



DELPHI

Financial Services Guide



Delphi Financial Management Pty Ltd

Version 7 : 1 July 2013

The documents you will receive from us

Financial Services Guide

This Financial Services Guide is designed to clarify who we are and what we do, and help you decide whether to use our services.

It also contains information on how you can pay for our services and how we ensure your satisfaction with our advice.

Other documents you may receive

In addition to this Financial Services Guide, when we provide you financial advice we will also present you with a written Statement of Advice (SOA).

This will describe the strategies, products and services we recommend and outline any fees or commissions we will receive and any associations we have with financial product providers or other parties that have not already been disclosed in this Financial Services Guide.

If you receive further financial advice from us, we will present you with either another Statement of Advice 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 will also provide you with a Product Disclosure Statement (PDS) or offer document for all financial products we recommend, where applicable, to help you make informed decisions.

Giving us instructions

If you want to make changes to your financial plan or provide other instructions, please contact us.

Generally, you will need to give us instructions in writing (eg fax, email or letter) or another method agreed with us.

About our Licensee

GWM Adviser Services Limited, is recognised as one of Australia's leading financial advice networks, with over 500 experienced advisers across Australia managing over \$14 billion of investments.

Our network received a Highly Commended rating in the CoreData Research Advisory Group of the Year awards for 2012. This award recognises the quality of customers' experiences when seeking financial advice.

GWM Adviser Services Limited is a professional partner of the Financial Planning Association, the professional body representing qualified financial planners in Australia, and therefore adheres to set standards in terms of ethics, conduct and continuing professional development.

Our associations and relationships

We are authorised representatives of GWM Adviser Services Limited ABN 96 002 071 749, Australian Financial Services Licence Number 230692.

As a member of the National Australia Group of companies, GWM Adviser Services Limited is responsible for the financial advice and services we provide. GWM Adviser Services Limited support us with essential services and resources to ensure you receive sound financial advice.

A number of companies within the National Australia Group—including MLC Investments Ltd, Navigator Australia Ltd, NULIS Nominees (Australia) Limited, MLC Ltd, WealthHub Securities Limited, Jana Investment Advisers Pty Ltd, PFS Nominees Pty Ltd, MLC Nominees Pty Ltd and National Australia Bank Ltd—are financial product providers whose products we may recommend.

We generally recommend products that are listed on our approved product list. In some categories these may be all NAB Group products. Before any products are added to this list a review process is undertaken and products are required to meet minimum standards. If these products are not appropriate for your circumstances then we may recommend a product outside of this list. At all times, we will ensure that our recommendations are in your best interests.

About us

Who we are

Delphi Financial Management Pty Ltd is a Sydney based Financial Advisory Firm with clients throughout Australia and overseas. The company and Director, Vince Dore are representatives of and offer our services on behalf of GWM Adviser Services Limited.

Vince Dore
Authorised Representative No 273268
Credit Representative No 370288.

The Financial Services we offer are provided by:
Delphi Financial Management Pty Ltd ABN 13109792985
Authorised Representative No. 288532 Credit Representative
No. 367046

GWM Adviser Services Limited has authorised us to provide you with this Financial Services Guide.

Quality Advice Program

Vince Dore has been Quality Advice accredited by GWM Adviser Services Limited under their internal Quality Advice Program. The Program involves a defined set of standards for measuring quality of advice.

In order to receive Quality Advice Accreditation, we were required to meet a number of essential criteria in relation to financial planning principles and have a number of our financial plans assessed against the Quality Advice standards.

What we do

We are authorised by GWM Adviser Services Limited to provide financial advice in relation to:

- Wealth Accumulation
- Income & Asset Protection
- Tax Strategies
- Superannuation
- Retirement & Redundancy Planning
- Estate Planning
- Government Benefits
- Debt Management

and to provide advice and deal in the following financial products:

- Basic Deposit Products
- Non-basic Deposit Products
- Non-cash Payment Facilities
- Life Products – Investment Life Insurance
- Life Products – Life Risk Insurance
- Superannuation
- Retirement Savings Accounts
- Managed Investment Schemes, including Investor Directed Portfolio Services (IDPS)
- Derivatives
- Government Debentures, Stocks or Bonds
- Securities
- Standard Margin Lending Facilities

