



Insurance & Planning
HQ



Financial Services Guide

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Responsible Entity

Insurance & Planning HQ Pty Ltd
Australian Financial Services Licensee AFSL 434469
ABN 53 161 471 441
208 Constance St | PO Box 1508 | Fortitude Valley QLD 4006

Purpose

Before providing you with financial advice, services or product recommendations, we must provide you with important information about who we are, what services we offer and how we are paid for the services and advice we provide.

Who are we

Insurance & Planning HQ Pty Ltd (IAPHQ) is an independently owned and operated Australian Financial Services Licensee. IAPHQ is wholly owned by Tony Fornaro, Founder & Principal Adviser at Fornaro Financial Group (FFG); this means the Directors of IAPHQ are the same as FFG, ensuring a consistent and accountable approach.

Your Fornaro Financial Group Financial Adviser is an Authorised Representative of Insurance & Planning HQ Pty Ltd. This FSG is given to you by your Fornaro Financial Group Financial Adviser with the authority of Insurance & Planning HQ Pty Ltd.

Fornaro Financial Group Financial Advisers

Tony Fornaro | B.Bus, CPA, DFS, Dip. FMBM, C.Dec
Authorised Representative 300485

Tony is a Certified Practising Accountant holding a Bachelor of Business with an Extended major in Accounting. He is also a qualified Financial Adviser with a Diploma of Financial Services (Financial Planning), a qualified Mortgage Broker with a Diploma of Mortgage Broking Management and a Commissioner for Declarations. Tony is also qualified to provide specific Self Managed Superannuation advice. He has more than 20 years experience within the financial services industry and is a highly regarded financial expert.

Advice & Services provided

Financial Advice

IAPHQ Authorised Representatives are authorised to provide advice relating to:

- Financial strategies & wealth creation
- Superannuation strategies
- Self managed superannuation advice (Specialist SMSF Advisers only)
- Retirement planning & savings strategies
- Personal insurances
- Asset protection
- Investment strategy & advice
- Cashflow management
- Consequences in relation to tax (financial) advice

Financial Product Advice

IAPHQ Authorised Representatives are authorised to provide advice relating to financial products:

- Basic deposit products
- Non-basic deposit products
- Government issued debentures, stocks or bonds
- Life insurance
- Total and permanent disability insurance
- Trauma insurance
- Income protection insurance
- Interests in managed investment schemes including IDPs
- Retirement savings accounts
- Superannuation funds
- Self managed superannuation funds
- Retirement savings accounts
- Managed investments

If we provide personal advice to you, we are required under the law to act in your best interests and prioritise your interests ahead of our own.

How we provide you with Advice

We will provide you with a Statement of Advice (SOA) whenever we provide you with any personal advice which takes into account your objectives, financial situations and or needs. The SOA will contain the specific advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

If we give you further advice, or when no financial product is recommended, a Record of Advice (ROA) may be provided to you instead of a SOA.

You will always receive a copy of your SOA or ROA for your records. You will also be required to provide written consent that you have received and understand the advice provided to you. Your Financial Adviser will only proceed with implementing their recommendations once written consent and an Authority to Proceed (ATP) has been signed by and received from you.

In the event we make a recommendation to acquire a particular financial product or offer to issue or arrange a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

At all times your Financial Adviser will act solely on your express written instructions. They will seek your signed Authority before proceeding with executing any financial advice on your behalf.

How we are paid

Fornaro Financial Group Financial Advisers do not provide any financial advice or undertake any work without providing you with a detailed written proposal and fee structure and obtaining your prior written consent to proceed.

Initial Fees

We may charge a fee for our service in conjunction with, or instead of, commission. Your initial meeting with your Fornaro Financial Group Financial Adviser is complementary. This meeting is an opportunity for your Financial Adviser to understand the scope of your requirements, identify if they can assist you with your requirements and be able to prepare a fee proposal for your approval. This meeting is also an opportunity for you to determine whether you think your Financial Adviser is someone you would like to work with. At this initial meeting no personal advice will be provided by your Financial Adviser and all information shared is to be considered General Advice only.

Should you decide to proceed with engaging the services of your Financial Adviser we request your written approval of the scope of advice and fee proposal presented to you before we proceed any further.

The initial upfront advice and Statement of Advice preparation fee may range between \$985 to \$17,589 (incl GST), depending on the advice you have sought and complexity of the Statement of Advice required. In most instances the initial upfront advice & Statement of Advice preparation fee can be charged to your superannuation account. In instances where you are paying your advice fees direct you must pay within fourteen (14) days of the date of the tax invoice being issued to you.

