



Financial Services Guide

Proacct Wealth Solutions Pty Ltd

Is a Corporate Authorised Representative No. 439931 of

Integrity Financial Planners Pty Ltd

Australian Financial Services Licence No. 225051

Integrity Financial Planners Pty Ltd

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CROYDON VICTORIA 3136

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About Integrity Financial Planners Pty Ltd

Integrity Financial Planners Pty Ltd (IFP) is a privately owned financial planning business that is a holder of an Australian Financial Services Licence No. 225 051.

IFP has a network of qualified and experienced authorised representatives (advisers) working in established financial planning practices throughout Australia.

We provide financial advice to help you improve your lifestyle by building wealth and/or producing income, depending on your particular needs.

It is important that you have confidence in your financial wellbeing and in your financial arrangements. IFP seeks to give you that

confidence, drawing on the expertise of professional advisers.

Your adviser is a representative of IFP, and IFP is responsible for the financial services that they provide you. All IFP representatives have been individually assessed as having the competencies, knowledge, skills and integrity necessary to deliver quality financial to you.

Head office for Integrity Financial Planners is located at:

Suite 2, 1 Railway Crescent
PO Box 1140
CROYDON VICTORIA 3136
TEL (03) 9723 0522 FAX (03) 9724 9518

The Purpose of our Financial Services Guide

The purpose of this Financial Services Guide (FSG) is to explain to you the financial services that IFP can provide, along with a broad general disclosure of any remuneration or benefits that IFP and its representatives would be entitled to receive, as well as any interests, relationships or associations that IFP and its representatives have that may be capable of influencing the services you receive.

You may receive other disclosure documents from us which may include;

1. Statement of Advice – This document sets out our understanding of your current circumstances, needs and objectives that are relevant to the financial advice you are seeking from us. It also includes specific disclosure of any remuneration or benefits that IFP and its representatives are entitled to receive, as well as any interests, relationships or associations that IFP and its representatives have that may be capable of influencing the services you receive.
2. Record of Advice – Where we have previously provided to you a Statement of Advice, and where we are providing you with further or subsequent advice: and
 - a. your personal circumstances, needs or objectives are not 'significantly different' compared with when we provided you the Statement of Advice; and
 - b. the basis of our advice, is not 'significantly different' to when we provided you with the Statement of Advice;

then we may create a Record of Advice. If the advice recommends a change or replacement of the financial products you currently hold we will provide you with a copy of that advice. If the advice does not recommend a change or replacement of the financial products you currently hold we may simply create a Record of Advice which we will retain on your client file. You may request (in writing or verbally) a copy of that Record of Advice at any time up to 7 years after the date that the advice is provided and we will provide you a copy of that advice without further fees or costs.

3. Product Disclosure Statements - These are documents created by the product issuers (not IFP) and provide details regarding the financial products that have been recommended to you. The details include, but are not limited to, any fees and charges associated with particular products.

The various services we can provide you

Integrity Financial Planners Pty Ltd and its representatives can help you by providing:

Financial Product Advice Recommendations and professional opinions about a broad range of financial products	Implementation Assistance - putting in place financial strategies and acquiring, holding or disposing of financial products consistent with our advice	Ongoing Services Ongoing financial services including ongoing advice and implementation services.
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IFP is licensed to provide advice and to deal and arrange in relation to the acquisition, holding or disposal of financial products on your behalf in the following areas:

- deposit and payment products such as term deposits and bank accounts
- government debentures, stocks or bonds
- sharemarket investments and securities
- investments in managed funds and managed investment schemes
- superannuation, retirement income stream (annuities and allocated pension), self-managed superannuation funds and rollover funds
- life insurance products
- margin lending products

Who is responsible for the financial services we provide

Integrity Financial Planners Pty Ltd (IFP) is responsible for the distribution of this FSG and for the financial services provided by Proacct Wealth Solutions Pty Ltd (Proacct) and any of the advisers authorised by IFP and detailed in this FSG.

What kind of financial services is your adviser authorised to provide to you and what kinds of financial products do these services relate to?

