



## **Financial Services Guide**

### **Integrity One Planning Services Pty Ltd**

Is a Corporate Authorised Representative No. 315000 of

### **Integrity Financial Planners Pty Ltd**

Australian Financial Services Licence No. 225051

Integrity Financial Planners Pty Ltd

ACN: 71 069 537 855

Head Office:

Suite 2, 1 Railway Crescent

PO Box 1140

CROYDON VICTORIA 3136

TEL (03) 9723 0522 FAX (03) 9724 9518

Integrity One Planning Services Pty Ltd

ACN: 125 846 933

Suite 2, 1 Railway Crescent

PO Box 1140

CROYDON VICTORIA 3136

TEL (03) 9723 0522 FAX (03) 9724 9518

## About Integrity Financial Planners Pty Ltd

---

Integrity Financial Planners Pty Ltd (IFP) is a privately owned financial planning business that is a holder of an Australian Financial Services Licence No. 225 051.

IFP has a network of qualified and experienced authorised representatives (advisers) working in established financial planning practices throughout Australia.

We provide financial advice to help you improve your lifestyle by building wealth and/or producing income, depending on your particular needs.

It is important that you have confidence in your financial wellbeing and in your financial arrangements. IFP seeks to give you that confidence, drawing on the expertise of professional advisers.

Your adviser is a representative of IFP, and IFP is responsible for the financial services that they provide you. All IFP representatives have been individually assessed as having the competencies, knowledge, skills and integrity necessary to deliver quality financial advice to you.

Head office for Integrity Financial Planners is located at:

Suite 2, 1 Railway Crescent  
PO Box 1140  
CROYDON VICTORIA 3136  
TEL (03) 9723 0522 FAX (03) 9724 9518

### **NOT INDEPENDENT**

***While we will always seek to meet our legal obligations to act in our clients' best interests within the meaning of section 961B of the Corporations Act 2001, we do not fall within the definition of "independent" under section 923A. The reason we do not fall within this definition is because we give our clients the option to allow life insurance companies to pay some of our advisers' commissions for the services that we provide to our clients rather than for us to be required to directly invoice our clients and for our clients to be required to pay us directly. We remain committed to continue to give our clients this important choice.***

## The Purpose of our Financial Services Guide

---

The purpose of this Financial Services Guide (FSG) is to explain to you the financial services that IFP can provide, along with a broad general disclosure of any remuneration or benefits that IFP and its representatives would be entitled to receive, as well as any interests, relationships or associations that IFP and its representatives have that may be capable of influencing the services you receive.

You may receive other disclosure documents from us which may include;

1. Statement of Advice – This type of document sets out our understanding of your current circumstances, needs and objectives that are relevant to the financial advice you are seeking from us. It also includes specific disclosure of any remuneration or benefits that IFP and its representatives are entitled to receive, as well as any interests, relationships or associations that IFP and its representatives have that may be capable of influencing the services you receive.

2. Record of Advice – Where we have previously provided you with a Statement of Advice, and where we are providing you with further or subsequent advice: and
  - a. your personal circumstances, needs or objectives are not 'significantly different' compared with when we provided you the Statement of Advice; and
  - b. the basis of our advice, is not 'significantly different' to when we provided you with the Statement of Advice;

then we may create a Record of Advice. If the advice recommends a change or replacement of the financial products you currently hold, we will provide you with a copy of that advice. If the advice does not recommend a change or replacement of the financial products you currently hold, we may simply create a Record of Advice which we will retain on your client file. You may request (in writing or verbally) a copy of that Record of Advice at any time up to 7 years after the date that the advice is provided and we will provide you a copy of that advice without further fees or costs.

3. Product Disclosure Statements - These are documents created by the product issuers (not IFP) and provide details regarding the financial products that have been recommended to you. The details include, but are not limited to, any fees and charges associated with particular products.