For any work or meetings undertaken by your Financial Adviser outside of the agreed scope of work you may be charged between \$440 to \$660 (incl GST) per hour. Your Financial Adviser will inform you prior should a charge per hour be relevant to your situation and seek your prior written approval.

We may also receive a commission payment from the provider on certain Risk Insurance products you elect to obtain resulting from your Financial Adviser's recommendations. The initial commission received is up to 70% of the annual premium payable by you. For example a \$1,000 annual insurance premium would equate to an upfront commission payment of up to \$700.

Ongoing Fees

We may charge you an annual ongoing management service fee should you elect to engage your Financial Adviser on an ongoing basis. This fee is determined based on the complexity of managing your financial strategy on an ongoing basis. Your annual ongoing management fee may range between \$3,564 to \$14,630 (incl GST). In most instances the ongoing management fees can be charged to your superannuation account. In instances where you are paying your advice fees direct you must pay within fourteen (14) days of the date of the tax invoice being issued to you.

We may also receive an annual commission payment from the provider on certain Risk Insurance products you elect to obtain resulting from your Financial Adviser's recommendations. The ongoing commission received is up to 35% of the annual premium payable by you. For example a \$1,000 annual insurance premium would equate to an annual commission payment of up to \$350.

Further details about commissions and or other benefits your adviser receives for recommending investments will be available to you when specific recommendations are made in the Statement of Advice or Record of Advice.

Our Relationships

IAPHQ is independent. Neither your Financial Adviser nor the Licensee have any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

Your Financial Adviser may recommend you engage Fornaro Financial Group to undertake your lending requirements. Your Fornaro Financial Group Mortgage Broker (who may also be your Financial Adviser) may receive an upfront commission of up to 1.2% (incl GST) of your lending amount and they may also receive an annual trailing payment of up to 0.385% (incl GST) of the loan balance from the relevant Financial Institution. Fornaro Financial Group Mortgage Brokers provide you with credit services under Connective Credit Services Pty Ltd (ACL 389328). Any advice or service relating to credit facilities is beyond the scope of Insurance & Planning HQ Pty Ltd, and instead is the responsibility of Connective Credit Services Pty Ltd.

IAPHQ and Fornaro Financial Group have a relationship with Eleven Property Pty Ltd, who you may be referred to should property investment form part of your financial strategy. Eleven Property Pty Ltd is owned by Anne Fornaro, who is also the Managing Director of Fornaro Financial Group and wife of Tony Fornaro. Eleven Property may pay a referral payment of up to 2% of the property purchase price to your Financial Adviser should you proceed with purchasing an investment property facilitated by Eleven Property Pty Ltd.

Referral Payments

We may reward some parties for assisting an introduction of a client for financial services. Referrers may receive up to 20% of the net revenue received by Fornaro Financial Group from the introduced client's initial upfront services.

Privacy

We will need to find out your individual objectives, financial situation and needs before we recommend any financial advice or product to you. You have the right not to divulge this information to us, if you do not wish to do so. In such instances we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

We keep a record of the personal information, which may include details of your investment objectives, financial situation and particular needs, you provide to us. On your request, we can provide you with a copy of your personal information and advice documents, which we keep on record for no less than 7 years. Please note that a fee for this service may apply.

We are committed to implementing and promoting a Privacy Policy which will ensure the privacy and security of your personal information.

A copy of our Privacy Policy can be accessed from fornaro.com.au/privacy

Complaints Procedure

We are committed to providing quality advice to you. This commitment extends to providing accessible complaint resolution mechanisms for you.

If you have any complaint about the service provided to you, you should contact IAPHQ's Responsible Manager about your complaint and we will try and resolve your complaint within 30 days.

RESPONSIBLE MANAGER

Insurance & Planning HQ Pty Ltd
PO Box 1508
Fortitude Valley QLD 4006

If after 30 days we cannot reach a satisfactory resolution to your complaint, we are a member of the Financial Ombudsman Service (FOS) and you can raise your concerns with them through the contact details below:

FINANCIAL OMBUDSMAN SERVICE

GPO Box 3
Melbourne VIC 3001
Phone: 1300 780 808
Fax: 03 9613 6399
Email: info@fos.org.au

— Professional Indemnity Insurance

Insurance & Planning HQ Pty Ltd hold professional indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). The insurance is designed to protect our clients in the event of a loss from an error or negligence on behalf of IAPHQ Authorised Representatives. This policy does not cover losses from normal market movements. If you would like more information regarding this cover you can request this from your Financial Adviser.

For further details and access to useful information, please visit fornaro.com.au

Your Financial Adviser



Fornaro Financial Group

Tony Fornaro B.Bus, CPA, DFS, Dip. FMBM, C.Dec
Founder & Principal Adviser
Authorised Representative 300485

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An Authorised Representative of AFS Licensee



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