Proacct, is authorised by IFP to provide financial product advice and to deal and arrange in relation to the acquisition, holding or disposal of financial products in the following classes, subject to the products being on the IFP Approved Product List:

- deposit and payment products such as term deposits and bank accounts
- government debentures, stocks or bonds
- sharemarket investments and securities
- investments in managed funds and managed investment schemes
- superannuation, retirement income stream (annuities and allocated pension), self-managed superannuation funds and rollover funds
- life insurance products
- margin lending products

Your adviser can also provide incidental advice related to the tax implications of the recommend strategy and/or product that are the subject of their advice. Your adviser may also provide an ongoing review service. As part of this service, your adviser can conduct a review of your personal situation and the previous advice provided to you and recommend changes if appropriate. Please note that Proacct is not authorised to provide any services on behalf of IFP other than the types or classes financial products listed above, and then typically only to the extent that the products are on the IFP Approved Product List.

How can you provide your adviser with instructions?

There are various ways in which you can provide instructions to your adviser, including face to face, in writing, by telephone, fax or other agreed means such as e-mail. We will advise you if any instructions need to be provided in writing.

What else can you expect to receive?

Personalised advice to suit your needs

Our advice is tailored to meet your individual situation. We do not use a “one size fits all” formula for our clients.

We will strive to provide the advice that we believe is in your best interest and most appropriate to assist you in achieving your aims and objectives. And as a smaller group we can adapt our services to meet your particular needs.

IFP is privately owned, with no ownership ties to any fund manager or financial institution. We are not required or influenced through ownership ties or associations to recommend or direct you towards any particular financial products.

To ensure advice is appropriate for your needs, we will ask you for personal information.

Of course you have the right not to divulge personal information but you should carefully consider any warnings we give you regarding possible consequences of us not having complete and accurate knowledge of your circumstances, needs and objectives.

Comprehensive referral network

We have referral arrangements with leading accountants and taxation experts as well as with finance, legal and insurance professionals.

Clear and documented advice

Where you request personal advice that addresses your specific circumstances, needs or objectives and it is our initial advice to you, it will be provided in a written Statement of Advice.

IFP takes your financial security seriously. As a consequence, IFP requires that all instructions provided by you need to be confirmed by you in writing. IFP will not normally act on telephone instruction unless such circumstances are supported by your written instructions. If you have any queries or uncertainty about this matter contact us immediately.

About your Adviser

Proacct Wealth Solutions Pty Ltd (Proacct) is a Corporate Authorised Representative number 439931 of Integrity Financial Planners Pty Ltd (IFP).

Proacct employs a team of advisers with a range of experience and skills. This ensures we can provide you with ongoing quality advice and services and that we have access to knowledge and skills across a wide range of financial issues.

Any advice given to you by Proacct will be provided by a qualified person who is also an authorised representative of Proacct. The following people are currently authorised by Proacct to assist you with financial planning advice:

Gino Nardella

Authorised Rep No. 284332

Gino is an employee, Director, Shareholder of Proacct. Gino is also an Authorised Representative of IFP. He has been an important member of the Proacct team for over 10 years in his role of Financial Advisor.

He has more than 25 years of experience within the industry and has completed the Financial Services Tier 1 Compliance Program (PS 146). Gino is kept up to date on all industry related issues through IFP's Continuing Professional Education program.

Gino is authorised to provide financial services in all the areas that Proacct is authorised in.

Anthony Torzillo

Authorised Rep No. 277135

Anthony is an employee, Director and Shareholder of Proacct. Anthony is also an Authorised Representative of IFP. He has been an important member of the Proacct team for over 11 years in his role of Fund Manager and Financial Advisor.

Anthony has more than 21 years of experience and hold a Grad. Dip. Financial Services. Anthony has kept up to date on all industry related issues through IFP's Continuing Professional Education Program.

Anthony is authorised to provide financial services in all the areas that Proacct is authorised in.

No other person is authorised to provide financial services on behalf of Proacct.

How you pay for the financial services you obtain from us, and how we disclose IFP's remuneration and benefits

IFP may obtain the following remuneration and benefits for the services we provide to you. Please note that all amounts include GST.

