clients choose to pay us an agreed fee, reflecting the time we spend developing the plan, the expertise and specialised knowledge required and/or based on the value of the investments. If you choose to pay an agreed fee, we will rebate to you any commission we receive from entry or exit fees.

1.5. How are fees calculated?

Our fees reflect the three main stages of providing our advice and services:

1. Written and comprehensive advice regarding your personal circumstances including recommendations for asset allocations and appropriate strategies.
2. Implementation of the advice provided, including advising on and placing investments, which includes maintaining or placing funds on deposit.
3. Ongoing monitoring and review of your portfolio and comparison to objectives.

Each stage is discrete. The fee for each stage will be agreed with you prior to HPAdvisory commencing work within the guidelines outlined above.

These fees are payable once instruction to proceed has been given and are subject to minimums. Unless otherwise shown, the minimums are the agreed fee based on the total Funds Under Advice as stated in the Statement of Advice. We will invoice you for an advice and plan preparation fee when you receive our written recommendations. Our implementation fees are usually paid at the time you invest. Ongoing fees are payable monthly and usually deducted from your account.

HPAdvisory will charge a fee for providing insurance advice which is calculated on the complexity involved. We will then rebate all first year commissions received from the insurance provider.

Where HPAdvisory takes over as the adviser on your existing insurance policy, we will receive ongoing commission as these commissions cannot be reduced to zero. For example 13% pa (or \$260 pa for a \$2,000 annual premium). Ongoing commissions range from 5% to 15% pa. However where a level commission was chosen the ongoing commission may be as high as 35% (\$700 in the above example).

Generally these commissions received from the insurance provider are based on the amount you pay, and may vary from product to product. Details are contained in the product information brochures available from your adviser. Your adviser can provide full details.

Our fees vary depending on the scope of work to be performed and the size of your investment portfolio. We will finalise and agree the fees with you prior to commencing work.

2.1 Do I get detailed information about actual fees, commissions and other benefits my adviser and Pilat Investment Pty Ltd get from making the recommendations?

Yes.

The Statement of Advice details all fees and benefits for providing our advice, recommendations and services. Where our fee is agreed, any commissions received by HPAdvisory are rebated to you by a reduction in the disclosed fees.

Remuneration and benefits received by the adviser are disclosed at the time of making the recommendations.

2.2 Will you give me advice which is suitable to my investment needs and financial circumstances?

Yes.

But to do so we need to find out your individual investment objectives, financial situation and needs before we recommend any investment to you.

You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

2.3 What should I know about any risks of the investments or investment strategies you recommend to me?

We will explain to you any significant risks of investments and strategies, which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

3.1 What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile which includes details of your investment objectives, financial situation and needs.

We also maintain records of any recommendations made to you.

If you wish to examine your file, you should ask us, and we will make arrangements for you to do so.

3.2 Can I tell you how I wish to instruct you to buy or sell my investment?

Yes. You may specify how you would like to give us instructions. For example by telephone, email or other means.

It is preferred that all instructions are provided and/or confirmed in writing.

HPAdvisory is committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our Privacy Policy is available at your written request.

3.3 Who can I complain to if I have a complaint about the advisory service?

If you have any issues or complaints about the service provided to you, you should take the following steps.

1. Contact your adviser and tell your adviser about the issues.
2. If your enquiry is not satisfactorily resolved within 3 days, please contact our General Manager on (02) 9241 1044 or put your complaint in writing and send it to us at Pilat Investment Pty Ltd, Level 57 MLC Centre, 19-29 Martin Place Sydney NSW 2000. We will try and resolve your complaint quickly and fairly.
3. If you still do not get a satisfactory outcome, you have the right to complain to the Australian Financial Complaints Authority (AFCA). Their various contact details are; www.afca.org.au, Email: info@afca.org.au, Phone: 1800 931 678 or via mail to GPO Box 3 Melbourne VIC 3001.