### **The various services we can provide you**

---

Integrity Financial Planners Pty Ltd and its representatives can help you by providing:

<p><b>Financial Product Advice</b> Recommendations and professional opinions about a broad range of financial products</p>	<p><b>Implementation</b> Assistance - putting in place financial strategies and acquiring, holding or disposing of financial products consistent with our advice</p>	<p><b>Ongoing Services</b> Ongoing financial services including ongoing advice and implementation services.</p>
--------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------

IFP is licensed to provide advice and to deal and arrange in relation to the acquisition, holding or disposal of financial products on your behalf in the following areas:

- deposit and payment products such as term deposits and bank accounts
- government debentures, stocks or bonds
- sharemarket investments and securities
- investments in managed funds and managed investment schemes
- superannuation, retirement income stream (annuities and allocated pension), self-managed superannuation funds and rollover funds
- life insurance products
- margin lending products

### **Who is responsible for the financial services we provide**

---

Integrity Financial Planners Pty Ltd (IFP) is responsible for the distribution of this FSG and for the financial services provided by Integrity One Planning Services Pty Ltd (Integrity One) and any of the advisers authorised by IFP and detailed in this FSG.

## **What kind of financial services is your adviser authorised to provide to you and what kinds of financial products do these services relate to?**

---

Integrity One, is authorised by IFP to provide financial product advice and to deal and arrange in relation to the acquisition, holding or disposal of financial products in the following classes, subject to the products being on the IFP Approved Product List:

- deposit and payment products such as term deposits and bank accounts
- government debentures, stocks or bonds
- sharemarket investments and securities
- investments in managed funds and managed investment schemes
- superannuation, retirement income stream (annuities and allocated pension), self-managed superannuation funds and rollover funds
- life insurance products
- margin lending products

Your adviser can also provide incidental advice related to the tax implications of the recommend strategy and/or products that are the subject of their advice. Your adviser may also provide an ongoing review service. As part of this service, your adviser can conduct a review of your personal situation and the previous advice provided to you and recommend changes if appropriate. Please note that Integrity One is not authorised to provide any services on behalf of IFP other than the types or classes financial products listed above, and then typically only to the extent that the products are on the IFP Approved Product List.

### **WARNING ABOUT CRYPTOCURRENCY**

Your financial adviser, is not authorised to, and will not, provide advice in relation to Cryptocurrency. This means they cannot provide you with advice on whether to buy, sell or hold Cryptocurrency investments. Further, due to the volatility associated with Cryptocurrency, any advice provided by your financial adviser cannot consider your existing Cryptocurrency assets as part of your future planning.

You should seek advice from a qualified professional before taking any action regarding your Cryptocurrency assets.

## **How can you provide your adviser with instructions?**

---

There are various ways in which you can provide instructions to your adviser, including face to face, in writing, by telephone, fax or other agreed means such as e-mail. We will advise you if any instructions need to be provided in writing.

## **What else can you expect to receive?**

---

### ***Personalised advice to suit your needs***

Our advice is tailored to meet your individual situation. We do not use a “one size fits all” formula for our clients.

We will strive to provide the advice that we believe is in your best interest and most appropriate to assist you in achieving your aims and objectives. Being a boutique group, we can adapt our services to meet your particular needs.

IFP is privately owned, with no ownership ties to any fund manager or financial institution. We are not required or influenced through ownership ties or associations to recommend or direct you towards any particular financial products.

To ensure advice is appropriate for your needs, we will ask you for personal information.

Of course, you have the right not to divulge personal information, but you should carefully consider any warnings we give you regarding possible consequences of us not having complete and accurate knowledge of your circumstances, needs and objectives.

### ***Referral arrangements***

Should we identify that you require specialist advice eg accounting, legal, insurance etc we may refer you to a professional known to us. You have complete choice in who you see for this specialist advice and we only make a referral to assist you in complex areas we have identified that go beyond the scope of our expertise. You are under no obligation to seek advice from the person/company we recommend or refer you to.

### **Are we paid for any Referrals?**

IntegrityOne currently has a paid referral arrangement in place with an insurance specialist (Referral Partner). Should we refer you to this insurance specialist, we may receive a referral fee. This fee may be up to 4% of the commission received upfront or ongoing in relation to your insurance premium, should you decide to implement the advice provide to you by the insurance specialist.

**Example:** We refer you to our referral partner to provide you with personal insurance advice. You decide to implement their advice and your insurance premium is \$1,000 per annum. Our Referral Partner receives 66% upfront and 22% (all inclusive of GST) ongoing commission on your insurance premium.

If your premium \$1,000 in the first year, our Referral Partner will receive \$660 upfront and \$220 ongoing.

