



Financial Services Guide

WealthStream Financial Group Pty Ltd
ABN 35 152 803 113
AFSL 412079

201/L 2 160 Rowe Street
EASTWOOD NSW 2122
Ph – 02 9858 5658
Fax – 02 9874 8323

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Authorised for distribution by:

WealthStream Financial Group Pty Ltd (WealthStream)

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It is important that you understand this FSG as it is a legal document. If any part of this document is not clear please speak to your financial adviser.

Why am I receiving this document?

This Financial Services Guide (FSG) for your WealthStream financial adviser outlines the financial planning services provided by your financial adviser through WealthStream.

It is an important document which will help you decide if you want to use the services being offered. It contains information about:

- WealthStream and your financial adviser
- the services offered
- how financial advice is documented
- how your financial adviser, WealthStream and other relevant persons are remunerated in relation to the services.
- how we deal with your complaints if you are not satisfied with the services provided.

This document is the first part of the FSG. You must read this document in conjunction with the Adviser Profile, which gives you more details about your financial adviser. Together these documents form the complete FSG for your WealthStream financial adviser.

Other documents you may receive

When your financial adviser provides you with financial planning services you may also receive:

- a Statement of Advice (SoA) which contains information about the advice provided to you to help you decide whether to act on the advice
- a Product Disclosure Statement (PDS) which provides information about a product to help you decide whether to purchase that product.

Who is WealthStream?

WealthStream was established in 2011 by 2 principle advisers after running a successful and independent financial planning business for 4 years. WealthStream was established to allow likeminded advisers to provide independent financial planning advice to clients without influence from banks or investment product providers.

WealthStream holds an Australian Financial Services Licence issued by the Australian Securities and Investments Commission (ASIC). Each of WealthStream's advisers are also a principal member of the Financial Planning Association (FPA).

Your financial adviser acts on behalf of WealthStream when providing those financial services they are authorised to provide under WealthStream's licence, as set out in the Adviser Profile. Your financial adviser will provide these Financial Services to you as an authorised representative of WealthStream and WealthStream is responsible for these Financial Services.

Why choose a WealthStream adviser?

Range of financial planning services

Your financial adviser is able to provide you with access to a broad range of services (Financial Services) which may include:

- investment planning advice
- superannuation and rollover advice
- retirement planning advice
- personal insurance advice (for example, life insurance)
- portfolio review services
- margin lending advice

Your financial adviser may also provide certain other services to you such as mortgage broking and finance broking services. These services (other than services related to margin loans) are not provided under WealthStream's licence and WealthStream is not responsible for these services, however they are provided with WealthStream's support and supervision and must be provided according to WealthStream's policies and procedures.

The Adviser Profile provided with this FSG includes more information about the financial planning services provided by your financial adviser.

While your financial adviser has flexibility in the service they provide to you, WealthStream remains responsible for the quality of Financial Services provided by your financial adviser under WealthStream's licence.

WealthStream provides your financial adviser with significant support and supervision with the aim of ensuring you receive quality financial planning advice.

Your financial adviser has completed external assessments and they must complete an annual training program to maintain their knowledge. They are also subject to regular reviews from experienced Compliance professionals who assess the quality of their advice.

WealthStream has an extensive Approved Product List which means your financial adviser can select the right product for you. All products on the Approved Product List are supported by research from internal and external research experts.

WealthStream ensures your financial adviser:

- is only authorised to provide services to you where he/she has the appropriate qualifications
- stays up to date with relevant industry and legal changes to maintain their qualifications
- is provided with excellent technical support and tools to provide financial planning advice
- is provided with high quality financial product research
- is monitored and supervised to ensure they comply with the requirements of the law and WealthStream Financial Group's standards.

Protecting you and your assets

WealthStream and your financial adviser promote long-term investment strategies which do not take unnecessary risks with your investments. For this reason, your financial adviser is not permitted to switch your investments frequently or make speculative investments in products such as tax-driven schemes or unregulated products. Your financial adviser is also restricted to WealthStream's Approved Product List unless they receive special approval from WealthStream to use other products.

To further protect your interests, WealthStream does not allow your financial adviser to:

- act as a trustee for you or operate a trust account on your behalf
- act on behalf of any other Australian Financial Services Licence holder
- ask you to sign documents which have not been fully addressed or completed.

