

Financial Services Guide

Version 1.0 – April 2011



Genesys Wealth Advisers Limited
ABN 20 060 778 216
Australian Financial Services Licence No. 232686

Wealth advisers you can rely on

At Genesys Wealth Advisers Limited (Genesys) we want to ensure you make the most of your finances throughout your lifetime, so you can really enjoy your life. Building your wealth requires time, patience and expertise you can rely on. And reliability is the cornerstone of everything we do. Whatever your circumstances, Genesys Wealth Advisers can help you set and achieve your wealth and lifestyle goals.

This Financial Services Guide will help you decide if you want to use our services

Before we provide you with financial advice, you should read this Financial Services Guide (FSG) because it contains important information designed to help you decide on whether to use our services. It contains information about:

- The specific services Global Pension Transfers Pty Ltd provide / offer;
- Our service offering and fees;
- Who to contact should you have a complaint.

Global Pension Transfers Pty Ltd

Our business, Global Pension Transfers Pty Ltd, has been established for more than 15 years, providing assistance and facilitating the transfer of U.K Pension Funds into an Australian Super Fund.

Global Pension Transfers Pty Ltd is a Member Firm and Corporate Authorised Representative of Genesys. Our Corporate Authorised Representative number issued by the Australian Securities and Investments Commission (ASIC) is 288900.

Global Pension Transfers Pty Ltd specialises exclusively in facilitating the transfer of U.K pensions to an appropriate superannuation fund once the decision has been made to transfer the pension to Australia.

This FSG contains some important information about the services we offer and how we charge for these services. You can also find information about our Member Firm at www.globalpensiontransfers.com

Advice Global Pension Transfers Pty Ltd can provide

Our firm includes 1 specialist adviser, who provides advisory services to facilitate the transfer of U.K Pensions to an appropriate superannuation fund once the decision has been made to transfer the U.K Pension to Australia.

Strategies

- Superannuation planning

Products

- Platform and master trust products
- Superannuation products

Genesys maintains an investment approved list, containing financial products that have been researched by our in-house investment research team. A copy of the investment approved list can be supplied to you upon request.



The Global Pension Transfers Pty Ltd team

Clive Herralld

Clive Herralld has been providing financial advice to clients since 1986. Clive's Authorised Representative Number issued by ASIC is 241891 and he is a principal of the Member Firm.

Clive now specialises in giving advice in the above areas. He is a Certified Financial Planner and is active within the Financial Planning Association of Australia.

Clive is paid a salary and may be entitled to a percentage of total remuneration paid to the Member Firm.

Documents you may receive

Our advice will be provided to you in a financial plan, known as a Statement of Advice (SoA). The financial plan will be limited in content and will deal specifically with the transfer of your UK pension funds to an Australian Superannuation Fund that is UK QROPS approved, including the recommendation of an Australian superannuation fund. It will also include, where applicable, any possible taxation considerations that arise through the transfer of the UK pension funds. It will not provide or include specific taxation planning advice.

The plan will not address any other financial matters or provide other strategic planning advice.

Copies of records of any advice are available on request, if required for your own records.

You will also receive a Product Disclosure Statement (PDS) if we have recommended you invest or purchase a financial product. The PDS contains key features of the recommended products, significant benefits, risks and the fees you pay the product provider to professionally manage your investment or insurance.

You should read any warnings contained in your financial plan or the PDS carefully before making any decision relating to a financial strategy or product.

You can contact Global Pension Transfers Pty Ltd directly with any instructions relating to your financial products.

Global Pension Transfers Pty Ltd remuneration arrangements

We believe the advice services we offer are valuable and the remuneration we receive is a fair reward for our expertise and skills. The following information explains how we distribute the remuneration we receive as a result of the advice services provided to you.

1. All fees charged by Global Pension Transfers Pty Ltd and any brokerage, commissions or additional payments paid by product providers (total remuneration) are receivable by Genesys as the Licensee. Genesys retains a percentage of the total remuneration and pays the balance to Global Pension Transfers Pty Ltd. The Genesys percentage is tiered based on the total remuneration earned in conjunction with advice given by the Member Firm. The percentage retained by Genesys is up to 15%.
2. The principal of Global Pension Transfers Pty Ltd is Clive Herralld. He (or his company) receives a dividend from the Member Firm.
3. From time to time, where a referral is made to Global Pension Transfers by another company, Global Pension Transfers may pay that company a referral fee of up to 15% of the fees received in respect of the pension transfer. There are no formal contractual arrangements currently in place in respect of referral fees.



Fees for our advice services

The fees charged for the advice services of Global Pension Transfers Pty Ltd may be based on a combination of:

- A set dollar amount that is agreed between you and your wealth adviser; or
- An agreed hourly rate for work and advice performed at your request; or
- A percentage based fee based on the transfer value of your UK pension funds that is agreed between you and your wealth adviser.

