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FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is intended to inform you of certain basic matters, prior to us providing you with a financial service. The matters covered by the FSG include who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures and how you can access them. It is intended that this FSG should assist you in determining whether to use any of the services described below. This FSG is issued with the authority of Como Financial Services Pty Ltd.

You should also be aware that you are entitled to receive a Statement of Advice (SoA) whenever we provide you with any advice that takes into account your objectives, financial situation and needs. The SoA will contain the advice, the basis on which it is given, and information about fees, commissions, and associations that may have influenced the provision of the advice.

After providing you with our Statement of Advice, any ongoing personal advice that we may provide will be documented in a further 'Statement of Advice', a 'Statement of Additional Advice' or a 'Record of Advice' depending on the nature of the advice. Copies of the Statement(s) of Advice, Statement(s) of Additional Advice, Records of Small Investment Advice, and/or Record(s) of Advice will be retained on your client file and if you have not already been provided with one you may ask for a copy of these documents at any time.

In any event where we make a recommendation for you to acquire a particular financial product (other than securities), or offer to issue or arrange the issue of 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.

Information about Como Financial Services

Como Financial Services Pty Ltd (Como) is the holder of an Australian Financial Services (AFS) licence (No. 289890) and specialises in the provision of high quality financial planning, superannuation and wealth creation advice to corporate and individual clients. Como's principal and director is Tim Elstoft.

Adviser qualifications

All advisers are employees of Como and are therefore representatives of Como. All advisers hold at a minimum a Bachelor Degree in Commerce / Business and Graduate Diplomas of Financial Planning.

Como also employs an ongoing training and mentoring program to ensure all advisers are kept up-to-date across all aspects of the financial planning process.

Financial Planning Services

The AFS License held by Como authorises us to carry on a financial services business to provide financial product advice and deal in the following classes of financial products:

- I. Deposit and payment products
- II. Debentures, stocks, or bonds issued or proposed to be issued by a Government
- III. Life products, including
 - Investment life insurance products as well as any products issued by a registered life insurance company that are backed by one or more of its statutory funds.
- IV. Interests in managed investment schemes including investor directed portfolio services;
- V. Retirement savings accounts (RSA) products (within the meaning of the Retirement Savings Account Act 1997);
- VI. Securities; and
- VII. Superannuation to retail and wholesale clients.

We look at your overall financial position to determine precisely where you stand today, what you are trying to achieve in the long-term, and look at the optimum way of taking you from one point to the other. In doing this, we look closely at the way your affairs are structured and how taxation impacts on your circumstances. Where investment advice is required, we are able to offer a broad range of securities and insurance based products and can also make recommendations on your direct share portfolio position.

Comprehensive advice is also given on superannuation planning. Investment clients have access to a quarterly report on their portfolio and our newsletter. Como is also authorised as a Life insurance broker under its AFS licence and as such, we also provide advice on risk-based insurance products, such as Life insurance, trauma and disability income protection insurance.

Suitability of Advice & Basis for Recommendations

Your Adviser will need to investigate your objectives and financial situation, recommending strategies after considering their suitability for your individual circumstances.

You do not have to disclose the information we request if you would prefer not to, however this will place limitations on our ability to properly evaluate your position and make appropriate recommendations. Your adviser will warn you about the possible consequences of not having a full understanding of your situation.

Your adviser will provide you with recommendations; but it is up to you to decide whether they appropriately fit your circumstances and objectives.

Clients should be aware that when general financial product advice is provided, it will not necessarily be appropriate for every client. This is why we recommend you seek a personalised review of your objectives, particular needs and circumstances before making an investment decision.

Risks and Risk Profiling

Your Adviser will form a view about your risk profile based on discussions and information gathered at your initial interview. Your financial plan and the strategies recommended will be developed with your risk profile in mind. Your Adviser will communicate their understanding of your attitude to investment risk. This is critical to the strategies developed.

Therefore, you should ensure this interpretation is appropriate. You should also understand that your Adviser will be considering the level of risk required in order that you may achieve your stated objectives.

Your Adviser will explain to you any significant risks of the investments and strategies we recommend to you. If they do not do so, you should ask for an explanation of those risks.

Instructions on Investments

You may instruct us in regards to your investments, either by letter, fax or email. In all cases we must receive a written confirmation of these instructions.

Our remuneration, fees and charges

Your adviser will discuss with you the most appropriate method of payment during your first interview. We generally offer a comprehensive first interview at no charge. At the conclusion of this, we are normally able to quote the likely cost of providing written advice and the implementation of that advice. The amount payable is usually by way of a fee. Time-based fees for providing specific services by your adviser will be at the rate of \$220 per hour (inclusive of GST).

Our clients' investments are usually administered through a Wrap account, and we generally charge an annual fee to manage these portfolios; typically between 0.55% and 0.88% p.a. (inclusive of GST). For example, if you invested \$100,000 into a Wrap account, Como would charge an Adviser Fee of between \$550 and \$880 p.a.

