



FINANCIAL SERVICES GUIDE

Your Financial Planner is

MEDHAT TAKLA BEC
Financial Adviser

INTRODUCTION

This **Financial Services Guide** (FSG) is intended to inform you of certain basic matters relating to our relationship prior to us providing you with financial advice. The matters covered by the FSG include

Who we are;

- How we can be contacted;
- The services we are authorised to provide;
- How we (and any other related parties) are remunerated;
- Details of any potential conflicts of interest; and
- Details of our internal and external dispute resolution procedures and how they can be accessed.

It is intended that this FSG assist you in determining whether to use any of the services described below.

You have the right to ask us about the type of advice we will give you, our charges and what you can do if you have a complaint about our services.

A **Statement of Advice (SOA)** is usually given whenever we provide you with any advice. It takes into account your objectives, financial situation and needs. The SOA will contain the advice, the basis upon which it is given and other information, including information about our fees and commissions.

A **Product Disclosure Statement (PDS)** will be provided to you when we make a recommendation to purchase a particular financial product (other than securities). The PDS will contain information about the particular product which should enable you to make an informed decision in relation to the acquisition of that product.

If your financial planner provides further advice to you and your personal circumstances have not significantly changed, and that further advice is related to the advice we provided to you in a previous Statement of Advice and we do not give that further advice to you in writing you may request a copy of the record of that further advice at any time up to 7 years from the date our representative gave the further advice to you.

You can request the record of the advice by contacting the representative or us in writing or by telephone or by email.

BEFORE YOU RECEIVE OUR ADVICE

<i>Your Questions</i>	<i>Our Answers</i>
Who is my Adviser?	<p>Your adviser is Medhat Takla. Medhat is a Director and employee of Chambers Investment Planners Pty Ltd (Chambers).</p> <p>Medhat, graduated from the University of Western Australia with an Economics Degree in 2003, majoring in Money & Banking and Management with a minor in Human Resource Management, and he has been working with Chambers since 1999.</p> <p>Medhat's primary responsibilities include corporate management, marketing directives, and management of the client services division. Using his extensive financial services experience, Medhat has recently focused on a financial advisory role within the Chambers Group.</p> <p>Medhat is a member of the Financial Planning Association.</p>
Who will be providing the financial service to me?	<p>Chambers Investment Planners Pty Ltd is the holder of an Australian Financial Services License (AFS License No. 243359) under the Corporations Act (CWLTH 2001). Chambers is responsible for the advice provided to you by your adviser.</p> <p>Chambers was established in 1993 and is a Principal Member of the Financial Planning Association.</p> <p>Medhat Takla, as your adviser will be acting as a representative of Chambers. Chambers is therefore responsible for the advice provided to you by your adviser.</p>
What kinds of financial services are you authorised to provide me and what kinds of products do those services relate to?	<p>Your adviser is authorised to provide personal financial advice on the following:</p> <p>Personal Financial Advice:</p> <ul style="list-style-type: none">• Wealth Accumulation;• Income & Asset Protection;• Tax Strategies;• Superannuation;• Retirement and redundancy planning;• Estate Planning;• Social Security;• Debt Management;

<i>Your Questions</i>	<i>Our Answers</i>
What kinds of financial services are you authorised to provide me and what kinds of products do those services relate to?	<p>Chambers is authorised to offer the following financial services:</p> <ul style="list-style-type: none"> • Deposit Products (basic and other than basic); • Securities • Government Debentures, Stocks or Bonds • Managed Investment Schemes, including Investor Directed Portfolio Services (IDPS). • Retirement Savings Accounts (“RSA”) • Superannuation • Life Products including: <ul style="list-style-type: none"> ○ Investment Life Insurance Products ○ Life Risk Insurance Products • Agricultural Schemes <p>Chambers only recommends an investment to you after considering its suitability for your individual investment objectives, financial situation and needs. Furthermore, the ongoing review of your portfolio goes hand in hand with the provision of regular reports on your portfolio.</p>
Do you receive remuneration, commission, fees or other benefits in relation to providing the financial services to me and how is that commission calculated?	<p>All investments have costs associated with them. Investment fees may be used to meet the cost of administering and managing investments or to provide remuneration for the services of planners. Chambers believes that you should be totally aware of any costs relating to the establishment and ongoing management of your investments. The fees that Chambers and your adviser are entitled to receive come from two sources: You and the Product Issuers.</p>

Please Note: All fees and commissions received by Chambers and your adviser will be detailed and disclosed to you in your SOA.

Fees Payable by you (Excluding GST)

➤ **Preparation of SOA** – ‘Once-only’ Fee \$1,000 -
(This may change to reflect the complexity of the SOA) \$5,000

➤ **SOA Implementation**

Strategic Implementation Component:

Minimum fee of \$500. This may change depending on the complexity of the implementation. \$500 -
\$4,000

This is a once only fee that covers administrative cashflow management financial advice, and tax guidance.

Additional Advice

- Preparation of Statement of Additional Advice (SOAA)
- Preparation of Statement of Limited Advice (SOLA)

Should additional advice be required, any fees and charges applicable to the provision of this additional advice will be discussed with you at your review meeting.

Any fees and charges related to this additional advice will be dependant on the complexity of the advice.

Investment Implementation Component:

Range from 2.85% to 3.85% of the amount invested. The actual amount differs from investment to investment.

