



Financial Services Guide

VERSION 1

LAST UPDATED 7th October 2009

CFH Risk Pty Limited is a Corporate Representative of Growth Plus Financial Group Pty Ltd
Australian Financial Services License Number: 274917

Financial Services Guide (Part One)

A guide to our relationship with you and others

About this Financial Services Guide

What is the purpose of this Financial Services Guide?

This Financial Services Guide (FSG) provides you with key information about **Growth Plus Financial Group Pty Ltd** (Referred to as GPFG) and its financial planner(s) (*collectively* 'us'/'we' and *collectively* 'Authorised Representative(s)'), and the financial services that we can provide you so that you can decide whether or not you want to use any of the financial services offered in this FSG.

We are required to provide this FSG to you, so you are aware of our services and costs at the earliest stage of your consultation. It does not replace any written advice that we give you.

Key information is set out in this FSG in a question and answer format to help you understand the services we can provide. If you require any further information, please ask us.

This FSG consists of two parts. This is Part One and contains important information about:

- **Growth Plus Financial Group Pty Ltd**, as the holder of an Australian Financial Services Licence, AFS Licence No. 274917;
- the types of financial services offered by us;
- the advice process we will follow;
- how we and our associates are paid;
- any associations or relationships that could create potential conflicts of interests; and
- our internal and external dispute resolution procedures and how to complain if you're unhappy with the financial services provided to you.

Part Two is a separate document, identified as the '**Financial Services Guide (Part Two) Authorised Representative Profile**', that sets out details of the financial planner(s) who may provide you with financial services on behalf of **GPFG**, including their qualifications and experience. These financial planners are Authorised Representatives of GPFG, which means that they are authorised to provide the financial services offered in this FSG on GPFG's behalf.

What other documents could you receive?

If we give you personal financial product advice we will provide you with a **Statement of Advice** (SOA) which sets out the advice provided to you, the basis upon which the advice is provided and details about fees, commissions and other benefits paid to us.

If we recommend that you acquire a financial product, you will be provided with a document called a **Product Disclosure Statement** (PDS). The purpose of a PDS is to assist you to decide whether or not to acquire that particular financial product; it contains information about the financial product such as its significant benefits and risks.

Please retain this document together with the Authorised Representative Profile, Part Two of this FSG, for your future reference.

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Before you get our advice

Who provides the financial services offered in this FSG?

The financial services offered in this FSG are provided by **Growth Plus Financial Group Pty Ltd** and the financial planners who are detailed in the Authorised Representative Profile (Part Two of this FSG), as Authorised Representatives of GPFG, (referred to from this point on as "Authorised Representatives").

Who is Norman Chilchik?

He is authorised by CFH Risk Pty Limited, a Corporate Authorised Representative of GPFG, to provide you with the financial services offered in this FSG.

Norman's Authorised Representative Number: 318762

Suite 1 Level 10
428 George Street
Sydney NSW 2000
Phone: 02 9232 6234
Fax: 02 9232 6233
Mobile: 0433 069 357
Email: nchilchik@echoice.com.au

Who is your financial planner?

The Authorised Representative Profile provides details of the financial planners who are authorised by GPFG Pty Ltd to provide you with the financial services offered in this FSG on GPFG's behalf (Part Two of this FSG, which will be given to you at the same time as this document).

Who is responsible for the financial services offered in this FSG?

GPFG, as the holder of an Australian Financial Services Licence acts on your behalf (not the product issuers) and is responsible for the financial services offered in this FSG. GPFG has authorised the distribution of this FSG.

GPFG does not act on behalf of any other person or Australian Financial Services Licensee. GPFG's contact details are as follows:

Growth Plus Financial Group Pty Limited, ABN 85 104 789 906

Australian Financial Services Licence Number 274917

Level 27 Lennons Plaza, 76 Queen St, Brisbane, QLD, 4000

Does Growth Plus Financial Group Pty Ltd or its Authorised Representatives have any relationships or associations with financial product issuers?

No.

