



Polaris Financial Services Pty Ltd

**Financial
Services &
Credit Guide
2012**

50 Urquhart Street
Woodend Vic 3442

Tel 1300 737 679

enquiries@polarisfp.com.au



AUSTRALIAN FINANCIAL SERVICES

This Financial Services and Credit Guide was prepared and approved by
Australian Financial Services Limited (AFSL and ACL number 297239)
and issued on 31 January 2012 as Version 6.0

Australian Financial Services Limited ABN 50 116 900 362
Australian Financial Services License Number 297239
Head Office: Level 19, 31 Queen Street, Melbourne Vic. 3000
Telephone: 1300 652 532
Fax: 03 8320 1599
Website: www.austfinservices.com.au/

Financial Services and Credit Guide

Authorised Representative Disclosure Statement

Anneliese Willmott Adv Dip FP (Fin Services)
Authorised Representative number 268440

Polaris Financial Services Pty Ltd

50 Urquhart Street
Woodend Vic 3442

p 1300 737 679
f (03) 5427 3347
e a.willmott@polarisfp.com.au

Anneliese Willmott is the principal of Polaris Financial Services Pty Ltd which is an authorised representative of Australian Financial Services Limited (AFS) the holder of the Australian Financial Services licence number 297239. AFS has approved the distribution of this FSG by Anneliese Willmott and is responsible for the advice she provides to clients.

Anneliese is authorised to provide general and personal advice and deal on your behalf in the following product and advice areas.

Services that your Adviser may provide

- *Full Financial Planning*
- *Investment advice*
- *Pre & Post Retirement Planning*
- *Social Security Planning*
- *Salary Packaging*
- *Self Managed Superannuation Funds*
- *Wealth protection*
- *Portfolio reviews**

Financial Products

- *Basic Deposit Products*
- *Debentures, stocks and bonds issued by a Government*
- *Margin Lending*
- *Managed Funds*
- *Personal Superannuation*
- *Corporate superannuation*
- *Direct Shares*
- *Tax Effective products*
- *Life, disability & trauma Insurance*

**The business does not offer a Portfolio Monitoring service.
Anneliese Willmott has been providing advice since 2002. She is a Senior Financial Planner and is qualified to give financial advice*

holding the Advanced Diploma of Financial Services (Financial Planning)

Anneliese Willmott's financial services career began in 1992. She holds an Advanced Diploma in Financial Services (specialising in Financial Planning) and is qualified to give financial advice.

Anneliese was the founding financial adviser of SmartSalary Financial Planning. On 8 September 2008 Anneliese acquired this business from SmartSalary. She now continues to support her original clients whilst offering financial services to a number of additional individuals and businesses.

Anneliese also works closely with Peter Willmott our Polaris Financial Services Finance Broker to provide you with a diversified financial service:

Peter Willmott Cert IV Financial Services FB/MB

Authorised Credit Representative number 417071

ASIC Licensed Finance Broker

Polaris Financial Services Pty Ltd

50 Urquhart Street
Woodend Vic 3442

p 1300 737 679
f (03) 5427 3347
e p.willmott@polarisfp.com.au

Peter Willmott is a director of Polaris Financial Services Pty Ltd which is an authorised credit representative of Vow Financial Pty Ltd who hold an holder an Australian Credit License 390261.

Peter is authorised to provide information and pathways to finding appropriate lending solutions.

Financial Products

- *Home Loans*
- *Lines of Credit*
- *SMSF Limited Recourse Loans*
- *Motor Vehicle Leases*
- *Business Equipment Leases*

Peter Willmott has been providing Lending Solutions since 2008. He is accredited with the following Lending Institutions:

Macquarie Bank	Pepper Home Loans
The Rock Building Society	Latrobe Building Society
NAB	Homeside (NAB)
CBA	Vow Equipment & Car Leasing
ANZ	Suncorp
Provident Capital	Home Loans Ltd
Bank West	Deposit Power
Australian First Mortgage	Citibank

Through this panel of lenders Peter can source Full Doc, Low Doc and Non-conforming loans to suit client's needs.

Fees and Charges

The financial planning arm of the practice is remunerated predominantly by fees and from time to times from commissions on insurance only. Details of your Adviser's remuneration will be discussed with you on an individual basis and be fully disclosed in the Statement of Advice provided to you.

The finance broking arm of the practice is remunerated by commissions from settled loans. Details of brokers remuneration will be discussed with you on an individual basis and be fully disclosed in the Statement of Advice provided to you.

Disclosure

Anneliese Willmott advises that she, or entities which are associated with her, hold shares in AFS Group Ltd which may at some time pay a dividend.