The advice fees of Global Pension Transfers Pty Ltd may include charges for the following advice services:

- **Initial advice** – There is no charge for this part of our service
- Before providing you with initial advice you will sign and complete a letter of Authority/Engagement. This authority will generally be downloaded from the Global Pension Transfers website and posted in to us.
- The letter of Authority/engagement is an agreement which authorises Global Pension Transfers to liaise with your UK pension Providers, to receive the required information in relation to your UK pension funds along with any associated benefits. It will also disclose to you what our service will cover and the range of possible costs of those services.
- When the requested information is received from your UK pension fund providers we will prepare a statement of Advice that will summarise the information received, identify any possible taxation issues, and recommend an Australian superannuation fund to receive the UK funds. We will also prepare the various documents and paperwork required to be sent back to the UK schemes to complete each transfer.

There is no cost for our services to this point of the process.

- **Advice implementation** – The advice implementation fee covers the administrative time spent implementing the recommended transfers from the UK to an Australian superannuation fund and is based on a set dollar amount.

The advice implementation fee will be disclosed in the Statement of Advice.

NOTE: Where you request specific advice in respect of the merits or otherwise of transferring your UK pension funds we will facilitate the preparation of a report/analysis/recommendation through our associated financial planning offices in the United Kingdom. Details and a terms of Business document will be provided by them at the time the initial enquiry is made. They will also provide a quotation for their costs of preparing their detailed analysis and report and they will not begin to do any work on the matter unless their quotation has been accepted by you.

If the report and recommendation made by our UK associated financial planning firm is to transfer the pension funds then at that point Global Pension Transfers will assume responsibility for the process, will complete the financial plan (SOA) and administer the process to completion.

Global QROPS Ltd has approved and authorised this financial promotion within the United Kingdom. Any advice provided in the United Kingdom on behalf of Global Pension Transfers Pty Ltd is by Global QROPS Ltd which is authorised and regulated by the Financial Services Authority number 499460. Advice in Australia is provided by Global Pension Transfers Pty Ltd a Member Firm and Corporate Authorised Representative of Genesys Wealth Advisers.



- **Ongoing advice** – Global Pension Transfers Pty Ltd do not provide any ongoing review services. Once the pension transfer process is completed, we, with your approval, will transfer the file to one of our affiliated Financial Planning offices or your current Financial Planner who will offer a comprehensive review process as well as provide comprehensive Financial Planning advice which will incorporate your full financial circumstances. That office will provide comprehensive recommendations and will also provide you with a Financial Services Guide explaining their range of services, fees etc that they charge and another relevant matters applicable.
- **Additional advice** – For all other advice, an additional advice fee may be charged based on a set dollar amount. Any additional advice fee will be disclosed in your SoA.

Your advice fees will be calculated at the time Global Pension Transfers Pty Ltd provides you with personal advice. Your SoA will outline the advice fees and any commission inclusive of GST.

Payment methods

We offer you the following payment options for payment of our advice fees:

- cheque
- Deduction from your investment

Additional payments to Genesys Wealth Advisers

In addition to any commissions, Genesys may also receive additional payments from product providers. These additional payments are paid out of the profits of the product provider and are not an additional charge to you.

Additional payments help Genesys invest in facilities that support its Member Firms and help wealth advisers sustain a high quality of advice to you. Without these additional payments, the fees charged to you could be significantly higher.

In some circumstances, Genesys may share these additional payments with its Member Firms. The amount received by Member Firms (if any) will vary as set out below and will be disclosed to you in your SoA.

Genesys generally receives three types of additional payments; each of these payments is treated slightly differently:

1. Additional payments from fund managers in relation to investment products (other than multi-manager funds and cash management products) and margin lending provider.

Genesys may receive additional cash payments based on total funds under management or loan amounts. The level of these payments will vary across fund managers/providers. Please note that the Member Firm does not receive any of these payments.

2. Additional payments from insurance risk partners arising from risk insurance products.

Genesys has partnered with a select number of Australia's major insurers to meet the individual needs of our clients. The additional payments will be paid according to a variety of calculation methods. In general, these payments will be based on the new business and the retention of existing business with that insurer.

3. Additional payments from investment administration platforms, multi-manager funds and cash management products.

Typically, where Genesys has a close relationship with a platform provider (for example, AXA or SOLAR Wrap, as outlined in 'Understanding Genesys' relationships with others'), or a multi-manager fund, the additional payment by that provider will be higher relative to external platforms and funds. It is important you are aware of this in light of any recommendations we may make concerning these products and services.



Global Pension Transfers Pty Ltd share of additional incentives

Where Genesys receives additional incentives on risk insurance, platform, multi-manager funds or cash management products revenue, the Member Firm may receive a percentage of that payment, as outlined below:

Additional incentives

1. 30% of the additional payment paid to Genesys may be directed to the Member Firm. This additional payment is calculated and payable regularly.
2. If the total additional payment for risk insurance, cash management products, multi-manager funds and platforms attributed to your wealth adviser exceeds \$200,000 in a financial year, your wealth adviser will be paid an additional 6% to 20% of that additional payment.
3. If the wealth adviser remains with Genesys at 1 July 2011, the adviser will also receive up to 1.00 times the amounts detailed above in 1 and 2. ("2011 extended incentive").

