

PGW FINANCIAL SERVICES PTY LTD

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Australian Financial Services Licence: 384713

Cameron Klutke

Authorised Representative 1261764

Financial Services Guide

This Financial Services Guide (FSG) is an important document which we are required to give you under the requirements of our Australian Financial Services Licence. It provides you with information about PGW Financial Services Pty Ltd to help you decide whether to use the financial services we provide. This FSG explains the services we can offer to you and the types of products we offer. It also explains how we (and other related persons) are remunerated for these services, and includes details of our internal and external complaints handling procedures and how you can access them. PGW Financial Services Pty Ltd authorises the distribution of this FSG.

If you choose to use our services you may also receive from us a Product Disclosure Statement (PDS), Statement of Advice (SOA) and/or Record of Advice (ROA).

To invest in any of our recommended financial products you must complete the application form attached to the relevant PDS. The PDS contains information about the particular product and will assist you in making an informed decision about that product.

If we provide you with personal financial product advice rather than general financial product advice we will initially provide you with an SOA. Personal financial product advice is advice that takes into account one or more of 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 any associations which may have influenced the advice.

On an ongoing basis, an ROA will be provided instead of an SOA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided. You have the right to request a copy of your ROA at any time.

We will not provide advice on classes of financial products other than those identified in PGW Financial Services Pty Ltd AFS Licence.

PGW Financial Services Pty Ltd is responsible for the advice provided and services offered to clients by an Authorised Representative of PGW Financial Services Pty Ltd.

Lack of Independence

PGW Financial Services Pty Ltd is not independent, impartial or unbiased because we: receive commissions for the advice we provide on life risk insurance products and may act in or hold positions where a payment is received where you may be invested.

Who Are We?

PGW Financial Services Pty Ltd is a leader in the Australian financial services marketplace, offering a range of financial products and services that challenge traditional investment boundaries and offer diverse capabilities.

PGW Financial Services Pty Ltd is a national based group of qualified advisers with many years of combined experience. We have clients all over Australia who are using our experience to create wealth, enjoy a comfortable retirement, or both. Our goal is to utilise our clients' assets, as well as their income, to achieve their personal goals without adversely affecting their current lifestyle.

We are committed to facilitating high quality advice and continued excellence in our service to you.

Why Are We Different?

Unlike most financial planning companies, we are not obligated to any financial institution, bank or insurance company. We are free to recommend products that we feel best suit our clients' needs.

We offer personal advice for each client who is treated as a valuable customer – not just a member.

What Do We Offer?

- Financial planning
- Investment strategy
- Superannuation strategies, including self managed superannuation funds
- Life and disability insurance, including investment life insurance
- Tax effective investments

- Centrelink benefits advice
- Retirement planning advice
- Portfolio review services
- Ongoing advisory services
- Bullion services

What Are Our Authorisations?

1. This licence authorises the licensee to carry on a financial services business to:
 - (a) provide financial product advice for the following classes of financial products:
 - (i) deposit and payment products including:
 - (A) basic deposit products;
 - (B) deposit products other than basic deposit products; and
 - (ii) derivatives limited to:
 - (A) options contracts;
 - (iii) debentures, stocks or bonds issued or proposed to be issued by a government;
 - (iv) life products including:
 - (A) 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; and
 - (B) life risk 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;
 - (v) interests in managed investment schemes including:
 - (A) investor directed portfolio services;
 - (vi) retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997);
 - (vii) securities;
 - (viii) standard margin lending facility; and
 - (ix) superannuation;
 - (b) deal in a financial product by:
 - (i) issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:
 - (A) derivatives limited to:
 - (1) options contracts; and
 - (ii) applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
 - (A) deposit and payment products including:
 - (1) basic deposit products;
 - (2) deposit products other than basic deposit products; and
 - (B) derivatives limited to:
 - (1) options contracts;
 - (C) debentures, stocks or bonds issued or proposed to be issued by a government;
 - (D) life products including:
 - (1) investment life insurance products as well as any products issued by a Registered Life Insurance Company that are

- (2) backed by one or more of its statutory funds; and
- life risk 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;
- (E) interests in managed investment schemes including:
 - (1) investor directed portfolio services;
- (F) retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997);
- (G) securities;
- (H) standard margin lending facility; and
- (I) superannuation;

to retail and wholesale clients.