From time to time various product suppliers, including strategic business partners may provide incentives, or gifts of a minor nature. AFS is committed to making full disclosure of such benefits and where these are known and capable of being disclosed they will be included in the SOA.

Schedule of fees

Initial Interview

No Charge

At this meeting, we will gather all pertinent information as to your personal situation and ascertain the scope of the work to be carried out. At this interview, we will gather all the pertinent facts about you, your goals and objectives. We do not charge you up to this point.

When You Become A Client

Our complete investment service combines our strategic advice with the production and implementation of a full financial plan. For this you will pay an initial fee. At your initial interview we will discuss with you the level of service you require and disclose the fee applicable to that service.

To enable us to continue to service you on an ongoing basis to ensure plans are reviewed we will charge an ongoing service fee of 1.10% (inc GST) of your invested balance. This fee will then be capped at \$2,500 p.a. (inc GST) once your invested balance exceeds \$250,000.

What Does My Fee Cover?

For all service levels, our fees cover:

- Formulation of strategies
- Plan preparation
- Research on funds
- Implementation of plan strategies
- Administering investments
- General client inquiries
- Review and updates of portfolios

It is important to note:

- Our financial plan will outline the fees and charges payable by you.
- Your investments will be placed into cost effective wholesale funds.
- You will not pay any entry or exit fees on investments placed.
- Your initial SOA fee and on-going service fees can be paid directly by you upon invoice or can be deducted from your invested funds where provision to offer this service is available.

As a client you will be entitled to the following:

- Full Financial Plan
- Unlimited Access to Adviser
- Full Review of Goals annually
- Private Investment Briefings
- Annual Review

Commission

A commission may be payable when purchasing a financial product. A commission is calculated as a percentage of an insurance premium paid by you, and will be payable from the premium.

Upfront commission: is a one off payment payable at the time of purchase as follows:

- between 11% and 125% of the premium you pay for insurance products

Ongoing commission: is payable during the life of your financial product as part of the product provider's ongoing charges as follows:

- up to 40% per annum of the renewal premium for insurance products

Generally, we will not know the amount of commission we will receive until we provide you with advice. If we give you personal advice, we will set out in the SOA the commission or other benefits we may receive on recommending insurances to you.



Financial Services and Credit Guide Licensee Section

This Financial Services and Credit Guide was prepared and approved by Australian Financial Services Limited (AFSL and ACL number 297239) and issued on 31 January 2012 as Version 6.0

Australian Financial Services Limited ABN 50 116 900 362
Australian Financial Services License Number 297239
Head Office: Level 19, 31 Queen Street, Melbourne Vic. 3000
Telephone: 1300 652 532
Fax: 03 8320 1599
Website: www.austfinservices.com.au/

Financial security is of vital importance...

Your financial security will play an important role in the quality of life experienced by you and your family in the years to come. Australian Financial Services Limited (AFS) is a national financial advisory group and our objective is to provide the advice, services, products and carefully planned strategies that you need to reach your financial goals and objectives.

The purpose of this document

This Financial Services Guide (FSG) is intended to inform you about us and our relationship with you before we provide you with financial advice. It is intended that this FSG should assist you in deciding whether to use any of the services provided by our Authorised Representatives.

The term ***Authorised Representative*** means a person whom AFS has authorised to provide financial services (that is, provide advice and dealing in financial products) on our behalf under our Australian Financial Services Licence. Throughout this document our Authorised Representatives are described as “Your Adviser” or “Advisers”.

This FSG consists of two parts – The Licensee Section contains information regarding the licensee of your Adviser, and The Authorised Representative Disclosure Statement contains information specific to your Adviser. It also contains information about remuneration that may be paid to Advisers, AFS and other relevant persons in relation to the services offered. It also contains information on how we handle your personal information and how complaints against Advisers are handled.

Other documents you may receive

Statement of Advice

If you have been provided with personal advice, your Adviser will confirm their recommendations in writing so that you can make an informed decision about the suitability of the advice to you. Their recommendations are contained in a written Statement of Advice (SOA) and will be provided to you.

Record of Advice

A Record of Advice (ROA) will be used to record any personal advice where we are providing you with ongoing or subsequent advice and your personal circumstances have not changed. The ROA will be added to your file and is available to you on request within seven years. If you have not received a ROA from your Adviser, or you require a copy, you may request a copy of the ROA by contacting your Adviser or us on any of the contact details set out on page 1 of this FSG.