Furthermore, except in limited circumstance permitted by WealthStream and where agreed by you, WealthStream does not allow your financial adviser to:

- hold a Power of Attorney (other than the Asgard and BT Wrap Authority to Operate)
- hold funds or have access to withdraw funds on your behalf.

What you will receive when provided with a financial service

When your financial adviser provides you with personal advice as part of a Financial Service, your financial adviser will:

- work with you to understand your needs, objectives and personal circumstances
- explain to you the scope of advice being provided and importantly what is not being provided
- provide you with an SoA which is a record of their recommendations to you and explains the basis for the advice, the cost to you of implementing the

advice and any commissions or associations which could have influenced the advice

- provide you with a PDS containing information about each product recommended to help you to make an informed decision about whether to purchase that product.

When will you receive an SoA?

Your financial adviser may meet with you several times to discuss possible investment options before finalising their recommendations. Once they have finalised their advice they will explain their recommendations to you and document it for you in a SoA. You should only implement advice after taking the time to read and understand the SoA.

You may not receive a SoA in the following circumstances:

- General advice – such as advice provided in seminars and through newsletters, which does not consider your personal circumstances.
- Further advice – if you previously received advice recorded in an SoA, any further advice which is not significantly different to the initial advice will be recorded in a Record of Further Advice a copy of which you can request by contacting your financial adviser; you can request a copy of the Record of Further Advice for a period of seven years from when the further advice was first provided to you.
- Advice provided as part of mortgage broking or finance broking services (other than margin loans).

How is WealthStream Remunerated

Remuneration and benefits relating to mortgage broking and finance broking services

Details of the remuneration and benefits your financial adviser receives for mortgage broking (other than remuneration and benefits relating to margin loans) and finance broking services (other than remuneration and benefits relating to margin loans) will be disclosed to you in a separate document before those services are provided.

Fees, commissions and incentives

You will find more detailed information about your particular financial adviser's fees, commissions and incentives in the attached Adviser Profile, and specific details in each SoA you receive.

You can ask your financial adviser for details about fees, commissions and incentives at any time.

What fees are charged for initial advice?

Your financial adviser may charge a plan preparation fee for the initial advice they provide and for preparing an SoA. The amount charged may be based on the scope and complexity of advice provided to you and/or the value of the funds you invest (or the insurance premium you pay or the size of the margin loan draw-down). Your financial adviser will agree the plan preparation fee with you before starting work on your financial plan. This fee is usually payable in full when you receive your SoA.

Your financial adviser may also charge a plan implementation fee where you decide to implement the advice. The plan implementation fee may be based on the value of the funds you invest (or the insurance premium you pay or the size of the margin loan draw-down) and/or the complexity and time taken to implement the recommendations. This fee will be recorded in the SoA.

What fees are charged for subsequent services?

Your financial adviser can provide ongoing administration and advice services to ensure the strategy and products they recommend continue to meet your needs and circumstances.

If you choose to receive ongoing services, you may be charged a fee based on the scope of the services you receive and/or the value of your account balance (and/or the insurance premiums you pay and/or the size of the margin loan draw-down). Your financial adviser will agree the amount of the fee with you and record it in your SoA. This fee may be deducted from your account each month or payable directly to your financial adviser. Your financial adviser may continue to charge the agreed ongoing services fee until you notify them that you no longer require ongoing services.

A further fee may be charged for each additional contribution you make to your account. The amount of this fee may be based on the value of the funds you invest, insurance premium paid or the size of the margin loan you draw-down and will be agreed with you and disclosed in your SoA.

Does my financial adviser receive commissions from product providers?

In addition to the fees above, your financial adviser may also receive commissions from product providers.

An upfront commission is a one-off payment paid by the product provider to your financial adviser based on a percentage of the amount of funds you invest (or the insurance premium you pay or the size of the margin loan you draw-down). This is paid at the time you purchase the investment or insurance or take out the margin loan.

Ongoing commissions are monthly payments paid by the product provider to your financial adviser based on a percentage of the amount of funds you invest (or the insurance premium you pay or the size of the margin loan you draw-down). These are paid to your financial adviser each month for as long as you hold the product and until you appoint another financial adviser.

Where upfront and ongoing commissions are payable, your financial adviser will disclose the specific amount in an SoA when you receive personal advice.

