

FINANCIAL SERVICES GUIDE



CPA AUSTRALIA ADVICE PTY LTD

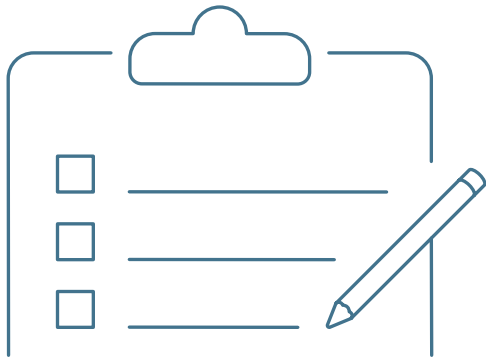
Level 20, 28 Freshwater Place Southbank VIC 3006

Phone 1300 272 238

Australian Financial Services Licence No 482657

Effective from 30 June 2017

PART A. CPA AUSTRALIA ADVICE



This Financial Services Guide (**FSG**) is issued by CPA Australia Advice Pty Ltd ABN 21 606 084 806 (**CPA Australia Advice, we or us**), a wholly-owned subsidiary of CPA Australia Limited which is one of the world's largest accounting bodies. CPA Australia Advice holds an Australian Financial Services licence (Australian Financial Services licence number 482657) issued by the Australian Securities and Investments Commission (**ASIC**). The distribution of this FSG is authorised by CPA Australia Advice.

Your financial adviser (**Adviser**) is not an employee of CPA Australia Advice. They are authorised by CPA Australia Advice to provide independent, unbiased advice and will be either an:

- individual who has been authorised by CPA Australia Advice to provide financial services on its behalf; or
- employee or member of the Business described in Part B of the FSG that has been authorised by CPA Australia Advice to provide financial services on its behalf. The Business in turn has sub-authorised your Adviser to provide financial services on its behalf.

The status of your Adviser is clearly set out in Part B of this FSG. Part B also provides information on:

- your Adviser and the Business (if relevant);
- the financial services your Adviser and the Business (if relevant) are authorised to provide on behalf of CPA Australia Advice;
- your Adviser's or the Business's (if relevant) fee structure; and
- your Adviser's skills and qualifications.

The information in this FSG is not complete without Part B.

CONTACT DETAILS

If you have any questions or wish to discuss the services and advice your Adviser may provide you can contact us at the following details:

CPA Australia Advice Pty Ltd

ABN: 21 606 084 806

Australian Financial Services licence: No. 482657

Level 20, 28 Freshwater Place

Southbank VIC 3006

Phone: 1300 272 238

www.cpaaustraliaadvice.com.au

THE PURPOSE OF THE FINANCIAL SERVICES GUIDE

Part A and Part B of this FSG are designed to assist you in determining whether to use any of the services offered by CPA Australia Advice, your Adviser or the Business (if relevant) before they are provided to you.

It provides you with key information about CPA Australia Advice, your Adviser and the Business (if relevant), who will provide you with the financial services outlined in this FSG including:

- who your Adviser is;
- the financial services we, your Adviser and the Business (if relevant) are licensed to provide;
- the fees that you may be required to pay;
- remuneration and other benefits that may be paid to us, your Adviser or the Business (if relevant) and other relevant persons in connection with the financial services provided to you;
- any associations or relationships which may influence any advice or services offered to you;
- details on your Adviser and the Business (if relevant); and
- our complaints handling process and compensation arrangements.

IMPORTANT INFORMATION

This FSG contains only factual information or general advice, and has been prepared without taking into account your objectives, financial situation and needs. Before acting on any advice, you should consider the appropriateness of that advice having regard to your objectives, financial situation and needs.

FINANCIAL SERVICES WE ARE AUTHORISED TO PROVIDE

CPA Australia Advice is authorised under its financial services licence to provide financial advice and deal in financial products on your behalf in relation to the following products:

- Deposit products
- Non basic deposit products
- General insurance products
- Government debentures, stocks or bonds
- Life insurance investment products
- Life insurance risk products
- Managed investment schemes including Investor Directed Portfolio Service
- Retirement Savings Accounts
- Securities
- Standard Margin Lending facilities
- Superannuation

Your Adviser may provide you with strategic financial advice, including investment and retirement strategy advice.

Your Adviser may only be authorised to provide you with financial advice and deal on your behalf in accordance with your instructions in relation to certain financial products. Please see Part B of this FSG for more information about the financial products and financial services that your Adviser and the Business (if relevant) can provide.

If your Adviser is not licensed to provide you financial advice or deal on your behalf in a specific area, they will let you know and may refer you to another appropriately licensed adviser for further advice.

TAX ADVICE

CPA Australia Advice is registered as a Company Tax (financial) adviser – Business with the Tax Practitioners Board. You should obtain independent taxation advice from a registered tax agent or lawyer before making any decision based on specific tax treatment of the strategies, products or services recommended by your Adviser.



OUR ADVICE PROCESS

We understand that every person is different and your financial goals are unique to you so we provide financial advice that is independent and draws on a wide range of strategies, products and services to support your objectives, financial situation and needs.