For example if we charged 2.85% to implement an investment value of \$100,000 we would be paid \$6,850 being \$4,000 Strategic Implementation Component plus \$2,850 Investment Implementation Component

➤ **Annual Remuneration** (from year 2)

The value of the annual fees is dependant upon the value of the investment at the time, and is calculated as follows.

Investment Value	Ongoing (Excl. GST)
Up to \$500,000	1.00%
\$500,000 up to \$1,000,000	0.50%
Over \$1,000,000	0.25%

For Example

Investment Value in year 2	Calculation	Fees Payable
\$300,000	\$300,000 x 1.00%	\$3,000
\$800,000	\$500,000 x 1.00% + \$300,000 x 0.50%	\$6,500
\$1,100,000	\$500,000 x 1.00% + \$500,000 x 0.50% + \$100,000 x 0.25%	\$7,750

Commissions paid to Chambers by others

Chambers receives a commission directly from the product provider. This commission is based on a percentage of the funds you invest or the premiums you pay. Commissions are not paid directly by you

Investment Provider Commission:

Commissions are paid once an investment is purchased and can continue on an annual basis. Commissions differ from one provider to the next. Actual commissions would be detailed in your SOA.

Ongoing commission is factored into the product costs for superannuation and investments and ranges between 0% and 0.80% per annum. It is generally calculated and paid based on the monthly investment balance.

Initial commission of up to 15% may be payable for certain agribusiness investments.

Insurance Provider Commissions:

Commissions are paid once an insurance product is purchased and can continue on an annual basis. Commissions differ from one provider to the next. Actual commissions would be detailed in your SOA.

Insurance commissions are factored into the premium costs and range between 11% and 125% of the initial premium, and between 0% and 40% per annum of the renewal premium.

Referral Commissions:

If you are referred to an external third party for services not directly provided by Chambers, Chambers may receive referral commissions. . On such occasions you will be informed of any such commissions

As a Reminder: All fees and commissions received by Chambers and your adviser will be detailed and disclosed to you in your SOA.

Other Remuneration

Medhat Takla as a Director and employee of Chambers Investment Planners Pty Ltd is remunerated via salary, commission and dividends.

How will I pay for the service? Chambers services are divided into two stages, and payment will be required for each stage separately.

Statement of Advice (SOA): When you give instruction for the creation of a SOA, the amount will be payable immediately.

Implementation of SOA: Upon implementing the SOA's recommendation arrangements will be made to directly debit the amount from your nominated account, (unless other arrangements are made with you).

OUR PRIVACY POLICY

Your financial adviser will maintain a record of your personal and relevant financial information together with any recommendations made to you. If you do not wish to disclose your personal or financial details, you have the right not to do so.

Should you wish to examine your file, please ask your financial adviser and there will be no fee applicable/charged for any access request. However, in some cases you may be charged reasonable costs of providing any of the information you have requested.

Who else will have access to my personal information?

Your financial adviser and Chambers may disclose your personal information (as necessary):

- Where the law requires us to do so
- You provide your consent (in writing)
- Confidentially to industry bodies, product providers, agents, contractors or third party service providers that provide financial, administrative or other services for the purpose of your investments.

Where can I access more Information about the Privacy Act with respect to my investments?

Chambers privacy policy explains in detail Chambers' policies on the Management of your personal information. You can request a copy of this policy from your financial adviser at any time.

WHEN YOU RECEIVE OUR ADVICE

<i>Your Questions</i>	<i>Our Answers</i>
Will you give me advice which is suitable to my needs and financial circumstances?	<p>Yes. But to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you.</p> <p>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.</p>
What should I know about any risks of the financial products or strategies you recommend to me?	<p>We will explain to you any significant risk of financial products and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.</p>
What information do you maintain in my file and can I examine my file?	<p>We maintain a record of your personal profile which includes details of your objectives, financial situation and needs.</p> <p>We also maintain records of any recommendations made to you.</p> <p>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 is enclosed for your information.</p> <p>If you wish to examine your files, you should ask us, and we will make arrangements for you to do so.</p>
Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?	<p>Yes. You may specify how you would like to give us instructions. For example, by telephone, fax or other means.</p>
Who can I complain to if I have a complaint about the provision of the financial services to me?	<p>Chambers is committed to providing a high standard of client service and to maintaining its reputation for honesty and integrity. If our level of service has failed to meet your expectations we would like you to tell us about your concerns. Chambers complaint handling process is designed to ensure that your concerns are treated seriously. Please contact Mrs Sohir A. Azim to ensure that your complaint is addressed promptly and fairly. Your complaint may be lodged either verbally or in writing and will be dealt with in strict confidence.</p> <p>If you are still not satisfied with our handling of your complaint you may direct your concerns to:</p> <p>Financial Ombudsman Service Limited (FOS) G P O Box 3 MELBOURNE VIC 3001 www.fos.org.au Phone: 1300 78 08 08 Fax: (03) 9613 6399</p>
Professional Indemnity Insurance	<p>Chambers Investment Planners and your financial adviser maintain professional indemnity (PI) insurance policies. These insurances cover advice, actions and recommendations which have been authorised by Chambers to be provided by your adviser. These arrangements satisfy the requirements imposed by the Corporations Act 2001 and financial services regulations.</p>