What financial services are offered in this FSG and what kinds of financial products do those services relate to?

We can provide you with the following services:

- Risk planning

Authorised Representatives are authorised by Growth Plus Financial Group to provide both general and personal financial product advice and deal in the following kinds of financial products (unless stated otherwise in Part Two of this FSG):

- Life products including investment life insurance products and life risk insurance products

A wide range of financial products issued by leading financial product providers are available. Details are contained in the Approved Products and Services List, which is available on request. We are only authorised to advise you in relation to products on that list.

We will only recommend a product to you after considering its suitability to your individual objectives, financial situation and needs.

How will we prepare and provide you with suitable personal advice?

The law requires that any advice we provide must be appropriate to your personal circumstances having regard to our investigation and consideration of those circumstances.

You have the right not to tell us personal information. However, if you don't tell us, the advice you receive may not be appropriate to your needs, objectives and financial situation.

Outlined below is the step-by-step process that we will follow to ensure you are provided with quality financial advice that is relevant to your needs.

We will:

1. *meet with you for an initial consultation* – during this meeting we will find out what your expectations are and provide you with full details of the services we are authorised to provide. We will also inform you how we are paid for our services which will be in the financial services guide.
2. *collect all the information needed from you* – we call this **fact finding**. This means we will ask questions about you – it is our obligation to inquire about your personal circumstances including helping you to determine your attitude towards risk.
3. *help you identify your goals and current financial position* – including any problems or constraints which may affect your financial plan.
4. *consider strategies and issues* (such as taxation, social security and estate planning) - based on this we will *develop and present you with written recommendations* – this is referred to as a Statement of Advice (SOA).

5. *discuss the recommendations with you, make any changes you require and obtain your agreement to implement those recommendations.*
6. *implement the agreed recommendations from your SOA.*
7. periodically offer to help you review your objectives, financial situation and needs.

You should read the warnings contained in the SOA carefully before making any decision relating to any financial product(s) recommended to you.

When you get our advice

What remuneration (including commission) or other benefits will Authorised Representatives, GPFG or any associate of those entities, receive in respect of the provision of any of the financial services offered in the FSG?

We may be paid by various methods for the financial services provided to you. We may either:

1. receive commissions directly from the product issuer whose products are recommended to you, or
2. charge a fee for service directly to you or charge you an hourly rate, and or
3. receive other benefits such as marketing fees

Note that we may be paid by any combination of fees for service, hourly rate and commissions, as agreed with you. In most instances you will be able to select the method of payment that suits you the best.

We will discuss and agree the method of payment with you before we provide any financial services to you, and if you receive personal financial product advice, you will be provided with a SOA which sets out any remuneration and other benefits (where possible in actual dollar amounts). If the exact amount is not known at the time you are given the SOA, the SOA will set out the manner in which the remuneration (including commission) and any other benefits are to be calculated. The SOA will also set out what fees are payable and when.

1. Commissions

Commissions will vary depending on the type of product and which company's (product issuer's) products you purchase. Full details will be provided in the SOA.

Investment Products

For **investment products**, commissions are generally deducted from the funds you invest.

GPFG may receive between 0% and 5.5% (including GST) of your new investments as **initial commission** from product issuers whose products are recommended to you.

With certain products the product issuer may also pay GPFG a marketing fee on top of the initial commission. GPFG may also receive between 0 and 5.5% (including GST) of your new investment as a marketing fee from product issuers whose products are recommended to you.

GPFG may also receive **ongoing commission** ranging between 0% and 1.65% per annum (including GST) of your invested amount from those product issuers.

Authorised Representatives will receive salary and volume bonuses of any commissions payable to GPFG (including ongoing commission) and GPFG will retain the balance. Where an Authorised Representative's *method* of remuneration differs in any way from this arrangement, further explanation will be provided in Part Two of this FSG and details of the remuneration they will receive will be provided in the SOA.

