



Financial Services Guide

“We build a professional and caring relationship with our clients based on integrity, clarity and technical excellence in the management of their financial affairs.”

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As a client of Muirfield Financial Services Pty Ltd you have the right to ask about our charges, the type of advice we will give you, and what you can do if you have a complaint about our services. Key information about Muirfield Financial Services Pty Ltd (Muirfield Financial Services) is set out below in a question and answer format. Our Privacy Policy can be viewed on our website: www.muirfieldfs.com.au If you need further clarification, please ask your Adviser.

Who are we?

Muirfield Financial Services is the holder of an Australian Financial Services Licence and is a Principal Member of the Financial Planning Association. We have been involved in Financial Planning for our clients since 1989. Muirfield Financial Services is independently owned and not aligned to any Bank, Life insurance company or Investment company.

What is a Financial Services Guide?

This Financial Services Guide is an important document to help you understand the financial services we offer.

It provides you with information about the advice offered by Muirfield Financial Services. Its purpose is to educate you prior to us providing a financial service. It provides information such as:

- Who are we and how we can be contacted;
- What services and products we are authorised to provide advice on;
- How we are paid; and
- Who to contact should you have a complaint.

You are entitled to receive a Statement of Advice whenever we provide you with any personal financial advice that takes into account your needs, objectives and financial situation.

The Statement of Advice will contain the advice, the basis on which it is given, information about fees and commissions and any association that Muirfield Financial Services has with any financial product provider or other parties.

If a recommendation is made for you to acquire a particular financial product you will also be provided with a Product Disclosure Statement (PDS). The PDS contains information about the financial product to assist you in making an informed decision about whether or not to purchase that product.

Who authorised the FSG?

The FSG is issued with the authorisation of the Licensee.

Who is my Adviser?

Details of your adviser (who is an advisory representative of Muirfield Financial Services) are contained in the “Adviser Profile” section of this document.

<i>Who will be responsible for the advice given to me?</i>	<p>Your Adviser is either an Employee Representative or an Authorised Representative of Muirfield Financial Services.</p> <p>However, Muirfield Financial Services is responsible for the financial services provided by its representatives, including the distribution of this Financial Services Guide (FSG).</p> <p>Muirfield Financial Services Pty Ltd (ABN: 59 180 064 148) is the holder of an Australian Financial Services Licence. No. 243287 and is located at:</p> <p style="text-align: center;">Suite 2, 17-19 Fenwick Street GEELONG VIC 3220</p>
<i>Do you have any relationships or associations with Financial Product issuers?</i>	<p>Muirfield Financial Services is independently owned and not aligned to any Bank, Life insurance company or investment company. For investments we predominantly use the 'MLC Navigator' investment administration platform and their investment research.</p>
<i>What kind of financial services are you authorised to provide me and what kinds of Financial Products do those services relate to?</i>	<p>You Adviser is authorised by Muirfield Financial Services to provide both general and personal financial product advice and also offer to arrange the issue of the financial products to you.</p> <p>We offer the following services:</p> <ul style="list-style-type: none"> • Financial planning and investment strategies • Superannuation analysis, advice and management • Salary packaging • Retirement planning and management • Centrelink advice • Residential aged care bonds advice • Risk management • Corporate and client seminars • Tax effective strategies • Mortgage and Margin Loan advice <p>We can also provide on-going reviews of your investment portfolio for a pre – arranged fee.</p>
<i>What information should I provide to receive personalised advice?</i>	<p>You need to provide us with a list of your personal objectives, details of your current financial situation and any relevant information so that we can offer you the most appropriate advice possible.</p> <p>You have the right not to disclose this information to us, if you do not wish to. However, if you do not disclose the information the advice you receive may not be appropriate to your needs, objectives and financial situation.</p> <p>You should read the warnings contained in the Statement of Advice carefully before making any decision relating to the purchase of Financial Products.</p>
<i>What should I know about any risks of the investment or investment strategies you recommend to me?</i>	<p>We will explain to you any significant risks of financial products and strategies that we recommend to you. If we do not do so, you should ask us to explain those risks to you, to alleviate any doubt.</p>
<i>What information do you maintain in my file and can I examine my file?</i>	<p>We maintain a record of your personal profile including details of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you.</p> <p>If you wish to examine your file, you should ask us, and we will make arrangements for you to do so.</p>
<i>How can I give you instructions about my Financial Products?</i>	<p>You may tell us how you would like to give us instructions. For example by telephone, fax or other means such as e-mail. However, we will always confirm our arrangements in writing.</p>
<i>How will I pay for the services provided?</i>	<p>You may pay us a fee directly or we may arrange with you for a monthly fee to be taken from your account to cover our services to you. Alternatively, we may receive a payment called a commission, which is paid to us by financial product issuers. This may include an up-front fee in addition to an on-going commission, which is paid to Muirfield Financial Services.</p>