	Service provided	Worked example using \$100,000 investment
Initial Consultation	Your initial consultation will be free. The initial consultation will include a discussion of your financial circumstances, needs and objectives and a brief discussion about possible solutions. During this discussion, you may consider and agree the nature and scope/scale of the financial services you wish for us to provide to you.	Free
Written Recommendations	If it is agreed that we will prepare a written Strategy Document and/or Statement of Advice a fee will apply. By the end of the initial meeting we will quote a fee appropriate to the amount of work required in your case. We will not exceed this quoted figure and should you decide not to proceed no fee will be payable.	Agreed upon basis
Implementation of Recommendations	Should you decide to proceed with the advice/recommendations in the Statement of Advice, we would charge a fee for implementing the advice. This fee will normally be up to 1.1% of the value of funds invested (excluding the value of any funds invested to the extent that those funds are financed by borrowings). In terms of implementation fees, you may choose to pay the fees personally, or have the amount deducted from your financial products, if available. The fees may be reduced by the amount paid for your initial consultation.	Up to \$1,100
Ongoing Advice and Review	Once your financial products have been acquired, you may instruct us to provide you with ongoing services, or periodic reviews of the portfolio. We can charge a fee for ongoing advice and reviews or both. The fees can be up to 1.94% p.a. of the value of funds invested (excluding the value of any funds invested to the extent that those funds are financed by borrowings). You may choose to pay this fee personally, or it may be deducted on an ongoing basis from your financial products.	Up to \$1,940 per annum
Life Insurance Commissions	Initial and ongoing commissions are payable by life insurance companies when we recommend life insurance risk products. The commission that is payable to us by the life insurance company is factored into the annual premium and as such does not represent an additional cost to you. Initial commissions are paid by life insurance companies to IFP in the first year and ongoing commissions are paid from year two onwards.	Please refer to the Life Insurance Framework Reforms below.

Additional Services	From time to time we may be able to assist you with other services. The most common such service is the assistance with Centrelink related issues and paperwork. We are able to be nominated as your Centrelink nominee which enables us to complete paperwork associated with this area as well as ensuring that Centrelink have the appropriate and up-to-date information about your circumstances. Should you elect to participate in this service we may charge a fee of \$250 pa for a single person and \$350 pa for a couple.	Up to \$350 pa
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Conflicted remuneration and non-conflicted remuneration

From 1 July 2013 the new “Future of Financial Advice” legislation (FOFA) came into effect, which prohibits IFP and its representatives from accepting “conflicted remuneration”, subject to certain exceptions. “Conflicted remuneration” is any benefit, monetary or non-monetary that could reasonably be expected to influence the choice of financial product recommended or the financial product advice. This includes commissions, bonuses and rebates, and most volume-based benefits, but there are some exceptions, such as certain levels of remuneration related to life insurance risk products.

Under FOFA laws, IFP and your adviser may continue to receive such remuneration where the current and future remuneration of this type relates to arrangements and transactions that were entered into prior to 1 July 2013.

Life Insurance Framework Reforms

Under the Life Insurance Framework Reforms (effective as at 1st January 2018), grandfathering arrangements may apply in certain circumstances. This means for all policies that were in place prior to 1st January 2018, the rate of ongoing commission that was applicable at the time that the policy was issued, will continue to apply for the life of the policy. The grandfathering arrangement may also apply to policies issued after 1st January 2018, where you (as the client) exercise an option to establish new or additional cover under your pre-LIF policy or to fix an administrative error on your pre-LIF policy.

The relevant commissions applicable to your insurance policies will be disclosed to you in your advice document and can range as follows:

Policy Issue Date	Initial Commission (based on annual policy cost less policy fees and stamp duty) Worked example based on \$1,000 initial premium	Ongoing Commission (based on annual policy cost less policy fees and stamp duty) Worked example based on \$1,000 annual premium
Prior to 1 January 2018 (or prior to 1 April 2018 if application was received prior to 1 January 2018)	0 – 143% or up to \$143	0 – 33% or up to \$33 per annum
1 January 2018 to 31 December 2018	0 – 88% or up to \$88	0 – 22% or up to \$22 per annum
1 January 2019 to 31 December 2019	0 – 77% or up to \$77	0 – 22% or up to \$22 per annum
From 1 January 2020	0 – 66% or up to \$66	0 – 22% or up to \$22

