



WE SHOW SO YOU
YOU THE WAY CAN ENJOY
FORWARD THE JOURNEY

FINANCIAL SERVICES AND CREDIT GUIDE PART 1

WHAT YOU NEED TO KNOW ABOUT GUARDIAN ADVICE,
OUR FINANCIAL SERVICES, AND OUR RELATIONSHIP WITH YOU

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WHY DO I NEED TO READ THIS GUIDE?

This guide is designed to provide information about the financial services provided by Guardianfp Limited ABN 40 003 677 334 AFSL & Australian Credit Licence No. 237641 (referred to as 'Guardian Advice', 'Guardian', 'we', 'our', or 'us') and its authorised representatives and how we work with you if you decide to use these financial services.

This guide gives you information about:

- who Guardian Advice is
- who our advisers are
- what services we offer you
- how we work with you and others
- how we are paid for these services and
- what you can do if you have any concerns.

This guide is only complete when the Guardian adviser's profile is attached.

Guardian Advice has authorised the distribution of this guide.

WHO IS GUARDIAN ADVICE?

Guardian Advice is an Australian Financial Services Licensee (AFSL) and an Australian Credit Licensee (ACL) licensed by the Australian Securities & Investment Commission (ASIC).

Guardian Advice is a company in the Suncorp Group Limited ABN 66 145 290 124 and is a related body corporate of Suncorp-Metway Limited ABN 66 010 831 722 (Suncorp-Metway) Other companies in the Suncorp Group include:

- Suncorp Life & Superannuation Limited
- Suncorp Financial Services Limited and
- Standard Pacific Consulting Limited.

Guardian Advice may be paid a commission from these companies and other companies in the Suncorp Group if you invest in one of their products or services. Each company in the Suncorp Group is not responsible for, do not guarantee, and is not liable for the products or services by other entities of the Suncorp Group. Suncorp-Metway does not guarantee and is not liable for Guardian Advice.

Guardian Advice is responsible for the advice and conduct of your Guardian adviser. We are not responsible for any unauthorised services they may offer (to the full extent permitted by law), so please check the services your adviser offers in their profile.

Guardian Advice has professional indemnity insurance which covers us and our advisers for errors or mistakes relating to our services. The insurance meets the requirements of the Corporations Act 2001 (Corporations Act) and covers claims against our advisers after they cease to be engaged by us, provided that the insurer is notified of the claim when it arises and within the relevant policy period.

WHO IS MY GUARDIAN ADVISER?

Your adviser is authorised by Guardian Advice to provide you with financial advice on our behalf. They may also be a credit representative of Guardian Advice. Guardian advisers undergo rigorous training and professional development to continue to meet the high professional standards that we set. Your adviser's profile is attached to this guide and forms part of this guide. The adviser profile will provide more detail of their individual experience and the services they offer. If the adviser profile is not attached please ask the adviser for this profile or contact our head office.

Your adviser will:

- advise you to the best of their ability
- deal with you efficiently, honestly, and fairly
- tailor advice to your individual needs
- recommend products approved by Guardian Advice and
- implement recommendations only after you have agreed they are appropriate for you.

WHAT CAN GUARDIAN ADVISE ME ON?

As an AFSL, Guardian Advice is licensed to advise you on and deal in the following classes of financial products to retail and wholesale clients:

- deposit products (including basic deposit and payment products other than basic deposit products)
- debentures, stocks or bonds issued or proposed to be issued by a government
- investment life and life risk insurance products (including any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds)
- interest in managed investment schemes (including investor directed portfolio services)
- securities
- superannuation
- margin lending and
- derivatives.

Guardian Advice can advise you on:

- financial planning
- investment
- superannuation
- retirement planning
- estate planning
- cash management trusts
- gearing strategies
- social security
- wealth creation
- debt management and
- life and disability insurance.

Your adviser may only be authorised to advise you on some of these areas. Please check your adviser's profile for specific details.

Guardian advisers can recommend investments, superannuation and risk products on our approved product list (APL). The products on this list are analysed and reviewed regularly and must constantly meet Guardian Advice's stringent requirements. Guardian Advice also utilises leading research houses to assist with this analysis. If you have an existing superannuation fund that is not on the APL, we can still advise you on your existing fund.

