

About Health Super Financial Planning

Health Super Financial Services Pty Ltd, (ABN 37096452318, AFSL 240019), trading as Health Super Financial Planning, is a licensed financial planning company. Health Super Financial Planning is the registered business name under which we operate. Please feel free to call us on **1300 78 02 23** or **(03) 8613 9717** if you have any questions about the information provided to you in this guide.

Our business philosophy

Whether your objectives are to maximise your superannuation savings, develop an investment portfolio or enjoy an early retirement, our aim is to help you reach your financial goals. Health Super Financial Planning aims to provide you with sound financial advice in an ethical and professional manner. We are dedicated to becoming more than just planners. We aim to work with our clients to help them achieve their full financial potential.

Financial Services Guide

The purpose of this Financial Services Guide is to tell you what we do and the services we offer, as well as information about the remuneration and benefits we (or anyone related to us) receive, so you can make an informed decision about the benefits of seeing one of our qualified Financial Planners. We also provide you with information about our complaints processes should you not be totally satisfied with our services.

Keeping our clients informed

We make sure all of our clients are equipped with the necessary tools to help them realise their financial goals. Here is what you will receive:

Statement of advice

Whenever we provide you with any personal advice, we are obligated to provide you with a Statement of Advice (SoA). Personal advice is advice that takes into account one or more of your objectives, financial situation and needs. The SoA will contain our advice, the basis on which it is given and information about fees, commissions and any associations with product issuers or other parties that may have influenced the advice.

Any subsequent advice we provide you will normally be provided in another SoA, or, if there has been no significant change in your personal circumstances and the initial basis of our advice, we may provide a Record of Advice (RoA). We keep copies of all SoA's and RoA's on your file and you can ask us for a copy at any time by phoning or emailing us.

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

Yes, but to do so we need you to complete a Lifestyle Questionnaire to help determine your individual objectives, financial situation and needs before we can recommend any financial products or services 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.

HEALTH SUPER FINANCIAL PLANNING

Our specialist product advice

Our licence authorises us to provide you with financial advice and deal in the following financial products:

- Superannuation;
- Managed investment schemes, including investor directed portfolio services such as master trusts and wrap accounts;
- Life insurance, including investment and risk insurance products;
- Securities;
- Deposit products;
- Government debentures, stocks or bonds;
- Retirement savings accounts;
- Standard margin lending products;
- Tax effective investments.

Our Financial Planners provide you with both personal and general advice to help you achieve your financial goals. A review service is also available with your Planner to help you make sure that you are on track to achieving your financial goals.

Who will be my Financial Planner?

To find out more about your Planner, including their qualifications and experience, read your copy of the Financial Planner Profile. Profiles are also available on www.hsfp.com.au. If you have not received your copy of the Financial Planner Profile, please call **1300 78 02 23** or **(03) 8613 9717**. Your Financial Planner is employed by Health Super Financial Planning, and acts as a Representative when providing financial advice to you. Therefore Health Super Financial Planning is responsible for any advice provided to you.

What's the best way to communicate with my Financial Planner?

You can give instructions to your Financial Planner: in writing, via fax, email, over the telephone, or face-to-face.

What should I know about any risks of the financial products or strategies you recommend to me?

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

Product Disclosure Statement

If we make a recommendation to acquire a particular financial product (other than securities such as listed shares) we will also provide you with a Product Disclosure Statement (PDS). The PDS contains information about the particular product including the features, benefits, fees and risk associated with that product to assist you in making an informed decision.

Who is the typical Health Super Financial Planning client?

Our clients range from young people wanting to start planning early, to those close to retirement. Health Super Financial Planning provides financial planning advice to clients of different ages. These clients may be members of Health Super, their families or members of the general public.

How does my Financial Planner get paid?

Your Financial Planner is paid by salary, and does not receive any commissions or fees. Financial Planners may be eligible for an annual bonus payment, which is discretionary, and based on the achievement of pre-determined compliance and service standards and business objectives.

How will I pay for advice?

Initial appointment

Your initial appointment will take approximately one hour. We charge an upfront fee for your initial appointment of between \$165 and \$220 depending on whether you are a member of the Health Super Fund. You will be advised of the applicable fee in advance, usually via an appointment confirmation letter.

As a professional services firm Health Super Financial Planning will clearly advise you of any advice requirements identified in the initial meeting, the cost of preparing the advice and ask you to provide signed acceptance prior to progressing with the preparation of your Statement of Advice.

Initial advice

The amount of the fee for preparing your Statement of Advice will depend on a number of factors including complexity of the advice and the areas of advice covered. Generally, the initial advice fee will range from \$550 to \$4,000, however, this range may be exceeded for particularly complex issues. You will be advised of the actual cost of your Statement of Advice when you meet with your financial adviser.

