

FINANCIAL SERVICES GUIDE

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The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we offer and whether they are suited appropriately to meet your needs. This FSG provides you with important information on how to engage with one of our advisers.

This FSG should be read in conjunction with the Adviser Profile and covers the following:

- Information about Professional Investment Services as a licensee
- Details on how you may instruct your adviser
- Who will be responsible for providing the financial services
- Details of the financial services and/or products Professional Investment Services can provide
- The documents you may receive
- Remuneration received by your adviser
- Other forms of remuneration or benefits
- Privacy (i.e. collection and handling of your personal information)
- The complaints procedure
- Compensation arrangements in place

Throughout this FSG, Professional Investment Services is referred to as “we”, “us”, “our” or any variations. The term “adviser” refers to Professional Investment Services’ Authorised Representatives.

Professional Investment Services Pty Ltd (ABN 11 074 608 558), is an Australian Financial Services Licensee (AFSL No.234951) and a Credit Representative (No 367784) of Centrepoint Alliance Lending Pty Ltd (Australian Credit Licence No. 377711).

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WELCOME

We know how important financial advice is in providing you with peace of mind and want to thank you for considering an engagement with one of our advisers to assist you in identifying and achieving your needs and objectives.

As part of our commitment to quality of service, we have prepared this guide to provide an overview of our services and value proposition. Please take the time to review this document before engaging our services.

Who We Are and What We Stand For

As an Australian Financial Services (AFS) Licence holder, Professional Investment Services is a wholly owned subsidiary of Centrepoint Alliance Limited (Centrepoint Alliance), an ASX listed company.

Centrepoint Alliance is one of the largest non-institutionally owned financial services organisations in Australia.

Our mission at Professional Investment Services is to provide retail clients like yourself with high quality advice that you can rely on to help remove uncertainty in your life, thus positioning you to meet your needs and objectives.

Our Responsibility to You

Your adviser provides financial advice and services on behalf of Professional Investment Services and accordingly we are responsible for the financial advice and services they provide.

Our advisers are required to provide an FSG and an Adviser Profile to you prior to providing any personalised financial advice, products and/or services. The FSG, together with the Adviser Profile, is a disclosure requirement under the Corporations Act 2001(Cth). If you have not received an Adviser Profile, please ask your adviser for a copy or contact us (see page 7 for contact details).

The Adviser Profile contains important information about your adviser. This includes their Authorised Representative number and/or Corporate Authorised Representative number (if applicable), accreditations, qualifications and experience, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

Our Commitment to You

Our advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

Your adviser is obliged by law to act in your best interests and provide appropriate advice when providing financial advice to you. To be in a position to provide effective advice, your adviser will need to determine your needs, objectives and relevant financial circumstances.

You will be asked to provide accurate information and to keep your adviser updated on any changes to your relevant circumstances to ensure the advice provided and financial products recommended remain relevant to your personal situation. You do have the right not to divulge such information. However, in this case, your adviser will warn you about the possible consequences and how this may impact the quality and reliability of the advice provided. Additionally, your adviser may also decline to provide advice if they feel they have insufficient information to proceed.

Before providing any financial products and/or services to you, we will need to verify your identity in accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Act). Your adviser will let you know what documentation you will need to present to allow them to provide you with appropriate advice and to meet the relevant customer identification requirements under the AML/CTF Act.

To ensure that you remain on track to meet your short to long-term needs and objectives, it is vital to periodically review your financial plan. Your adviser will offer a review service appropriate to your circumstances. A fee may be charged for the ongoing advice and management of your financial affairs. Your adviser will provide you with details of any such fees which are applicable to you.

As part of our commitment to you, Professional Investment Services adheres to the Codes of Ethics/Conduct of professional associations such as the Financial Planning Association of Australia, the Financial Services Council and the Australian Association of Financial Advisers.

The principles enshrined in the abovementioned Codes serve as a minimum standard for the professional behavior of our Authorised Representatives, with advisers required, amongst other things, to act in the best interests of clients and to act honestly, efficiently and fairly in the provision of financial services.

Financial Services and/or Products We Can Provide

Professional Investment Services is licensed to provide financial product advice on the following services and/or products including:

- Basic deposit products
- Debentures, stocks and bonds
- Risk insurance (personal and business)
- Investment products
- Managed funds
- Securities
- Margin lending
- Superannuation and self-managed superannuation funds
- Retirement planning including aged care and estate planning

Centrepoint Alliance maintains an Approved Product List (APL). Subject to attaining any required accreditation, your adviser is able to recommend any product on the Centrepoint Alliance APL. There may be instances where your adviser will need to consider products outside of the APL. In these cases, your adviser may apply to Centrepoint Alliance's Research Department to obtain a one-off product approval.

Documents You May Receive

When your adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Statement of Further Advice (SoFA) previously known as the SoA (Incorporation by Reference)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)

The SoA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable.

The SoFA and RoA may be provided in situations where further advice is provided. The SoFA and RoA streamline the documentation process by avoiding unnecessary duplication of information already provided in previous advice documents.

A PDS will be provided if a product recommendation is made and includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

An FDS will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your adviser for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you actually received and the fees you paid during the period.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

If you have any questions about this FSG or the financial advice, investment and/or risk insurance products or services provided, please contact your adviser.