Of these commissions, we may receive \$26.40 upfront and \$8.80 ongoing. These are not additional fees for you.

**IntegrityOne does not currently have any other Referral arrangements in place – either paid or received.**

### ***Clear and documented advice***

Where you request personal advice that addresses your specific circumstances, needs or objectives and it is our initial advice to you, it will be provided in a written Statement of Advice.

IFP takes your financial security seriously. As a consequence, IFP requires that all instructions provided by you need to be confirmed by you in writing. IFP will not normally act on telephone instruction unless such circumstances are supported by your written instructions. If you have any queries or uncertainty about this matter contact us immediately.

## About your Advisers

---

Integrity One Planning Services Pty Ltd (Integrity One) is a Corporate Authorised Representative number 315000 of Integrity Financial Planners Pty Ltd (IFP).

Integrity One employs a team of advisers with a range of experience and skills. This ensures we can provide you with ongoing quality advice and services and that we have access to knowledge and skills across a wide range of financial issues.

Any advice given to you by Integrity One will be provided by a qualified person who is also an authorised representative of Integrity One. The following people are currently authorised by Integrity One to assist you with financial planning advice:

**Catherine Winduss** Authorised Rep. No: 289749

Catherine commenced working in the Financial Services Industry in 2000. Catherine is a Certified Financial Planner (CFP), Accredited Aged Care Professional <sup>TM</sup> and she holds a Graduate Diploma of Financial Planning, Bachelor of Arts and a Bachelor of Commerce.

Prior to joining IFP Catherine had been employed in financial planning, client services and marketing roles with major financial institutions.

Catherine is authorised to provide financial services in all the areas Integrity One is licenced in.

**Jenny Sneesby** Authorised Rep. No: 271263

Jenny commenced working in the Financial Services Industry in 1997. Jenny is a Certified Financial Planner (CFP), an Accredited Aged Care Professional <sup>TM</sup> and holds a Diploma of Financial Planning and a Graduate Diploma of Financial Planning.

Jenny is authorised to provide financial services in all the areas Integrity One is licenced in.

**Nicholas Berry** Authorised Rep. No: 443689

Nic commenced working in the Financial Services Industry in 2011. He has completed his Bachelor of Commerce, majoring in Financial Planning, Finance & Sports Management. Nic is an integral member of IFP's investment committee and is often involved in the development of complex strategies for clients.

Nic is authorised to provide financial services in all the areas Integrity One is licenced in.

**Benjamin Young** Authorised Rep No: 1247656

Ben commenced working in the Financial Services Industry in 2013. He has completed a Bachelor of Business at La Trobe University with majors in Financial Planning and Marketing. Ben has also completed further studies and also holds a Master's in Financial Analysis.

Ben is authorised to provide financial services in all the areas Integrity One is licenced in.

**Matthew Borg** Authorised Rep No: 1271861

Matthew commenced working in the Financial Services Industry in 2011. Matthew is a Director and Responsible Manager Integrity Financial Planners Pty Ltd, he is also the Practice Manager of Integrity One Planning Services.

Matthew works as a Financial Adviser and is an accredited Age Care Specialist ™ assisting clients and their families with the complex decisions associated with this area. Additionally, Matthew is a member of the Integrity Financial Planners compliance and investment committees.

Matthew holds a Bachelor of Finance, majoring in Finance.

Matthew is authorised to provide financial services advice in all areas Integrity One is licenced in.

No other person is authorised to provide financial services on behalf of Integrity One.

## How you pay for the financial services you obtain from us, and how we disclose IFP's remuneration and benefits

IFP may obtain the following remuneration and benefits for the services we provide to you. Please note that all amounts include GST.