Vince Dore is not authorised by GWM Adviser Services Limited to provide financial product advice in the following financial products:

- General Insurance Products

Contact us

For more information on anything you have read in this document or if there is anything else we can help you with, please contact Vince Dore at:

Delphi Financial Management
Level 7, 60 Carrington St
Sydney NSW 2000

Phone:
1300 167 826

Email: info@delphifinancialmangement.com.au

How we manage your personal information

Collecting your personal information

We need to collect your personal information for a variety of purposes, including to provide you with the financial services you have requested and to contact you about other products and services that may be relevant to you.

Protecting your privacy

Protecting your privacy is essential to our business. Your file, containing your profile, personal objectives, financial circumstances and our recommendations, is kept securely.

You are entitled to obtain access to the information we hold about you by contacting us. In some circumstances, permitted by law, we may deny you access and in that event we will explain the reason why.

Disclosing your personal information

We may provide your personal information to the following types of service providers:

- other advisers, paraplanners and organisations who work with us to provide the financial services you have requested;
- insurance providers, superannuation trustees and product providers related to the financial services you have requested;
- organisations that help us operate our business, such as those that provide administrative, financial, accounting, insurance, research, legal, strategic advice, auditing, computer or other business services;
- your representatives, service providers, or other organisations, such as your accountant, solicitor, tax agent, stockbroker or bank;
- organisations involved in a business restructure or a transfer of all or part of the assets of our business; and
- government authorities and other organisations when required by law.

Consent to marketing activity

We presume you consent to being contacted by us about suitable products and services via the contact details you have provided. We may continue to contact you for these reasons until you withdraw your consent. You can do this at any time by contacting us.

If you would like to know more about our privacy policy, please contact us. For more information about your privacy, you can visit the Federal Privacy Commissioner's website at www.privacy.gov.au

Your confidence in our advice

Your satisfaction is very important to us and we have procedures in place to resolve any concerns promptly and fairly.

If you are unhappy with the advice you receive or other aspects of our service, please let us know so we can act on it immediately.

Our complaints procedure

If we have not satisfactorily resolved your complaint, please put your complaint in writing or contact our Advice Dispute Resolution Team on **1800 611 950**.

Please address the envelope 'Notice of Complaint' and send it to:

**Advice Dispute Resolution Team
GWM Adviser Services Limited
PO Box 1086
North Sydney NSW 2059**

If your complaint isn't resolved within 45 days or to your satisfaction, then you may refer the matter to the Financial Ombudsman Service (FOS), an independent complaints handling body. We are a member of FOS. FOS provides a free, accessible, fair and independent dispute resolution service to consumers.

You can contact FOS on **1300 78 08 08**, at www.fos.org.au, by email to info@fos.org.au or in writing to:

**The Manager
Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001**

GWM Adviser Services Limited holds professional indemnity insurance that satisfies the requirements (Section 912B) of the Corporations Act. This insurance also covers the conduct of advisers who were authorised by GWM Adviser Services at the time of providing the advice, but are no longer representatives at the time of your complaint.

How you can pay for our services

You can pay for the services you receive on a fee for advice basis. This allows you to know that you are paying for our advice irrespective of any product you use, clarifies the services you are entitled to, and ensures all recommendations are driven by your needs.

We will agree with you the amount you pay based upon:

- a flat dollar fee;
- an hourly rate;
- the amount you invest; or
- a combination of the above.

You can pay in the following ways:

- as a fee for advice that will be deducted from your investments as a one-off payment or in instalments;
- by direct invoice from us for initial and ongoing advice;
- via commission we may receive from a financial product provider when you commence an insurance contract, or loan product; or
- a combination of the above.

If you are not already on a fee for advice package, you can move to this payment at any time.

Other payments we may receive

We will provide you with details of all fees, commissions or other benefits we may receive when we provide advice to you and, where possible, will give actual dollar amounts. If we cannot provide this accurately, we will provide worked-dollar examples.

Even if you don't receive personal financial advice from us, you can still request the details of any fees, commissions or other benefits we receive in relation to any other financial service we provide you.