<p><i>How are any commissions/fees or other benefits calculated for providing the financial services?</i></p>	<p>If you receive personal advice from us, we will tell you about any commissions, fees and any other benefits, where possible in actual dollar amounts, in the Statement of Advice. Our adviser will give you this Statement of Advice, before we proceed to act on your instructions.</p> <ul style="list-style-type: none"> • We may be paid by the Financial Product issuer at the time you invest and during the life of your investment or contract. • We may charge you a fee, depending on the time we spend developing your plan, or depending on the value of funds you invest. • We may invoice you for a fee when you receive our written recommendations. • You may have to pay us a management fee annually or in installments. • We may receive an ongoing payment from the Financial Product issuer. <p>Your adviser will tell you in writing in the Statement of Advice what fees we will charge you, when you have to pay, and what payments we may receive from the Financial Product issuer.</p>
<p><i>What are the range of fees generally applicable to the provision of advice and associated activities?</i></p>	<p>In connection with the preparation of a Statement of Advice, where a fee is to be charged to the clients, the fee is calculated at the current rate of \$330.00 per hour.</p> <p>Muirfield Financial Services may also be in receipt of initial up-front commission from Financial Product issuers based on the dollar value of funds invested. Usually these fall in the range of 1-5%.</p> <p>In addition, Muirfield Financial Services generally receive on-going commissions from Financial Product issuers, reflecting a range between 0.77% - 1.1% pa.</p> <p>Institutions may provide additional benefits. Where these exceed \$300 in value we record them in our "Register of Benefits". This is available for inspection upon written request.</p>
<p><i>Will anyone be paid for referring me to you?</i></p>	<p>Where you have been referred to us by someone else, if we pay them a fee or commission in relation to that referral, we will tell you in the Statement of Advice who will receive that fee or commission and the amount they will receive.</p>
<p><i>What should I do if I have a complaint?</i></p>	<p>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 a complaint about the service provided to you, you should take the following steps:</p> <ol style="list-style-type: none"> 1. Contact your Adviser and tell your Adviser about your complaint. 2. If your complaint is not satisfactorily resolved within 3 days, please contact Hayden Torney, Managing Director or put your complaint in writing and send it to us addressed to: <ul style="list-style-type: none"> Muirfield Financial Services PO Box 1805 Geelong Victoria 3220 <p>We will try and resolve your complaint quickly and fairly.</p> 3. If you still do not get a satisfactory outcome, you have the right to complain to the: <ul style="list-style-type: none"> Financial Ombudsman Service Limited GPO Box 3 Melbourne Victoria 3001 <p>Fax: (03) 9613 6399 Freecall: 1300 780 808 Email: info@fos.org.au</p> <p>We are a member of this scheme.</p> <p>The Australian Securities and Investment Commission (ASIC) also has a free call Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.</p>

Adviser Profiles

Hayden Torney - Director, CERTIFIED FINANCIAL PLANNER™, B. Economics, Dip.Financial Planning.

Hayden has extensive experience in managing financial planning issues for his clients. He has gained many awards in recognition of his achievements and is regularly asked to speak to groups of employees, accountants, Centrelink clients and colleagues on retirement planning and investment matters. Hayden has been a Committee member of the Geelong Chapter of the Financial Planning Association since 1997.

Joanne Whitworth - Employee Representative, CERTIFIED FINANCIAL PLANNER™, B.A., B.Sc., Dip.Fin.Planning. Joanne is an experienced financial planner and has worked with Muirfield since 1998. As well as general planning, she has an expert knowledge of defined benefit Government super schemes, and frequently speaks to groups of employees. She is also our Salary Packaging specialist.

Melinda Planken – Employee Representative, CERTIFIED FINANCIAL PLANNER™, B.Commerce (Financial Planning, Finance & Accounting)

Melinda joined the Muirfield team as a planning assistant in 2007. Having completed a Bachelor of Commerce degree at Deakin University, she was granted Certified Financial Planner™ status in June 2011. Melinda is able to explain Residential Aged Care fees, bonds and prepare financial plans to meet these costs. Now as a financial planner she undertakes client reviews, the preparation of financial advice and attends to client enquiries.

Ngan Bui – Employee Representative, B.Business (Financial Planning)

Ngan has worked with Muirfield since 2000 and completed the Financial Planning degree at RMIT. She ably assists the other advisers in the updating of client portfolio information, the co-ordination of switches and withdrawals and preparation of data for client portfolio reviews. Ngan is our special projects person and computer / information technology expert. In addition she attends client meetings, reviews portfolios, prepares financial plans and liaises with clients.

Carl Creasey – Employee Representative, CERTIFIED FINANCIAL PLANNER™, B.Commerce (Financial Planning, Finance & Accounting)

Carl joined Muirfield in 2008, having completed his Bachelor of Commerce at Deakin University with a major in Financial Planning, Finance and Accounting. He completed further studies in June 2011 and has been granted Certified Financial Planner™ status. Carl provides a wealth of knowledge in preparing financial advice, client reviews and is also our lending expert.

Tamara Carman – Employee Representative, B.Commerce (Financial Planning, Finance & Accounting)

Tamara joined Muirfield in 2009 as a Planning Assistant. Prior to Muirfield she completed her finance qualifications at Deakin University and then worked for 18 months with another financial planning practice. Tamara provides valuable assistance to the advisers by attending client meetings, preparing financial plans, undertaking a range of special projects and reviewing client portfolios. Tamara is studying for her Certified Financial Planner qualification.

What does CERTIFIED FINANCIAL PLANNER™ Mean?

CFP™ certification is the only globally recognised mark of professionalism for financial planners. When seeking objective, expert and trusted financial planning advice you should always look for the CFP™ mark.

A CFP™ professional is a trusted adviser who works with you to review all of your options so you can make informed decisions about your financial situation at every stage in life. By meeting rigorous international competency, ethical and professional practice standards, a CFP™ professional is qualified to deliver integrated financial solutions that allow you to take control of your finances and achieve your life goals. The best financial planning results come from working with a CFP™ professional.

This Adviser Profile section should be read in conjunction with the balance of the FSG.

Muirfield Financial Services
Making Financial Planning Simple