	Service provided	Cost
Initial Consultation	The typical cost of your initial consultation will be a fee of \$330. The initial consultation will include a discussion of your financial circumstances, needs and objectives and a brief discussion about possible solutions. During this discussion, you may consider and agree the nature and scope/scale of the financial services you wish us to provide to you.	\$330
Written Recommendations	<p>If it is agreed that we will prepare a written Strategy Document and/or Statement of Advice, an appropriate fee will apply.</p> <p>This fee can be charged as either an agreed total sum, or it may be charged on an hourly rate of \$165 for administration related work or up to \$495 for advice related work. We will discuss and agree the methodology of our charge with you prior to undertaking the work.</p> <p>Typically, you would expect to pay between \$880 and \$7,500 for the analysis of strategies and preparation of this document/Statement of Advice, depending on its complexity. We would agree the scope of the advice and the fee with you prior to us undertaking the work.</p> <p>If the complexity of your affairs and the scope of work is likely to result in a higher fee than highlighted above, we will discuss this with you and provide a written explanation and obtain your consent in advance of commencing your work. For example, given the complexity of the advice, if the total cost is expected to exceed \$7,500, we may charge using the above hourly rates of up to \$495 per hour.</p> <p>From time to time, we may undertake work for <i>existing</i> clients on an "ad hoc" basis, outside of our usual advice and engagement parameters. If we are engaged on this basis, our hourly fee for written recommendations and administration work is \$330 per hour. We will discuss and agree the scope of the work and provide an estimation prior to undertaking the work for you.</p> <p>These fees will be disclosed in writing and agreed upon prior to work commencing.</p>	<p>From \$880 to \$7,500</p> <p>Or</p> <p>\$165 up to \$495 per hour</p>
Implementation of Recommendations	Should you decide to proceed with the advice/recommendations in the Statement of Advice, we may charge a fee for implementing the advice. This fee will normally be based on our administration related fee of \$165 per hour. In terms of implementation fees, you may choose to pay the fees personally, or have the amount deducted from your financial products, if available.	\$165 per hour



	Service provided	Cost
<b>Ongoing Advice and Review</b>  Fixed Fee Structure	<p>Once your financial strategies have been implemented, you may instruct us to provide you with ongoing services, or periodic reviews of your goals, objectives and portfolio. We may charge a fee for ongoing advice and reviews or both.</p> <p>Depending on the complexity of your affairs and the scope of work agreed upon, our ongoing fees will typically range from \$1,650 through to \$20,000 per annum, per entity. You may choose to pay this fee personally, or it may be deducted on an ongoing basis from your financial products.</p> <p>These fees will be <b>disclosed</b> in writing and agreed upon prior to work commencing.</p>	\$1,650 per annum (based on minimum charge) to \$20,000
Life Insurance Commissions	<p>Initial and ongoing commissions are payable by life insurance companies when we recommend life insurance risk products. The commission that is payable to us by the life insurance company is factored into the annual premium and as such does not represent an additional cost to you. Initial commissions are paid by life insurance companies to IFP in the first year and ongoing commissions are paid from year two onwards. These will not exceed 66% of the first year's cost of insurance.</p>	Please refer to the Life Insurance Framework Reforms below.
Additional Services	<p>From time to time we may be able to assist you with other services. These services may include administrative work or additional work done by advisers. The hourly rate of \$165 for administration related work or up to \$495 for advice related work.</p>	\$165 or up to \$495 per hour

### **Conflicted remuneration and non-conflicted remuneration**

From 1 July 2013 the new "Future of Financial Advice" legislation (FOFA) came into effect, which prohibits IFP and its representatives from accepting "conflicted remuneration", subject to certain exceptions. "Conflicted remuneration" is any benefit, monetary or non-monetary that could reasonably be expected to influence the choice of financial product recommended or the financial product advice. This includes commissions, bonuses and rebates, and most volume-based benefits, but there are some exceptions, such as certain levels of remuneration related to life insurance risk products.

### **Life Insurance Framework Reforms**

Under the Life Insurance Framework Reforms (effective as at 1<sup>st</sup> January 2018), grandfathering arrangements may apply in certain circumstances. This means for all policies that were in place prior to 1<sup>st</sup> January 2018, the rate of ongoing commission that was applicable at the time that the policy was issued, will continue to apply for the life of the policy. The grandfathering arrangement may also apply to policies issued after 1<sup>st</sup> January 2018, where you (as the client) exercised an option to establish new or additional cover under your pre-LIF policy or to fix an administrative error on your pre-LIF policy.

The relevant commissions applicable to your insurance policies will be disclosed to you in your advice document and can range as follows:

<b>Policy Issue Date</b>	<b>Initial Commission (based on annual policy cost less policy fees and stamp duty) Worked example based on \$1,000 initial premium</b>	<b>Ongoing Commission (based on annual policy cost less policy fees and stamp duty) Worked example based on \$1,000 annual premium</b>
From 1 January 2020	0 – 66% or up to \$660	0 – 22% or up to \$220 per annum

### **Who has an interest in these services?**

---

Product providers or managers may deduct management and administration fees from the products recommended by IFP. Such fees must be disclosed by the product providers in their Product Disclosure Statement.