Non-financial benefits

Genesys may also receive non-financial benefits such as attendance at training events or entertainment from some product providers at no extra cost to you. Both Genesys and your wealth adviser maintain a register in line with industry standards to document any material incentives or indirect benefits received. Genesys monitors the registers of advisers and a copy of this register can be made available to you within seven days of your request.

Genesys and your wealth adviser believe a client's interests should be placed first and that products should only be recommended because they are in your best interest.

Genesys invites a large range of product providers to exhibit at its conference, and charges them a commercial rate for exhibiting and for sending delegates.

This improves the understanding of all Genesys wealth advisers about the range of client solutions available and helps Genesys subsidise the cost of professional development. Genesys advisers pay some or all of the cost of travelling to and/or attending the Genesys annual conference.

Genesys Wealth Advisers

Genesys is ultimately majority owned by AMP Limited ABN 49 079 354 519 (AMP). Genesys Wealth Advisers is a member of the AMP Group. The group includes companies formerly part of the Australian and New Zealand operations of AXA Asia Pacific Holdings Limited including Genesys.

Genesys holds an Australian Financial Services Licence (Licence number 232686) and authorises your wealth adviser to give advice under this licence.

Essentially, Genesys works with its wealth advisers to ensure they are equipped to give high quality, up-to-date wealth advice.

You can contact Genesys via:

- Phone: 1800 066 577
- Email: mail@genesyswealth.com.au
- Postal address: GPO Box 3936, Sydney NSW 2001
- Web: www.genesyswealth.com.au

Genesys is a Principal Member of the Financial Planning Association of Australia, and operates in accordance with their Code of Ethics and Rules of Professional Conduct.



The distribution of this Financial Services Guide by your wealth adviser, as an authorised representative, has been authorised by Genesys.

Understanding Genesys' relationship with others

It is important that you understand the relationships that Genesys has with other providers of financial services and products as they could be seen to influence the advice provided by your wealth adviser.

AMP Group

Genesys is a member of the AMP Group. The following entities are also part of the AMP Group and as such are affiliated with Genesys:

- AMP Banking Limited
- AMP Capital Investors Limited
- AMP Superannuation Limited
- AMP Life Limited
- AMP Group Financial Services Limited
- The National Mutual Life Association of Australasia Ltd (AXA and ACL)
- National Mutual Funds Management Limited
- NMMT Ltd (Summit, Generations and AXcess)
- N.M. Superannuation Proprietary Limited (Summit, Generations and North)
- Alliance Capital Management Australia Limited
- ipac asset management limited
- AllianceBernstein Australia Limited
- AXA Rosenberg Investment Management Asia Pacific Limited
- Synergy Capital Management Ltd

Pension Transfers Direct Genesys owns 25% of Pension Transfers Direct Pty Ltd.



SOLAR Wrap Service Administration Platforms

Genesys is the distributor of the SOLAR Wrap Service range of administration platforms. BT Portfolio Services Limited (BTPS) is the operator of, and provides the transaction and administration systems together with the technology support for these platforms.

Genesys performs a number of administrative functions in association with BTPS and receives payment for its role in these services. Genesys does not own shares in BTPS.

Your privacy

Global Pension Transfers Pty Ltd maintains a record of your personal information. You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

A copy of any recommendations made to you will be retained by Global Pension Transfers Pty Ltd for seven years. Please contact your wealth adviser to review your file.

Genesys and your wealth adviser implement a privacy policy, which ensures the privacy and security of your personal information. Please view the Genesys Privacy Policy Statement available at www.genesyswealth.com.au or you can request a copy of the policy from your wealth adviser.



Another financial adviser may be appointed if your wealth adviser leaves Genesys or is unable to attend to your needs due to an extended absence from the business. In these circumstances, Genesys will write to you advising you of the change. Your personal information will be passed on to the new adviser.

If you choose to appoint a new wealth adviser, your new adviser will be provided access to your policy information. They will be responsible for providing you with ongoing advice relating to those policies and all future advice fees deducted from the policy(ies) will be paid to your new adviser.

Professional indemnity insurance

Professional indemnity insurance is maintained by Genesys and your wealth advisers to cover advice, actions and recommendations which have been authorised by Genesys and provided by your wealth adviser. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

Confidence in the quality of our advice

If, at any time, you are not satisfied with the advice you receive, or any other aspect of the service provided by your wealth adviser, you should take the following steps:

- Contact your wealth adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three days, please contact Genesys Complaints on 1800 166 577 or put your complaint in writing and send it to:

Genesys Wealth Advisers
Attention: Complaints Case Manager
Advice and Licensing
Level 9, 750 Collins Street
Docklands Vic 3008

Genesys will try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following below.

Type of complaint

Financial advice, investments, superannuation or insurance matters

Personal information held

External complaints service

Financial Ombudsman Service (FOS)
GPO Box 3, Melbourne Victoria 3001
Phone: 1300 780 808 Fax: (03) 9613 6399
Email: info@fos.org.au

The Privacy Commissioner
GPO Box 5218, Sydney NSW 2001
Phone: 1300 363 992 Fax: (02) 9284 9666
Email: privacy@privacy.gov.au

ASIC may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.