Client Services

Your adviser may accept your instructions by phone, letter, email or fax. In some instances, your adviser can only accept written instructions from you and will let you know when this occurs.

Your adviser is required to maintain a physical or electronic record of your personal information, which includes details of your relevant personal and financial circumstances.

Your adviser is also required to maintain records of documentation for any financial advice given to you in the course of taking instructions from you, as well as any advice documents your adviser has provided to you.

These records are required to be retained for at least seven (7) years.

Your Privacy

Professional Investment Services and your adviser are subject to certain legislative and regulatory requirements that necessitate collecting, holding and using detailed information that personally identifies you and/or contains information about you.

Professional Investment Services respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. If you want to access your personal information at any time, please let us know.

For detailed information on how we handle your personal information, please see our Privacy Policy located at: centrepointalliance.com.au/privacy-policy

Cross-border disclosure

Professional Investment Services may engage third party service providers to assist in the provision of products or services.

Some services may require disclosure of personal information to service providers outside Australia including the Philippines. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for Professional Investment Services' advisers.

Some Professional Investment Services' advisers may enter into their own outsourcing arrangements to countries other than the Philippines. If so, the advisers concerned will disclose these arrangements separately to you.

All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

Licensee Remuneration

Professional Investment Services receives either a flat fee or may retain between 0% and 30% of all adviser remuneration, plus a professional indemnity insurance fee for the provision of services required under its AFS Licence.

Adviser Remuneration

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever your adviser provides a recommendation for a financial product or service, your adviser may be remunerated through either:

- An initial fee for service; or
- An ongoing fee for service; or
- Commission payments from product providers where applicable; or
- A combination of any of the above.

All fees or commissions are initially paid to Professional Investment Services before being distributed to your adviser. Professional Investment Services may retain a percentage split which will be outlined in the relevant advice document.

Referrals

Should you be referred to your adviser by a third party, such as an Accountant or Mortgage Broker, the third party may receive a fee for the referral. This fee does not represent an additional cost to you. You will receive more detailed information concerning any referral fee in your SoA or other relevant advice documents.

Other Forms of Remuneration or Benefits

Professional Investment Services and/or its advisers may receive non-monetary benefits from product providers and other similar parties in specific circumstances such as:

- Where the amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose and is relevant to providing financial product advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider.

Payments or benefits received must be disclosed in either a Conflicts of Interest Register or an Alternative Remuneration Register. A copy of Professional Investment Services' Register is available upon request. If you wish to inspect this Register, please ask your adviser or contact us.

Product Arrangements

Professional Investment Services has arrangements with a number of financial product providers, where we receive a payment based on the total volume of funds invested or placed through the relevant product provider's platforms. These payments are either a set annual fee, or a percentage of the total funds invested with the product provider, or a percentage of the administration fees which they charge investors, or a combination of the above. These payment are only made in respect of funds invested prior to 1 July 2014.

Professional Investment Services also has arrangements with a number of insurance product providers. These payments are based on either total inforce premium, or total new business premium.

Related Companies

As noted earlier, Professional Investment Services is a wholly owned subsidiary of Centrepoint Alliance Limited (Centrepoint Alliance), an ASX listed company.

Centrepoint Alliance is also the ultimate holding company of a number of other related bodies corporate. Following is a listing of those Centrepoint Alliance entities that you are most likely to engage with:

- Centrepoint Wealth Pty Ltd
- Investment Diversity Ltd
- Ventura Investment Management Ltd
- Centrepoint Alliance Lending Pty Ltd

Ventura Investment Management Ltd and Investment Diversity Ltd may be eligible to receive various investment related fees as specified in the relevant PDS if you invest in any of their products.

Your adviser may hold shares in Centrepoint Alliance or other companies related to product providers which may influence, or be seen to influence, the advice that they provide you. Your adviser will disclose all relevant shareholdings to ensure that you are made aware of any potential conflicts.

For a complete listing of all Centrepoint Alliance related bodies corporate, please visit centrepointalliance.com.au/licensee/professional-investment-services

Sponsorship

Professional Investment Services receives payments or benefits from product providers in return for granting rights such as being recognised as a sponsor and the right to promote their product and give presentations at conferences and/or professional development training days.

Professional Investment Services may use these payments to pay for costs associated with such conferences, training or professional development days.

Reporting Your Concerns

If you have a complaint about any financial service provided to you by your adviser, you should take the following steps:

1. Contact the Professional Investment Services Claims team to discuss your complaint.
Phone 1800 653 244
Online centrepointalliance.com.au/complaints
Email complaints@cpal.com.au
Mail Claims Manager
Centrepoint Alliance
Level 13, Corporate Centre One
2 Corporate Court
Bundall QLD 4217
2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 45 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Financial Ombudsman Service (FOS), an External Disputes Resolution Scheme, of which Professional Investment Services is a member.

The contact details for FOS are:

Phone 1800 367 287 (free of charge)
Fax 03 9613 6399
Online www.fos.org.au
Email info@fos.org.au
Mail GPO Box 3
Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge infoline on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.

Professional Indemnity

Centrepoint Wealth Pty Ltd maintains a group policy which includes appropriate Professional Indemnity Insurance cover for Professional Investment Services as required by the Corporations Act 2001.

CONTACT US

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For contact details of our various state offices, please visit our website at centrepointalliance.com.au