Investment in the Netwealth Managed Accounts “Integrity Exclusive Investment Series” available only to clients of Integrity Financial Planners (IFP)

If you invest in the Netwealth Managed Account for clients of Integrity Financial Planners, you will need to agree and authorise Netwealth as the Responsible Entity to deduct the model fee from your account and pay this fee to IFP for IFP’s role in providing General Advice to Netwealth. This role includes but is not limited to: determining the suitable investment strategies for clients and selection of a model manager to deliver models, providing input and guidance to the model manager regarding implementation of the Integrity models, ongoing review of the model manager, the performance of the models and reporting to client, and representing clients by providing advice to Netwealth as the responsible entity. The model fee is 0.165% p.a. (inc GST) which based on \$100,000 invested equates to \$165 p.a. IFP will retain half of this fee or 0.0825% p.a. (inc GST) i.e. \$82.50 and the other half being 0.0825% p.a. (inc GST) i.e. \$82.50 will be paid to Proacct Wealth Solutions Pty Ltd.

Who has an interest in these services?

Product providers or managers may deduct management and administration fees from the products recommended by IFP. Such fees must be disclosed by the product providers in their Product Disclosure Statement.

Fees paid by you for our services and commissions and brokerage paid by product providers or intermediaries, shall be paid to IFP. These amounts shall be paid by IFP to Proacct.

Proacct pays a fee to IFP for the provision of services in its capacity as an Australian Financial Services Licensee.

Proacct is a privately owned company. Gino Nardella, Anthony Torzillo and or associated persons or entities may participate in the profits earned by Proacct.

Gino Nardella and Anthony Torzillo are employees of Proacct and receive a salary and may also receive a share of insurance commissions. Neither you nor IFP pays your adviser directly.

IFP also maintain a register of any potential Conflicts of Interest that we may have. A copy of the IFP Conflicts of Interest register can be made available to you, upon your request.

Other benefits we may receive

IFP and its representatives may receive other benefits from product suppliers. These may include attendance at functions, conferences and training sessions provided by product suppliers. If applicable such benefits shall be disclosed in the Statement of Advice and recorded in IFP's register of Alternative Benefits outlining any such benefits that may be received.

Will anyone be paid for referring me to IFP or my adviser, or will IFP or my adviser pay anyone a referral fee?

If you were referred to us by a third party, Proacct or your adviser may pay them a fee, commission or provide some other benefit in relation to that referral.

Proacct does not have any current referral arrangements.

Resolving a complaint or concern

If you have a concern about services provided by Integrity Financial Planners or any of our representatives we will try and resolve your issues quickly and fairly. To allow us to do so you will need to take the following steps.

1. Contact IFP's Compliance Manager and provide them details of your concerns and complaint. IFP is required to reply to any complaints, concerns, allegations or queries that you have within 45 days of the receipt of your correspondence.

The Compliance Manager
Integrity Financial Planners
PO Box 1140, CROYDON, VIC 3136
Phone: (03) 9723 0522
compliance@iplan.com.au

2. If the outcome of your correspondence with the Compliance Manager is not to your satisfaction, you may lodge a complaint in writing with the Financial Ombudsman Service (FOS). FOS will undertake an independent review of your concerns.

Financial Ombudsman Service
GPO Box 3, Melbourne Vic 3001
Phone: 1800 367 287

Further information regarding the Financial Ombudsman Service is available from www.fos.org.au

IFP currently holds professional indemnity insurance for activities conducted in accordance with our AFS Licence. The insurance policy terms are generally consistent with section 912B of the *Corporations Act 2001*. Subject to the terms and conditions of the policy, the professional indemnity insurance extends to cover claims made in relation to the conduct of representatives and employees of the Licensee including those who may no longer work for the Licensee (but who did at the time of the relevant conduct).

IFP respects your privacy. A copy of our Privacy Statement is available from our website www.iplan.com.au or alternatively you can obtain a copy by calling us or asking for a copy from a staff member in our office.