Does WealthStream charge any fees?

WealthStream will not charge you any additional fees. However it will receive up to 100% of all fees and commissions received by your adviser.

What other benefits do WealthStream and my financial adviser receive from product providers?

Some product providers pay a licensee commission to WealthStream based on the total funds invested in their products, insurance premiums paid for their insurance products, or amount of margin loans made, through WealthStream. For example, some life insurance providers pay a commission to WealthStream

based on insurance premiums written in their insurance products, through WealthStream. The commission received by WealthStream depends on a range of factors such as the type of product or the amount of total business written in the product by other financial advice businesses who WealthStream provides licensee support services to. WealthStream may pass on a percentage of the licensee commission it receives to your adviser.

This rate will vary depending on the total value of the licensee commissions that your financial adviser generates for WealthStream. The amount will be disclosed in a SoA when you receive personal advice.

WealthStream and your financial adviser may also receive additional benefits such as help with marketing expenses, complimentary or subsidised attendance at conferences, and other rewards such as gift vouchers, tickets to sporting events and invitations to social events. Benefits greater than \$300 in value are recorded in a Register which meets the requirements of the Financial Planning Association Code of Practice on alternative forms of remuneration. The WealthStream Register is publicly available and WealthStream can provide a copy to you at your request.

Further details on remuneration and benefits relation to Financial Services

When your financial adviser provides personal advice on specific financial products they will disclose certain details of remuneration (including commission) or other benefits that they receive, or that WealthStream or another associated person receives as a result of that advice (Remuneration or Benefits).

If the Remuneration or Benefits can be calculated at the time you receive personal advice, these amounts will be disclosed at that time, or as soon as practicable after that time. If the Remuneration or Benefits cannot be calculated at the time you receive personal advice, your financial adviser will disclose how these amounts will be calculated instead.

These details will only be disclosed when personal advice is given if the Remuneration or Benefits are reasonable capable of influencing your financial adviser in providing the advice.

Other information

The law requires WealthStream to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by WealthStream or its representatives. WealthStream has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

WealthStream and your financial adviser endeavour to provide the best financial service to you. If you have any complaints, we are committed to resolving them as quickly as possible.

If you have a complaint about the service provided to you:

1. Contact your financial adviser about your complaint.
2. If your complaint is not resolved to your satisfaction within five days, contact:

Head of Compliance at WealthStream on 02 9858 5658
Or

Put your complaint in writing and send it to:
Head of Compliance
WealthStream Financial Group Pty Ltd
201/L2 160 Rowe Street Eastwood NSW 2122

WealthStream will aim to resolve your complaint quickly and fairly.

3. If the complaint is not resolved to your satisfaction and it meets Financial Ombudsman Service (FOS) jurisdiction rules, you can take your complaint to FOS. You can contact FOS on 1300 780 808. This service is provided to you free of charge.

If your concerns involve unethical conduct, you can raise your concerns by writing to the Financial Planning Association of Australia, PO Box 109, Collins Street West, Melbourne VIC 8007.

Privacy statement

Your Financial Adviser maintains a record of your personal information and any recommendations made to you. If you do not want to disclose your personal details, you have the right not to do so.

If you wish to examine your file, you should ask your Financial Adviser. No fee will be charged for an access request but WealthStream may charge you the reasonable costs of giving you any information you have requested.

Your Financial Adviser may provide you with marketing material prepared by WealthStream or a range of other financial services providers. If you do not want to receive this material, please contact your Financial Adviser.

Who else will have access to my personal information?

Your financial adviser and WealthStream may use your personal information and disclose personal information about you to:

- to industry bodies, WealthStream employees, Westpac Group employees, agents, contractors or external service providers (who may be located overseas) that provide financial, administrative or other services in connection with the financial planning services provided to you or your investments or financial arrangements. External service providers may include data processors, consultants, business partners, product providers and mail houses
- to external service providers to provide marketing material to you about products and services they offer. If you do not want your personal information to be used in this way, you may opt out by notifying your financial adviser.
- To external service provider to assess your total relationship and product holding
- Where the law requires us to do so
- If you consent

Where can I access more information about the Privacy Act with respect to my investments?

WealthStream's privacy policy explains WealthStream's policies on the management of personal information. You can access the policy from the WealthStream website at www.wealthstream.com.au.