Example: commission on an investment of \$100,000 at an *initial* commission rate of 3.3%, a *marketing fee* of 1.1% and an *ongoing* commission rate of 1.65% p.a., would be paid as follows:

Commission type	Commission rate <i>example</i> %	Amount invested \$	Total Commission payable to GPFG \$	Commission rate applicable to GPFG %	Fees amount retained by GPFG %	Commission amount retained by GPFG \$
Initial (rate between 0% & 5.5%)	3.3	100,000	3,300	100	100	3,300
Ongoing (rate between 0% and 1.65% p.a.)	1.65	100,000	1,650	100	100	1,650
Marketing fee (rate between 0 and 5.5%)	1.1	100,000	1,100	100	100	1,100

Life Insurance Products

For **life insurance products**, commissions are included in the amount you pay for the product. Depending on the product you purchase, the rate ranges between 0% and 125% (including GST) of the initial annual premium as **initial commission** and 0% and 36% p.a. (including GST) of the annual premium for **ongoing (trail) commission**.

Example, commission on a life insurance product with a premium of \$1,000, and an *initial* commission rate of 125%, and an *ongoing* commission rate of 11% p.a., would be paid as follows:

Commission type	Commission rate paid by Insurer <i>example</i> %	Annual premium paid by client \$	Total Commission payable to GPFG \$	Commission rate applicable to GPFG %	Commission amount retained by GPFG \$
Initial (rate between 0% & 125%)	125	1000	1,250	100	1,250
Ongoing (rate between 0% & 30% p.a.)	11	1000	110	100	110

Some products have level commission options, the commissions are included in the amount you pay for the product. If you choose this option full details will be provided in the Statement of Advice.

2. ***Fee for Service / Hourly Rate / Other fees or benefits***

Where we charge fees for service or hourly rates for any of the services we provide you, a full explanation of those fees and rates will be set out in a Schedule of Fees annexed to this document. The Schedule of Fees forms part of this FSG and will be provided to you at the same time as the FSG is provided. You should read the Schedule of Fees in conjunction with the explanation of the remuneration and other benefits we may receive that is set out in this section.

If you are charged a fee for service any initial commission/payment received by us directly from the product providers may be rebated to you in the form of additional investment. Periodic reviews and Ad Hoc (specific advice) will be invoiced at the time such services are provided.

A fee may also be payable for the **preparation of a Statement of Advice** in addition to any other fees or commissions that may be incurred.

Fees are payable to GPFGB and are distributed on the same basis as the commissions.

3. ***Other Benefits***

In addition to fees and/or commissions, Authorised Representatives may receive **other benefits** such as financial, marketing and training assistance or discounts on certain financial products from Financial Product issuers.

We may also be entitled to allowances and incentives including bonuses paid for selling certain amounts of financial products, discounted services, conferences, prizes and awards. We may also receive financial assistance towards marketing presentations of certain products direct from the fund managers and product providers.

Where any of these other benefits may reasonably be considered to influence the provision of financial services to you, they will be detailed in the SOA. As well as this GPFGB keeps a Public Register for each Authorised representative and this can be viewed at any time on request from the client.

Will anyone be paid for referring you to us?

If you have been referred to us by someone else, and if we pay them a referral fee in relation to that referral, we will tell you who will receive that fee and the amount they will receive (in the SOA).

Privacy

What information do we maintain in your file and can you examine your file?

Your privacy is important to GPFG. To learn more about the collection and use of your personal information by GPFG (for marketing and other purposes), see the GPFG Privacy Policy Statement, it is available on our website or alternatively we can provide you with a copy on your request.

We maintain records 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. To contact GPFG, or seek access to personal information, phone us on (07) 3211 2917.

If you have any complaints

What should you do if you have a complaint?