Benefits we may receive

Sometimes in the process of providing advice, we may receive benefits from product providers.

Conferences

We may attend conferences and professional development seminars that have a genuine education or training purpose. GWM Adviser Services Limited, or our employer, may pay for the costs of our travel and accommodation, and events and functions held in conjunction with the conference or seminar.

Non-monetary benefits

We keep a register detailing certain non-monetary benefits that we receive e.g. benefits valued between \$100 and \$300, and those that relate to genuine education or training and technology software or support.

You can view an extract of the register by contacting us. Please be aware that GWM Adviser Services Limited may charge you for the cost of providing this information to you.

Referrals

If you have been referred to us or we refer you to someone else, we may have arrangements in place to or receive a referral fee, commission, or other benefit.

Details of any arrangement will be provided in our advice to you.

Business Equity Valuation (BEV)

In the event of our death or permanent disablement, or if we were to leave the financial planning industry, GWM Adviser Services Limited provides a buyer of last resort option called BEV. This helps manage the transition of ownership to ensure you continue to receive advice.

The value of a sale under BEV is based on a multiple of ongoing revenue received by the business on an annual basis. The multiple can range from 2.5 to 4 depending on the proportion of the ongoing revenue that comes from clients who hold MLC group financial products.

Here are some examples to help you understand the potential benefit to us of our clients holding MLC group product:

- If the ongoing revenue of the business was \$100,000 and 50% of our clients held MLC group products, the sale value for the financial planning business would be between \$250,000 and \$350,000;
- If the ongoing revenue of the business was \$100,000 and 85% of our clients held MLC group products, the sale value for the financial planning business would be up to \$400,000;

Importantly, BEV is subject to us meeting certain compliance requirements and standards.

How we charge for our services

All fees and commissions are inclusive of GST and the fees could be greater than those disclosed below in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

Initial consultation	At our expense / Free of charge.
Strategy Presentation (if applicable)	The minimum fee charged is \$550 while the maximum fee is \$22,000.
Advice preparation	<p>If you elect to pay us a fee for advice the following fees will apply. The fees will depend on the size of the investment portfolio and the complexity of the advice:</p> <p>The minimum fee charged is \$550 while the maximum fee is \$22,000.</p>
Implementation (fee for advice)	<p>If you elect to pay us a fee for advice the following fees will apply. The fees will depend on the size of the investment portfolio and the complexity of the advice:</p> <p>The minimum fee charged is \$550 while the maximum fee is \$22,000.</p> <p>Borrowed funds – if we recommend you acquire investments using borrowed funds then your implementation fee will be a minimum of \$330 and a maximum of \$10,000.</p>
Ongoing fee for advice	<p>If you elect to pay a fee for the ongoing review of your financial planning strategy, the ongoing fee is based on the complexity of ongoing advice and the services provided. The minimum fee is \$330 while the maximum is 2.5% of the value of your portfolio each year. For example for investment valued at \$200,000 the maximum ongoing fee would be \$5,000 pa.</p> <p>Borrowed funds – if we recommend you acquire investments using borrowed funds then your ongoing fee will be a minimum of \$330 and a maximum of \$10,000 pa.</p>
Ad hoc advice	Where you do not wish to participate in an ongoing service fee arrangement but require ongoing advice on an ad hoc basis, an hourly fee of between \$165 and \$330 may apply.
Stamping Fees	Where we receive stamping fees from issuer companies for raising capital or debt on behalf of that company, we will offset this payment against the cost of our advice to you.
Margin loans	The relevant product issuer will pay an ongoing commission between 0% and 0.88% of the outstanding loan balance. Commissions are paid to us by the product provider and are not an additional cost to you.
Insurance products	The relevant insurer will pay initial commission between 0% and 130% and ongoing commission between 0% and 33% of the annual premium for as long as you hold the product. Commissions are paid to us by the product provider and are not an additional cost to you.
Pre-existing arrangements	For existing clients already in an established commission arrangement, we may receive commission on investment products held. The relevant product issuer will pay initial commission between 0% and 5.5% and ongoing commission between 0% and 0.88% of the value of your investments for as long as you hold the product. Commissions are paid to us by the product provider and are not an additional cost to you.