Como does not accept commissions from fund managers in respect to new clients.

Commissions paid on life insurance risk products are calculated as a percentage of the annual premium that is paid. For instance, if the premium that is paid by you is \$1,000, then we may receive an upfront commission of \$1,000 and an ongoing commission of 10% (\$100) of the annual premium per annum.

Life insurance companies pay Como commission when risk products are completed. Commission is calculated as a percentage of the yearly premium with the initial commission varying from 40% up to 125% and the ongoing commission varying from between 10% and 40% per annum.

The above amounts will be fully disclosed in your Statement of Advice, which we provide you when we make a financial or insurance recommendation.

Adviser remuneration, benefits and commission

All Como advisers are salaried employees and do not receive any commissions. From time-to-time Como may choose to pay advisers bonuses, which are completely at the discretion of management.

We will always explain the likely benefits we will receive from any transactions or services we offer you prior to acting on any of the advice given to you.

Disclosure of interests and other benefits

Heraud Harrison Pty Ltd (HHPL) has a 33.3% shareholding in Investar Portfolio Management Limited (IPML) ABN 48 009 351 857. IPML is a co-operator of the Investar Wrap Service and has been authorised to distribute Investar SuperWrap Personal Superannuation Plan, Investar SuperWrap Allocated Pension Plan, Investar Investment Service, Investar Wrap Essentials and Investar SuperWrap Essentials. Investar Wrap is a badged facility of the Wrap service provided by BT Portfolio Services Limited (BTPS) ABN 73 095 055 208, a wholly owned subsidiary of Westpac Banking Corporation ABN 333 007 451 141.

From fees and charges IPML receives from clients who use the Investar Wrap Service, IPML pays a fee to BTPS to perform the administration functions of the service. After accounting for expenses, IPML profits may be paid to shareholders in the form of franked dividends. Historically the amount HHPL has received in dividends from IPML in relation to Como has ranged around 0.22% of Como's total funds under management in the Investar Wrap service. Como is a sub-tenant of HHPL and the franked dividend has been accepted by HHPL as rental.

Como may also from time-to-time receive 'soft dollar' benefits from product issuers, including sponsorship for corporate functions, airfares and accommodation (for advisers to attend fund manager educational forums interstate), and so on. Note, these benefits do not in any way influence the financial advice we give you, and the benefits Como or its advisers receive are not directly paid by you. The approximate value of these during the year is \$5,000.

Professional Indemnity Insurance

Como has Professional Indemnity Insurance in place to cover us and our representatives for liability arising from the financial services we provide. We understand it is adequate to meet our requirements as a financial services licensee.

Privacy

National Privacy Principles apply to the collection of personal or sensitive information. In effect, this means that information provided by you in the course of receiving financial planning services must be used only for the following purposes:

- to provide you with information, products or services that you might reasonably expect or request;
- to fully understand or anticipate your needs during our relationship;
- to manage rights and obligations under any laws applying to the services provided; or
- to conduct research, or planning and marketing, which includes direct marketing, although you do have the right to specifically instruct that your details aren't used for these purposes

The type of information which will usually be requested will include significant details about your financial, taxation, health, employment and estate planning matters. This may include details relating to your partner or family members.

You are entitled to request access to your file for the purpose of reviewing and correcting the information held. However, you cannot access information where it would have an unreasonable impact upon the privacy of another person, or if

the information is relevant to legal obligations or legal proceedings.

We will, from time to time, disclose information about you to other professionals, insurance providers, superannuation trustees, product issuers and our service providers in connection with providing our services to you.

You are entitled to obtain access to the information which we hold about you by contacting the Privacy Officer on (03) 8517 2333 or by writing to:

*Privacy Officer, Como Financial Services Pty Ltd
PO Box 6965 St Kilda Road Central VIC 8008*

For more information regarding our collection, use, storage and disclosure of your personal information, our Privacy Policy can be accessed on our web site www.comofinancial.com.au

Complaints if you are dissatisfied

Como is a member of the Financial Ombudsman Service (FOS).

If you have a complaint regarding the provision of financial services to you, you should take the following action:

1. Speak to your Adviser about your concerns, or
2. Contact us on 03 8517 2333 and ask to speak to our Complaints Manager.

If your complaint is not resolved within three (3) days, please put your complaint in writing and send it to us, addressed to:

The Complaints Manager,
Como Financial Services Pty Ltd
PO Box 6965
St Kilda Road Central Vic 8008

Whilst every endeavour will be made to resolve the matter promptly and impartially, if you are not satisfied with how your complaint is dealt with, you can elect to refer the matter, free of charge, to the FOS. FOS can be contacted on 1300 780 808. You can also write to them at:

Financial Ombudsman Service
GPO Box 3, Melbourne VIC 3001

Alternatively, other matters can be referred to the industry regulator, the Australian Securities and Investments Commission (ASIC) on free-call 1300 300 630 or visit the website www.asic.gov.au