Who is your Adviser?

Cameron Klutke is an Authorised Representative of PGW Financial Services Pty Ltd. Authorised Representative number 1261764

Contact Details:

Address: 2/405 Warrenheip Street, Buninyong, Victoria 3357

Email: cameron@whitehillfinancial.com.au

Phone: Number: 0478 885 549

Renron Pty Ltd, Authorised Representative number 1275267, trading as **Whitehill Financial**, is a company associated with Cameron Klutke and is authorised by the Licensee to provide clerical and administrative services.

What are your Adviser's Authorisations

The Representative is authorised to:

- (a) Provide Financial Product advice for the following classes of financial products:
 - (i) Deposit and Payment Products
 - (ii) Life Products – Life Risk Insurance Products
 - (iii) Life Products – Investment Life Insurance Products
 - (iv) Managed Investments
 - (v) Retirement Savings Accounts
 - (vi) Debentures, stocks or bonds issued or proposed to be issued by a government
 - (vii) Superannuation
 - (viii) Securities
- (b) Deal in financial product by applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of financial products:
 - (i) Deposit and Payment Products
 - (ii) Life Products – Life Risk Insurance Products
 - (iii) Life Products – Investment Life Insurance Products
 - (iv) Managed Investments
 - (v) Retirement Savings Accounts
 - (vi) Debentures, stocks or bonds issued or proposed to be issued by a government
 - (vii) Superannuation
 - (viii) Securities

to retail and wholesale clients.

To the extent that we authorise a PGW Financial Services Pty Ltd representative to do so, the representative can help you to apply for the financial products referred to in this FSG and can also give you financial product advice in relation to them.

	<p>If a PGW Financial Services Pty Ltd representative is unable to provide you with a financial service or a financial product that you are interested in, the representative may refer you to another representative who can.</p>
<p>What Will We Not Do?</p>	<p>We will not provide advice on products that are not on our Approved Products List. Your adviser does not have authority to advice on products that are not PGW Financial Services Pty Ltd approved.</p> <p>We will not provide advice on classes of financial products other than those identified in PGW Financial Services Pty Ltd 's AFS Licence/ or detailed above.</p>
<p>What Do We Expect From You?</p>	<p>We expect that you will provide us with accurate information that we request so that we have a reasonable basis on which to provide you with advice.</p> <p>We expect that you will use our advice to enable you to make informed financial decisions.</p> <p>We expect that where appropriate you inform your adviser of any changes that may influence your future objectives.</p> <p>As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licence. We will also retain copies of this information. We assure you that this information will be held securely. We cannot provide you with services if you are unwilling to provide this information.</p>
<p>How Are We Paid for the Services We Provide?</p>	<p>Our initial meeting is free of charge. After the first meeting, your adviser will discuss the fees and charges that will be applicable to your individual circumstances.</p> <p>We choose to be flexible in earning our fees and offer you the flexibility to select the fee payment method most suitable to you. From our professional standpoint, PGW Financial Services Pty Ltd disregards the varying commissions that are paid by product providers in order to remove bias and maintain integrity in our product selection process.</p> <p>Due to the varying nature of individual client cases, our fee for SOA preparation, implementation and our portfolio review service process will be disclosed on an individual basis and may include the following:</p> <p>Fee for Service</p> <p>This fee is based on an estimation of our timed costs. On implementation of our advice, any commissions paid are rebated under this arrangement. In the event that our quoted fee exceeds our timed-costs, you will be rebated accordingly.</p> <p>Combination of Fees and Commissions</p> <p>Full disclosure of all fees will be contained in the Statement of Advice that we prepare for you. However, you will not be charged unless you have agreed to engage our service and this agreement will generally be contained in your letter of engagement which is provided to you at the initial stage.</p>
<p>What Commissions, Fees or Other Benefits are Received?</p>	<p>PGW Financial Services Pty Ltd calculation of fees and commissions is dependent on the level of service appropriate to the needs of the client. It has many levels of service each providing benefits befitting the clients it is designed to service.</p> <p>Upfront fees are calculated as a percentage of funds invested with a minimum invoice amount dependent on the level of service chosen.</p> <p>Ongoing fees are calculated as a percentage of funds under management, this percentage variable dependent on the level of service chosen. All levels of service, their associated calculations for fees and charges and the ongoing services provided are discussed in the first meeting and subsequently disclosed, prior to implementation of any recommendations, in the SOA.</p> <p>Your adviser may qualify for other benefits:</p>

- Prizes, awards, hospitality events (e.g. tennis, football, etc) to the value of \$300.00 per annum.