Fees paid by you for our services and commissions and brokerage paid by product providers or intermediaries, shall be paid to IFP. These amounts shall be paid by IFP to Integrity One.

Integrity One pays a fee to IFP for the provision of services in its capacity as an Australian Financial Services Licensee.

Integrity One is a privately owned company. Darryn Borg holds directorship of a number of companies including IFP, Integrity One Planning Services Pty Ltd, Integrity One Accounting & Business Advisory Services Pty Ltd, MGM Investments Pty Ltd, Silk Funds Management Pty Ltd, Apollo Directions Pty Ltd, Prime Care Pty Ltd and K Macaulay Medical Services Pty Ltd. Darryn Borg and or associated persons or entities may participate in the profits generated through these companies.

All other advisers listed in this FSG are employees of Integrity One and receive a salary and may be entitled to a bonus from time to time based on the profits of Integrity One and meeting specific criteria including client expectations and compliance requirements. Neither you nor IFP pays your adviser directly.

IFP also maintain a register of any potential Conflicts of Interest that we may have. A copy of the IFP Conflicts of Interest register can be made available to you, upon your request.

### **Other benefits we may receive**

---

IFP is one of 18 shareholders and Principal Members of the Alpha Group Pty Ltd (Alpha Group). The Alpha Group receives sponsorship from various product providers and uses this sponsorship to provide Education and Training relevant to the carrying on of a Financial Services business, to Principal Members and their representatives and employees. IFP discloses sponsors and amounts received from sponsors in an Alternative Remuneration Register. IFP's representatives also maintain Alternative Remuneration Registers and record any benefit they or their employees obtain by way of Education and Training provided by Alpha Group. You may request a copy of the Alternative Remuneration Register of IFP or your adviser by placing such request in writing to your adviser.

IFP and its representatives may receive other benefits from product suppliers. These may include attendance at functions, conferences and training sessions provided by product suppliers. If applicable, such benefits shall be disclosed in the Statement of Advice and recorded in IFP's register of Alternative Benefits outlining any such benefits that may be received.

## Resolving a complaint or concern

---

If you have a concern about services provided by Integrity Financial Planners or any of our representatives we will try and resolve your issues quickly and fairly. To allow us to do so you will need to take the following steps.

1. Contact IFP's Compliance Manager and provide them details of your concerns and complaint. IFP is required to reply to any complaints, concerns, allegations or queries that you have within 45 days of the receipt of your correspondence.

The Compliance Manager  
Integrity Financial Planners  
PO Box 1140, CROYDON, VIC 3136  
Phone: (03) 9723 0522  
compliance@iplan.com.au

2. If the outcome of your correspondence with the Compliance Manager is not to your satisfaction, you may lodge a complaint in writing with the Australian Financial Complaints Authority (AFCA).

AFCA is a new external dispute resolution (EDR) scheme (operational from 1<sup>st</sup> November 2018) to deal with complaints from consumers in the financial system. It is operated by a not-for-profit company limited by guarantee authorised by the responsible minister. AFCA will undertake an independent review of your concerns.

Australian Financial Complaints Authority  
GPO Box 3, Melbourne Vic 3001  
Phone: 1800 931 678

Further information regarding the Australian Financial Complaints Authority is available from [www.afca.org.au](http://www.afca.org.au)

## Professional Indemnity Insurance

---

IFP currently holds professional indemnity insurance for activities conducted in accordance with our AFS Licence. The insurance policy terms are generally consistent with section 912B of the *Corporations Act 2001*. Subject to the terms and conditions of the policy, the professional indemnity insurance extends to cover claims made in relation to the conduct of representatives and employees of the Licensee including those who may no longer work for the Licensee (but who did at the time of the relevant conduct).

## Your Privacy

---

IFP respects your privacy. A copy of our Privacy Statement is available from our website [www.iplan.com.au](http://www.iplan.com.au) or alternatively you can obtain a copy by calling us or asking for a copy from a staff member in our office.