

FRANKLIN

ADVISORY

FINANCIAL SERVICES GUIDE



WEALTH. INVESTMENTS. STRATEGY.

WHY AM I RECEIVING THIS DOCUMENT?

This Financial Services Guide (FSG) will help you decide whether to use the services that we offer. It contains information about:

- Franklin Advisory Pty Ltd
- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services

When we provide you with financial planning services you may receive:

- A Statement of Advice (SoA) or Record of Advice (RoA) which documents the advice we provide to you
- A Product Disclosure Statement (PDS) which explains the products we have recommended

INFORMATION ABOUT US

Franklin Advisory holds an Australian Financial Services Licence (495480) which has been issued by the Australian Securities and Investments Commission (ASIC).

Franklin Advisory is required to comply with the obligations of the Corporations Act and the conditions of its licence. We hold professional indemnity insurance which satisfies the requirements of section 912B of the Corporations Act.

WHAT SERVICES DO WE PROVIDE?

We are authorised to provide personal advice and dealing services for the following financial products:

- Superannuation and SMSF
- Basic & non-basic deposit products
- Debentures, stocks or bonds issued by a government
- Life risk insurance
- Managed investments
- Securities (direct shares)
- Standard margin lending facilities

THE FINANCIAL ADVICE PROCESS

We recognise that the objectives and personal circumstances of each client are different. What is right for one client may not be right for another.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we address all issues.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice which you can take away and read.

The Statement of Advice will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

For administration platforms, managed funds and personal risk insurance products we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about the advice and products that we recommend.

You can provide instructions to us in writing, via phone or via email/fax.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will typically be documented in a Record of Advice which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

FEES

All fees are payable to the Franklin Advisory Unit Trust. Sam Bridgwood, Leon Chiera and Dave Stock are owners of the practice and share in the profits that the practice makes.

Plan Preparation Fee

The Plan Preparation fee includes all meetings with you, the time we take to determine our advice and the production of the SoA.

The Plan Preparation fee is based on the scope and complexity of advice provided to you.

The Plan Preparation Fee is generally between \$500 and \$3,000, plus GST.

We will agree the fee with you at our first meeting.

Ongoing Services Fees

Our ongoing advice service fees depend on the ongoing service that we provide to you. They are typically charged as a percentage based on the value of your portfolio and are paid monthly.

The ongoing advice service fee will be disclosed in our ongoing agreement with you.

Brokerage Fees

We may charge a brokerage fee of between 0.75% and 1.5%, with a minimum of \$75 (plus GST) when you buy or sell listed investments. This fee will typically be applied to each transaction as a set percentage of the investment amount.

The services and fees will be set out in the SoA or RoA that we provide to you.

Managed Fund Transaction Fees

We may charge a transaction fee of up to 1.0% (plus GST) when you buy or sell interests in managed funds. This fee will typically be applied to each transaction as a set percentage of the investment amount. The services and fees will be set out in the SoA or RoA that we provide to you.

Placement Fees

We may receive one-off placement fees where you invest in some listed investments (eg bank issued hybrids and IPO's). These will be paid by the issuer of the investment and will typically be a set % of the investment amount.

The fees will be set out in the SoA or RoA that we provide to you.

COMMISSIONS

We may receive commissions and other benefits from some product and service providers.

The commission will vary depending on the product or service which is recommended. You will be advised of the exact amount in the SoA or RoA.

Insurance Commissions

We receive a one-off upfront commission when you take out an insurance policy we recommend. We also receive a monthly commission payment for as long as you continue to hold the policy. You will be advised of the exact amount of these commissions in the SoA or RoA.

Investment Commissions

We may receive a monthly commission payment from some investment providers. This will be based on your account balance and will continue to be paid for as long as you hold the investment. You will be advised of the exact amount of these commissions in the SoA or RoA.

Licensee Commission

Some product providers may pay us an additional licensee commission. This is based on the total funds invested in their products or the total insurance premiums for their policies across our entire client base.

Other Benefits

We may also receive additional benefits by way of sponsorship of education seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

FINANCIAL ADVISER REMUNERATION

Each financial adviser of Franklin Advisory is paid a base salary and does not receive commissions from product issuers.

ASSOCIATIONS

We are required to disclose any associations or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide to you. No such associations or relationships exist.

CONFLICTS OF INTEREST

Your financial adviser may recommend investments in shares that they hold or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

MAKING A COMPLAINT

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services then we encourage you to contact us. Please call us or put your complaint in writing to our office.

If you still do not receive a satisfactory outcome or we do not respond to you within 45 days after you make the initial complaint to us, you have the right to complain to the Australian Financial Complaints Authority (AFCA) at the following address:

GPO Box 3, Melbourne VIC 3001

Ph: 1800 931 678

Fax: 03 9613 6399

Website: www.afca.org.au

Email: info@afca.org.au

You may only contact AFCA once you have followed the above procedure.

Your Privacy

We are committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our Privacy Policy is available on request and on our website at **www.franklinadvisory.com.au**

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