As an ACL, Guardian Advice is licensed to provide you credit advice but cannot recommend specific credit products. If you need credit products, we will refer you to a licensed credit adviser such as a mortgage lender or broker. If your Guardian adviser obtains a referral fee from the credit adviser, we will inform you at that time.

HOW WILL MY ADVISER WORK WITH ME?

To ensure we understand your financial needs and recommend the most appropriate solutions, your Guardian adviser will:

1. Provide you with this guide and agree on how we will work with you.
2. Obtain relevant information about your financial needs and objectives and your current financial affairs.
3. Research the solutions that will best satisfy those needs and objectives.
4. If there is consideration of any existing credit product and/or strategies, we will provide you with an assessment of whether your existing product or strategy is unsuitable. Considerations would include (amongst other things) your capacity to repay and compatibility with your objectives.
5. Recommend products approved by Guardian Advice.
6. Provide you with a written Statement of Advice (SoA) which explains these recommendations, the key issues involved and how we are paid for advising you.
7. Discuss the SoA with you and vary the recommendations if necessary.
8. Provide you with a Product Disclosure Statement (PDS) for each product we recommend in the SoA. The PDS contains information about the product.
9. Implement the agreed recommendations.
10. Review your financial situation as agreed.

If you are an existing Guardian Advice client, you may have been through this process. If you receive further advice from us, you will receive either a Record of Advice (RoA) or a SoA if the advice is in relation to a different type of financial product or your circumstances have changed.

HOW DO I COMMUNICATE WITH GUARDIAN ADVICE?

You can give us instructions or information verbally or in writing. In some cases, we will need your instructions in writing. We will let you know what information we need or what forms we need you to complete and sign.

WHAT DO I NEED TO DO?

To help us to advise you appropriately and to protect you throughout our relationship, please:

- Provide accurate information about your personal circumstances.
- Update us on any changes to this information.
- Do not make any payments for investments, contracts or fees "made payable" to your adviser.
- Do not sign blank forms.

HOW DO I PAY FOR GUARDIAN'S ADVICE?

The method and the specific amount you will pay for Guardian's advice will be explained in your SoA, the recommended product's PDS, and your adviser will discuss these with you.

For investment advice, you pay for Guardian's advice in one or a combination of these four ways: upfront, ongoing, adviser service fee, or fee for service.

1. **Upfront** – Guardian Advice may be paid a commission upfront (between 0% and 5%) by the company issuing the product. This is taken from the amount you invest. For example, commission on a \$50,000 investment is between \$0 and \$2,500.
2. **Ongoing** – Guardian Advice may be paid an ongoing commission (between 0% and 2%) by the company issuing the product. This may be included in the cost of the product you invest. For example, commission on a \$50,000 investment is between \$0 and \$1,000 per annum.
3. **Adviser service fee** – Guardian Advice may be paid a fee (between 0% and 4%) by the company issuing the product. This is usually taken directly from the amount you invest. For example, fees on a \$50,000 investment is between \$0 and \$2,000.

4. **Fee for service** – You agree upfront with your adviser to pay for the services you receive either on an hourly rate, a set fee per year, a percentage of funds invested, or a combination of these.

For life risk insurance advice, Guardian Advice may be paid in one of these three ways: upfront, hybrid, or level. The way the adviser is paid does not affect your premiums.

1. **Upfront** – Guardian Advice may be paid a commission of up to 120% of the first year's premium and 20% of ongoing year's premiums. For example, commission on a premium of \$1,000 is up to \$1,200 upfront and up to \$200 each year thereafter.
2. **Hybrid** – Guardian Advice may be paid a commission of up to 90% of the first year's premium and 30% of ongoing year's premiums. For example, commission on a premium of \$1,000 is up to \$900 upfront and up to \$300 each year thereafter.
3. **Level** – Guardian Advice may be paid a commission of up to 40% of both the first year's premium and ongoing year's premiums. For example, commission on a premium of \$1,000 is up to \$400 per year from inception.