Product Disclosure Statement

If a financial product recommendation has also been made, you will be provided with access to a Product Disclosure Statement (PDS) containing specific and important information about each recommended investment product that will enable you to make an informed decision about the product is appropriate for you. It is imperative that you read and understand any PDS provided by your Adviser before you make any decisions relating to a financial product recommendation.

Strength and competence...Adviser owned adviser driven

AFS is a wholly owned subsidiary of AFS Group Ltd which is 100% owned by its advisers, directors and staff.

We believe that this ownership structure provides clients with the confidence and security that business decisions are made with you the client in mind and are not influenced by Corporate or Institutional ownership.

AFS is the holder of Australian Financial Services licence number 297239. Under the Corporations Act, our primary responsibility, and that of our Advisers, is to you, our client. When providing services authorised by AFS, our Advisers act on our behalf as Authorised Representatives of AFS. You may wish to give your Adviser specific instructions and you should contact them directly using the contact details set out on page 1 of Authorised Representative Disclosure Statement of this FSG.

Education and knowledge for your security...

You want to be sure that the advice you receive is up-to-date and accurate. Whilst your Adviser has many years of practical experience, continuing education is a requirement of both AFS and the industry regulator, the Australian Securities and Investments Commission (**ASIC**). Full details of your Adviser's experience and expertise are set out in the **Authorised Representative Disclosure Statement** of this FSG "Authorised Representative Disclosure Statement.

Research for your peace-of-mind...

Advisers are provided with a comprehensive and research driven Approved Product List from which they can choose a product suited to your needs.

The recommended investment products that your Adviser selects from our Approved Product List are subject to an approval process that includes external research and analysis and are sourced from over 50 leading fund managers.

Advisers are not restricted to products or administration platforms associated with any particular institution and the selection of an appropriate product is made on a "client first" principle.

Insurance products are sourced from all the major insurers and are examined not only for their policy wording, product benefits and competitive cost structures but for their long term market presence.

Financial services and advice to meet your requirements...

The kinds of financial products that your Adviser may advise on or deal in on your behalf include:

- a) Deposit and payment products;
- b) Debentures, stocks or bonds issued by a government;
- c) Life products;
- d) Interests in managed investment schemes;
- e) Retirement savings accounts products;
- f) Securities;
- g) Standard margin lending facilities; and
- h) Superannuation.

Your Adviser can provide a wide range of services from comprehensive financial planning to tailored advice on selected products. The financial product advice and services we provide fall into three broad categories.

1. **Strategic Advice.** One of the most important things we do for you is to match our recommended strategies with your goals and objectives. Whether you require a strategy to protect your family, or save for a specific goal such as children's education, or early retirement we will tailor a strategy to your needs.
2. **Investment Advice.** Where authorised by us (see The Authorised Representative Disclosure Statement of this FSG your *Authorised Representative's Disclosure Statement*), your Adviser is able to provide advice on managed funds, shares and debentures as well as superannuation advice.
3. **Insurance.** Advisers are authorised to advise on a wide range of insurance products such as Life, Trauma, Income Protection and Disability insurance.

Some Advisers may also be authorised to operate managed discretionary accounts. If so, further information will be contained in the *Authorised Representative Disclosure Statement* of this FSG.

Our Advisers may provide general advice or personal advice. Before providing personal advice, your Adviser will want to ensure that the advice is appropriate and suitable for your needs. To do so, he/she will need to find out about your current financial position and your financial goals and objectives.

You have the right not to disclose this information should you not wish to. If you do not disclose this information, the advice may be based on incomplete or inaccurate information relating to your personal circumstances and you should, before acting on the advice, consider the appropriateness of the advice, having regard to your relevant personal circumstances.

In providing personal advice, your Adviser will explain any significant risks relating to any recommended financial products or strategies. If you do not understand these risks you should ask your Adviser to explain them to you.

Adviser remuneration

Advisers may be remunerated in various ways. Advisers who are shareholders of AFS Group Ltd may receive dividends in their capacity as shareholders. Advisers who are employees of AFS or its Authorised Representatives may receive salary only, or a combination of salary and bonus, dependent upon the amount of client income generated for their employer. Further information regarding remuneration is disclosed in Authorised Representatives Section of this FSG.

Fees and Charges

Advisers may receive payment for their services in a number of ways.

AFS prefers that clients be asked to pay a fee for service, or pay a charge for the amount of funds that the advice covers. Where appropriate, AFS may receive brokerage or commission which is paid by a financial product issuer. Advisers may also choose to offer a mix of both methods to suit your needs. (See the Authorised Representative Disclosure Statement of this FSG for further details).