Implementation of advice

HSFP charge a flat fee for implementing insurance advice. While the fee will generally range between \$1000 and \$2,000 per insurance policy, this range may be exceeded for complex policies. When it is to your benefit, and with your express agreement, Health Super Financial Planning may opt to receive up-front commissions for insurance or life risk products which we will offset against our fees. These commissions range between 0% and 121% of the premium paid for the insurance policy. For example if you pay a premium of \$1,000, and the commission is 121% Health Super Financial Planning will receive \$1,210 which would be offset against our fee.

Professional Indemnity Insurance

Health Super Financial Planning has Professional Indemnity Insurance in place to cover us and our representatives for liability arising from the financial services we provide. We understand it is adequate to meet our requirements as an Australian Financial Services (AFS) licensee.

Additional financial planning advice and ongoing advice services

An additional fee may be charged for the provision of any ongoing financial planning or advice services. The amount of these fees (and how they are charged) will depend on the level and types of services you require and whether you have invested in any products which pay Health Super Financial Planning an ongoing fee. You will be advised of the actual cost of any additional financial planning advice or ongoing advice services when you meet with your financial planner.

While Health Super Financial Planning does not accept up-front commissions from any investment or superannuation product providers, we do accept ongoing service fees or trail commissions. These range between 0% – 0.5% of your account balance. For example, Health Super pays Health Super Financial Planning 0.5% per annum on all Health Super Account Based Pensions. This service fee is included as part of an administration fee, which is charged by Health Super on all account based pensions on an annual basis. For a client with an account balance of \$100,000 Health Super Financial Planning would receive 0.5% or \$500 per annum. All income received assists us to provide our clients with a regular review program.

Other Remuneration

The Trustee of the Health Super Fund provides the funding for Health Super Financial Planning to conduct a seminar education program and provide a free superannuation and retirement consulting service across Victoria for all Health Super Fund members.

Health Super Financial Planning is committed to the FPA's Code of Practice on Alternative Remuneration in the Wealth Management Industry (the Code). In accordance with the Code, Health Super Financial Planning will disclose any alternative remuneration benefits that are received. Alternative remuneration arrangements will be recorded in a public register that you may view on request.

Respecting your privacy

At Health Super Financial Planning, the privacy of your personal information is important to us. We collect your personal information to ensure that we are able to provide you with the products and services most appropriate to your needs. We also maintain a record of any recommendations made to you.

Health Super Financial Planning has adopted the principles of the Privacy Act and Medical Records Act as part of our continuing commitment to client services and maintenance of client confidentiality. For further details please refer to our Privacy Policy available at www.hsf.com.au or ask your planner for a copy.

As a financial service provider, we have an obligation under the *Anti-Money Laundering and Counter Terrorism Finance Act 2006*, to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licence. We will also retain copies of this information. We assure you that this information will be held in line with our privacy policy.

Health Super Financial Planning Ownership Structure

Health Super Financial Services Pty Ltd (ABN 37096452318 AFSL 240019), trading as Health Super Financial Planning (HSFP) is wholly owned by Health Super Pty Ltd as the Trustee of the Health Super Fund (the Trustee). The Trustee pays HSFP half of the annual 1% administration fee charged for Health Super's Pension products. The Trustee also pays a variable monthly amount (calculated on a cost recovery basis) to HSFP to conduct member seminar programs. The Trustee is not a representative of HSFP and receives no commissions when making referrals to HSFP. The Trustee does not endorse or accept responsibility for advice provided by HSFP.

About your rights

Professionally managing your complaints

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have a complaint about the service provided to you, you should take the following steps.

1. Contact

Your Financial Planner and tell them about your complaint.

2. Follow up

If your complaint is not satisfactorily resolved within seven days, please forward your written complaint to the Manager, Health Super Financial Planning. Under the Financial Ombudsman Service Investment, Life Insurance and Superannuation Terms of Reference, Health Super Financial Planning has 45 days to respond to your complaint.

3. Solving your complaint

If we cannot reach a satisfactory resolution, you can raise your concerns with the Financial Ombudsman Service Ltd by calling **1300 78 08 08** or by writing to them at: **Financial Ombudsman Service Ltd, GPO Box 3, Melbourne, VIC 3000**. Health Super Financial Services Pty Ltd is a member of this complaints resolution service.

4. Knowing your rights

The Australian Securities and Investments Commission (ASIC) also has a Freecall Info Line **1300 78 08 85**. They can be contacted to find out which industry complaint schemes may be available to assist you to settle your complaint and obtain information about your rights.

HEALTH SUPER FINANCIAL PLANNING

Contacting us is easy!

The Manager

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Australian Financial Services
Licence Number 240019

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Come in

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