Guardian Advice may pass between 96% and 100% of these commissions and fees to the adviser. For example, where Guardian Advice receives \$1,000, your adviser may receive between \$960 to \$1,000. Details of these payments will be disclosed in the SOA you receive.

The basis and amount of all commissions and fees for service will be set out in the SOA and explained by your adviser.

WHAT ARRANGEMENTS DOES GUARDIAN ADVICE HAVE WITH PRODUCT PROVIDERS?

Guardian Advice has commercial arrangements with certain investment and superannuation product providers.

This arrangement involves these product providers paying Guardian Advice bonus commission. This bonus may be based on the total volume of funds invested by our advisers' clients in these products, or it may be a percentage of the administration fee that they charge you. **It does not increase the commission or fee that you pay.**

Guardian Advice also has commercial arrangements with certain life insurance product providers.

The arrangement involves these product providers paying Guardian Advice a bonus commission. This bonus is a percentage of the total growth of in-force premiums that our advisers' clients pay to the product provider over an agreed period. It does not increase the commission or fee that you pay.

The bonus commissions are paid to Guardian Advice and form part of a pool maintained by Guardian Advice. Guardian Advice then distributes the bonus commission to its advisers based on their number of years service and/or amount of revenue generated over an agreed period of time. This is known as the adviser Loyalty and Production Bonus. If your adviser participates in these arrangements, the method of calculating the bonus will be outlined in their Adviser Profile and Statement of Advice provided to you.

Product providers may also provide other benefits to Guardian Advice and Guardian advisers including but not limited to:

- Entertainment such as lunches or sporting events etc
- Sponsorship of Guardian Advice professional development events

These benefits are outlined in our Alternative Forms of Remuneration Register. Please ask your Guardian adviser if you would like to see this Register or learn more about the Financial Planning Associations Alternative Remuneration Code of Practice.

HOW DOES GUARDIAN ADVICE DEAL WITH MY PERSONAL INFORMATION?

Guardian Advice holds personal information about you. We hold this information in accordance with our obligations under the Privacy Act. The information has been and will continue to be collected by us for the purposes of providing you with the financial services outlined in this guide.

Any personal information you give us will be maintained in a secure personal file. Please ask us if you want a copy of anything in this file, and we'll give it to you free of charge. You may request a copy of any advice records we keep. Any request for a copy of an advice document must be made within 7 years of the advice being provided.

We are required by the Corporations Act and the ASIC, to ask for this information about you for the purpose of providing you with our services.

If you do not provide us with the information requested by us, we may not be able to provide you with the services you require.

We may be required from time to time to disclose information about you to representatives of Guardian Advice and other companies within the Suncorp Group and to other professionals, insurance providers, superannuation trustees and product issuers in order to provide our services and arrange for the issue of financial products.

In the event that the adviser proposes to sell their business we may disclose your personal information to potential purchasers for the purpose of their conducting due diligence investigations any such disclosure will be made in confidence and it will be a condition of that disclosure that no personal information will be used or disclosed to them. In the event that a sale of the adviser's business is affected, we may transfer your personal information to the purchaser of the business. You will be advised if a transfer such as this takes place.

WHAT DO I DO IF I HAVE CONCERNS ABOUT GUARDIAN ADVICE'S SERVICES?

You have the right to express your concerns about Guardian Advice's services either verbally or in writing. Guardian Advice has established procedures to consider and deal with your concerns.

First, please contact your Guardian adviser to discuss your concerns.

If your adviser has not satisfactorily resolved your concerns or if you do not wish to contact your adviser, please contact:

Executive Manager Governance
Guardian Advice

Level 10, 321 Kent Street
Sydney NSW 2000

Telephone: 1300 720 350

Email: enquiries@guardianadvice.com.au

Website: www.guardianadvice.com.au

If we have not been able to satisfactorily resolve your concerns, you may lodge a complaint with:

Financial Ombudsman Service Limited
GPO Box 3
Melbourne Vic 3001

Telephone: 1300 780 808

Email: info@fos.org.au

Website: www.fos.org.au



Head Office

Level 10
321 Kent Street
Sydney NSW 2000

Phone: 1300 720 350

Fax: 02 8275 3232

E-mail: enquiries@guardianadvice.com.au

Internet: guardianadvice.com.au