Advisers, who are also Authorised Credit Representatives (Credit Advisers), may be remunerated by a fee for service from the client or receive commission or brokerage from the credit provider. Credit Advisers are able to recommend credit products from banks and approved mortgage aggregators, or franchisors who provide support to mortgage brokers. A list of the credit providers that your Credit Adviser is accredited to use and the remuneration to be paid by that credit provider will be disclosed in The Authorised Representative Disclosure Statement of this FSG.

If an upfront fee is to be charged for the preparation of this advice then it will be disclosed prior to you incurring that fee (refer to The Authorised Representative Disclosure Statement of this FSG for further information).

In addition to the above, Advisers may receive additional benefits either of hospitality or training and support. Any benefit either monetary or goods valued at greater than \$300 will be recorded in a public register and maintained at AFS' office and any benefits that may be reasonably considered to have an influence on the advice or services provided to you will be disclosed to you.

Preferred Business Partners, Alliances and Sponsors...

AFS maintains preferred business partner arrangements with many leading companies who provide us with access to products on favourable terms. This involves a payment to AFS by the preferred partner of between \$10,000 - \$25,000 and/or a volume bonus payment dependent on funds under management. In exchange, the preferred partner receives the opportunity to provide training at professional development days and at AFS' annual conference for which they make a financial contribution. This relationship is beneficial to both AFS and our clients.

The Salisbury Group, a related entity of AFS and an AFS licensee has the same preferred business partner arrangements as AFS.

Please note that the inclusion of a product or service on our recommended list is not dependent on support from a product supplier.

Your SOA will fully disclose these arrangements and will be presented to you by your Adviser.

The preferred business partners of AFS and The Salisbury Group as at 3 December 2011 were:

- Abacus Property Group
- AIA Australia Limited
- Alpha Structured Investments
- AMP Capital Investors
- Asgard Wealth Solutions
- Asteron Limited
- Australian Unity
- Aviva Investors
- Bendigo and Adelaide Bank Limited
- BT Financial Group
- Colonial First State
- CommInsure
- INstreet Investment Limited
- IOOF Investment Management
- Macquarie Bank Limited
- Macquarie Life
- MLC/ NAB / Aviva
- Next Financial Limited
- Oasis Asset Management / OnePath
- Russell Investment Group
- Tower Australia Limited
- UBS Global Asset Management (Aust) Ltd
- Zurich Australia Limited

If one of our preferred business partners changes throughout the year, our website will be updated to reflect our most current preferred business partners. Please refer to our website for our most up-to-date list of partners.

Strategy Portfolio Limited

Strategy Portfolio Limited (SPL) is a marketing entity associated with the Strategy Personal Superannuation and investment platforms and is wholly owned by AFS Group Limited, of which AFS, the licensee of your adviser, is also a subsidiary.

Your Adviser may receive a volume based bonus for recommending that you invest via the Strategy platforms. Your adviser is, or may in the future become, a shareholder in AFS Group Limited, and may therefore indirectly benefit as a result of recommending that you invest via the strategy platforms.

Some AFS advisers were previously shareholders in SPL. In 2007, these shares were sold to AFS Group Limited. The sale price is being paid in three tranches and determined using a formula which includes a reference to the amount of client funds under management (FUM) that the former shareholder retains in the SPL platform.

Your SOA will disclose whether your Adviser or a related entity is, or was, an AFS shareholder and whether any specific remuneration arrangements are received as a result of that shareholding, or as a result of recommending that you invest via the strategy platforms.

UMA Select Pty Ltd

UMA Select Pty Ltd (UMA Select) is a Corporate Authorised Representative of AFS and acts as the promoter for the SMSF Select service which is an end to end self managed superannuation service. AFS is a substantial shareholder in this entity. UMA Select Pty Ltd will receive a maximum of 0.3% pa of the total administration fee. As shareholder and licensee of UMA Select Pty Ltd, AFS will receive this amount in due course. If your Adviser is a shareholder of AFS, they may then indirectly receive a portion of this amount as a dividend the amount of which cannot be estimated at this time. Your SOA will disclose the actual costs of the services to you.

Personal Choice Private

AFS Group Limited, the parent company of AFS, is a substantial shareholder in Personal Choice Management Pty Ltd (PCM), the owner of the Personal Choice Private (PCP) product offered in the PCP/Asgard Public Disclosure Document. PCM meets the costs of the services provided by the Administrator and the Trustee and is thereby entitled to receive an administration fee of up to 1% from investors for such services based on a formula which relates to the total funds under management (FUM). PCM Shareholders are entitled to receive a dividend/capital (if any) based on the success of the PCM which is not related to the returns on, or performance of, clients' capital.