PGW Financial Services Pty Ltd may from time to time receive a benefit from preferred product providers by way of sponsorship of educational seminars, conferences or training days. Details of benefits between \$100.00 - \$300.00 will be maintained on a register. We may receive IT software and Training benefits of over \$300.00 which will be maintained on a register.

Many product providers offer incentives such as overseas trips and tickets to conferences in an attempt to influence advisers into recommending their products to clients. PGW Financial Services Pty Ltd and our advisers believe clients should be placed first and products recommended because they are in the clients' best interests as opposed to those of the adviser. To ensure clients are able to rely on our recommendations as being free from such influence, PGW Financial Services Pty Ltd have introduced a policy prohibiting the receipt of these types of incentives.

This policy prohibits PGW Financial Services Pty Ltd staff, advisers and member firms from receiving incentives it feels have a real potential to influence recommendations. Specifically, PGW Financial Services Pty Ltd has prohibited the receipt of:

- Trips whether overseas or within Australia,
- Tickets to conferences,
- Sponsorship payments for its conferences from product manufacturers.

You have a right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or authorised representative.

Do any relationships exist which might influence the service or advice I receive?

PGW Financial Services Pty Ltd is not owned by any Fund Manager or Institution and there are no relationships that will influence the advice that you receive from them.

Your adviser may hold an interest in a financial product. Any significant interest/ownership will be recorded in a register of financial product holding and where appropriate, this holding will be disclosed to you in the SOA or ROA.

PGW Financial Services Pty Ltd conducts bullion services through Metropolitan Capital Property Ltd (MCP), MCP is the entity appointed by PGW to conduct the transfer of client cash and keep records of bullion transactions; PGW and MCP have common directors and some common stakeholder.

Will you give me advice that is suitable to my investment needs and financial circumstances?

Yes. However, to do so we need to find out your individual investment objectives, financial situation and needs before we recommend any investment or risk products to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

What should I know about any risks of the investments or investment strategies recommended to me?

We will explain to you any significant risks of investments, insurances and strategies that we recommend to you. If we do not do so, you should ask us for further clarification.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you. If you wish to examine your file, you should ask us and we will make arrangements for you to do so.

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 will be provided upon your request.

Can I tell you how I wish to instruct you to buy or sell my investment?

Yes. You may specify how you would like to give us instructions. For example, by telephone, fax or other means. But in all cases we must receive a written confirmation of these instructions.

What kind of compensation arrangements are in place and are these arrangements complying?

PGW Financial Services Pty Ltd confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001. In particular our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the Sum Insured for PGW Financial Services Pty Ltd and our authorised representatives, other representatives and employees in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any authorised representative, other representatives and employee who has ceased work with PGW Financial Services Pty Ltd for a minimum of 7 years from the date of ceasing the relationship.

What should I do if I have a complaint?

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

1. Contact your adviser and tell your adviser about your complaint.
2. If your complaint is not satisfactorily resolved within 7 days please contact PGW Financial Services Pty Ltd Financial Services on 0419398401 or put your complaint in writing and send it to us at, PGW Financial Services Pty Ltd, Level 13, 144 Edward Street, Brisbane City QLD 4000. We will try and resolve your complaint quickly and fairly.
3. If we cannot reach a satisfactory resolution, you can raise your concerns with the Australian Financial Complaints Authority (AFCA) on 1800 931 678. PGW Financial Services Pty Ltd is a member of this complaints resolution service. The Australian Securities & Investments Commission (ASIC) also has a free call Info line on 1300 300 630 which you may use to make a complaint or obtain information about your rights.