If you have any complaint about the financial services provided to you, we will try to resolve your complaint quickly and fairly. You should take the following steps to enable us to do so:

1. Contact the financial planner with whom you have been dealing, using the contact details in this FSG.
2. If your complaint is not satisfactorily resolved within 3 business days, please lodge your complaint in writing to:

The Compliance Manager
Growth Plus Financial Group Pty Ltd
Level 27, Lennons Plaza,
76 Queen St,
BRISBANE QLD 4000

3. If you still do not get a satisfactory outcome, you have the right to complain to the Financial Ombudsman Service (FOS), an independent external dispute resolution service of which GPFG is a member. The contact details for FOS are below:

Financial Ombudsman Service Limited
GPO Box 3
Melbourne VIC 3001
or the telephone number is 1300 780 808,
the fax number is (03) 9613 6399 and
the email is: info@fos.org.au

The FOS service is provided to you free of charge.

The Australian Securities & Investments Commission (ASIC) also has a freecall infoline on 1300 300 630, which you may use to make a complaint and obtain information about your rights.

Financial Services Guide (Part Two)

Authorised Representative Profile

This document is Part Two of the FSG and sets out details of the financial planners who, as Authorised Representatives of Growth Plus Financial Group Pty Limited (GPFPG), are authorised to provide the financial services offered in Part One of this FSG. This Profile should only be provided in conjunction with and read together with Part One of this FSG, which sets out all other required matters.

This Profile is provided **Growth Plus Financial Group Pty Ltd** and the financial planners detailed in this document, in their capacity as Authorised Representatives of GPFPG ABN 85 104 789 906, Australian Financial Services Licence Number 274917.

Corporate Authorised Representative Profile

Authorised Representative: **CFH Risk Pty Limited**
Authorised Representative No: 341126
Registered Business Name: CFH RISK PTY LIMITED
ABN No: **95 138 879 697**

Contact Details: Suite 1 Level 10
428 George Street
Sydney NSW 2000
Phone: 02 9232 6234
Fax: 02 9232 6233
Email: nchilchik@echoice.com.au

CFH RISK PTY LTD

CFH Risk has been a Corporate Authorised representative of Growth Plus Financial Group since September 2009 and is authorised to appoint further individual authorised representatives Life Risk Insurance Advice Only (see details below)

How is your financial planner paid?

Initial Commission

CFH Risk Pty Ltd maintains a payment agreement with Growth Plus Pty Ltd and receives a 75% proportion commissions received as an upfront and ongoing basis.

e.g. Commission received by Growth Plus from the product provider \$1000
Growth Plus Financial 25% (\$250)
Paid to CFH Risk 75% (\$750)

Ongoing Commission

Ongoing commission is approximately 10% of the premium received and of the amount received Growth Plus receives 25% and CFH Risk received 75%.

e.g. Amount received \$100
Growth Plus Financial 25% (\$25)
Paid to CFH Risk 75% (\$75)

CFH Risk may rebate up to 50% of the commissions they receive from Growth Plus Financial Group. The percentage of the rebate given to the client will be up to CFH Risk and may change time to time.

CFH Risk may also refer their clients details to Growth Plus Financial Group provided that they have obtained authority from the client under its privacy agreement. If the client does not wish to participate and provide the information the client may refuse to do so.

Authorised Representative Profile

Authorised Representative: **Norman Chilchik**
Authorised Representative No: 318762
Contact Details: Suite 1 Level 10
428 George Street
Sydney, NSW 2000
Phone: 02 9232 6234
Fax: 02 9232 6233
Mobile: 0433 069 357
Email: nchilchik@echoice.com.au

Norman Chilchik

Norman has been an authorised representative of **CFH Risk Pty Ltd**, under Growth Plus Financial Group Pty Ltd, since 9 October 2009.

CFH Risk Pty Ltd which is authorised to appoint individual authorised representatives, for Life Risk Insurance Advice Only; including:

- Life Insurance
- Total and Permanent Disability Insurance
- Trauma/Critical Illness Cover
- Income Protection and Salary Continuance Insurance
- Unemployment Insurance

Norman holds a Diploma in Financial Services for Insurance Broking

The Authorised Representative number allocated to **Norman Chilchik** by ASIC is 318762.

How is your financial planner paid?

Norman is a Director of CFH Risk Pty Ltd and receives a salary plus dividends from the practice.