Managed Discretionary Account - MDA Private Pty Ltd

AFS Group Limited, the parent company of AFS, is a substantial shareholder in MDA Private Pty Ltd, the owner of a managed discretionary account offering to retail clients, and is entitled to charge administration fees of up to 1%. As a shareholder, AFS will receive this amount in due course. If your Adviser is a shareholder of AFS they may then indirectly receive a portion of this amount as a dividend, the amount of which cannot be ascertained at this time.

Volume Bonuses

AFS may receive volume bonuses from mastertrust and wrap platform suppliers if the total of all AFS client funds invested reach a pre-determined dollar amount.

How is my personal information dealt with?

Your personal information that we have collected is contained in your file. This includes information about your financial objectives and also contains the recommendations made to you. If you wish to examine your file you should ask your Adviser, who will make arrangements for you to do so.

We are committed to ensuring the privacy and security of the information provided. Information on this is included in our privacy policy.

AFS Privacy Policy

In order to comply with the requirements of the Privacy Act, we are required to advise you that AFS holds personal information about you. The information has been and will continue to be collected by us for the purpose of providing you with financial services including:

- a) the preparation of your financial plan;
- b) the provision of financial planning advice to you;
- c) making securities and investment recommendations;
- d) reviewing your financial plan;
- e) reviewing securities and investment recommendations; and
- f) for other related matters.

We are required, pursuant to the Corporations Act, certain regulations issued by the Australian Securities and Investment Commission and the Rules of Professional Conduct of the Financial Planning Association, of which this organisation is a principal member, to collect information about you for the purpose of providing you with the services referred to above.

We will from time to time disclose information about you to Advisers of AFS and to other professionals, insurance providers, superannuation trustees and product issuers in connection with the purposes detailed above. We may also be required by law to disclose your personal information to government agencies, including the Australian Taxation Office, the Australian Transaction Reports and Analysis Centre (Austrac) or a court of law. In the event we consider it necessary to use or disclose information about you for purposes other than those detailed above, or related purposes, we will seek your consent.

If you choose not to provide your personal information to your Adviser, your Adviser may decline to provide personal advice to you, or the advice you receive may not be appropriate to your circumstances, needs and objectives.

If your Adviser leaves AFS, AFS will continue to hold your personal information in accordance with our Privacy Policy.

You are entitled to obtain access to the information which we hold about you by contacting the AFS Head of Compliance on 03 8320 1517 or by writing to PO Box 630, Collins Street West P.O Melbourne, Vic 8007.

What happens if I have a complaint?

AFS is serious about providing a quality service and resolving any complaints in regard to that service internally however in the event that complaint needs to be referred to an External Dispute Resolution service AFS is a member of the Credit Ombudsmen Service Limited (**COSL**). COSL is an independent body which has been approved by the Australian Securities and Investments Commission (ASIC) to deal with complaints against its members.

If you have any complaint about the service provided to you, you should take the following steps.

1. Contact your Adviser and tell them about your complaint. The Adviser will advise the Head of Compliance of AFS about the details of your complaint.

Alternatively, you may contact the Head of Compliance at AFS directly in writing at PO Box 630 Collins St West, Melbourne, VIC 8007, or fax 03 8320 1599, or by email compliance@afs.au.com. AFS will try and resolve your complaint quickly and fairly.

2. If we have not resolved your complaint within 45 days of making your complaint, we may ask you for an extension of time from you to resolve your complaint. However, if you have not received a satisfactory outcome within 45 days of making the complaint to us, you can make a complaint to our external dispute resolution scheme as follows:

Send your complaint to the:

Credit Ombudsman Service Limited (COSL)

***Address: PO Box A252
Sydney South NSW 1235***

Phone: 1800 138 422 (Free call)

Website: www.cosl.com.au

Please note that the complaints service is free of charge to you.

Prior to 30 November 2011 AFS utilized the Financial Ombudsmen Service (FOS) as its External Dispute Resolution Service before switching our membership to COSL. Should you have a complaint that was lodged with FOS prior to that date the matter will continue to be handled by FOS.

FOS's contact details are:

Address: GPO Box 3 Melbourne VIC 3001

Phone: 1300 78 08 08 9am - 5pm Melbourne time weekdays

Fax: (03) 9613 6399

Website: www.fos.org.au

ASIC also has a free call Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

In the event it is ever necessary, AFS holds a professional indemnity insurance policy. The policy includes coverage for the advice given by your adviser whilst an AFS Authorised Representative even if they are no longer authorised by AFS or have left the industry