	<h3>Engage</h3>	<ul style="list-style-type: none"> • Get to know your Adviser • Discuss the advice sought by you • Confirm the advice and service available • Confirm the Terms of Engagement
	<h3>Gather</h3>	<ul style="list-style-type: none"> • Complete the Client Fact Find • Understand your experience with risk • Implement third party authorities • Confirm your relevant circumstances
	<h3>Develop</h3>	<ul style="list-style-type: none"> • We will consider your information collected • We will develop strategic advice and recommendations for you • Prepare supporting projections • Consider and select financial products, where authorised and if appropriate
	<h3>Document</h3>	<ul style="list-style-type: none"> • Document our recommendations to you • Prepare a Statement or Record of Advice • Prepare reference materials and fact sheets • Collate product disclosures and offer documents
	<h3>Present</h3>	<ul style="list-style-type: none"> • Explain our advice and recommendations • Answer any questions you may have • Help you make an informed decision • Assist in completion of product application forms
	<h3>Implement</h3>	<ul style="list-style-type: none"> • Implementation of your instructions • Assist with the completion of action items • Submit and followup any necessary paperwork • Liaise with third party providers and advisers
	<h3>Review</h3>	<ul style="list-style-type: none"> • Ad-hoc and Ongoing Services • Review your situation and our advice • Keep abreast of regulatory changes • Keep you on track to achieve your goals

APPROVED PRODUCT LIST

Any financial services provided to you by your Adviser may only be in relation to a financial product listed on the CPA Australia Advice Approved Products List. This list contains products that have been researched by CPA Australia Advice and are considered appropriate for clients' needs.

Your Adviser may ask us to make an exception to this list from time to time. These requests will be considered on a case by case basis and will only be approved if CPA Australia Advice considers the product(s) to be appropriate for a client and if in the clients best interest.

IMPORTANT DOCUMENTS

You will be provided with a number of documents throughout the financial advice process. You should read and understand these so that you can make an informed decision regarding the services, advice and financial products we may recommend. These documents may include, but are not limited to:

- This Financial Services Guide (FSG), including Parts A and B
- CPA Australia Ltd Privacy Policy
- Terms of Engagement
- Third party authority forms
- Client Fact Find and Risk Tolerance Questionnaire
- Data collection worksheets
- Advice documents including a Statement of Advice (SOA) or Record of Advice (RoA)
- Fact sheets and general information
- Product research reports
- Product Disclosure Statements (PDS) and other offer documents
- Product application forms

Any personal advice provided to you by your Adviser will be provided in an SOA. If your Adviser provides you with personal advice at a meeting or over the phone, they will provide you with an SOA as soon as practicable afterwards. The SOA will contain details of your Adviser's recommended financial strategies, risks and benefits of the advice, as well as the cost of the advice. If appropriate, the SOA will also include recommendations about financial products.

If your Adviser recommends a financial product to you, they will also provide you with a PDS if one is available. The PDS contains details about relevant terms, significant benefits and risks, and fees and charges associated with the product to help you make an informed decision about that product.

PROVIDING INSTRUCTIONS TO CPA AUSTRALIA ADVICE OR YOUR ADVISER

You can give your Adviser or the Business (where relevant) instructions or information verbally or in writing using the contact details contained in this FSG. In certain situations, we, your Adviser or the Business (where relevant) may require you to provide certain information in writing.

PRIVACY

The information collected about you by CPA Australia Advice Pty Ltd and your Adviser is protected under the Australian Privacy Principles outlined in the Privacy Act 1988 (Privacy Act).

CPA Australia Advice Pty Ltd is committed to ensuring the privacy and security of your personal information in accordance with the Privacy Act. We have provided you with access to a copy of our Privacy Policy, which addresses our privacy management practices, on CPA Australia's website at www.cpaustralia.com.au/utilities/privacy/privacy-policy

There will be instances where your Adviser will need to collect private and sensitive information in order to provide you with appropriate advice. This may include asking a range of questions about your personal lifestyle and medical health to support certain financial product applications such as insurance.

Your Adviser will request a copy of identification documents to meet their obligations with the Anti-Money Laundering and Counter Terrorism Financing Act 2006. Failure to provide the requested identification documents may result in your Adviser not being able to provide you with personal advice.

Your Adviser may also request your authority to retain your Tax File Number (TFN) on file or require your TFN to complete an application for a financial product. You may choose not to provide your authority to retain your TFN on file or to the recommended product provider. However, there may be tax implications that should be discussed with a registered tax agent or lawyer.

Your Adviser will maintain a physical or electronic record of your personal information which will include details of your objectives, financial situation and needs, copies of recommendations made to you and any products acquired by you.

FEES AND CHARGES

All financial advice and services provided to you by your Adviser are offered on a fee for service basis. These fees will be discussed with you at your initial meeting with your Adviser and are set out in Part B of this FSG.

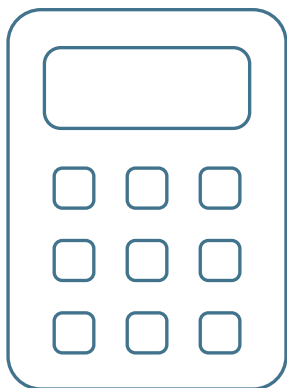
These fees may include:

- a fee for the preparation of an advice document;
- a fee to implement any advice or service recommended by your Adviser or requested by you;
- fees relating to the provision of any Ongoing Service Agreement;
- if you have not entered into an Ongoing Service Agreement with your Adviser, fees for further advice or a review of your existing arrangements; and
- fees for ad-hoc services or advice regarding the administration of your investments.

In all situations, your Adviser will discuss applicable fees with you before they commence preparing advice or implementing any strategies.

You are required to pay any fees your Adviser or the Business (if relevant) charges you directly to CPA Australia Advice. CPA Australia Advice pays these amounts to your Adviser or the Business (if relevant).

CPA Australia Advice may receive a fee for the provision of paraplanning services. The fee will be calculated and advised to you at the time the personal advice is provided and will be set out in the SOA.



WILL CPA AUSTRALIA ADVICE OR ITS EMPLOYEES RECEIVE ANY REMUNERATION, COMMISSIONS, FEES OR OTHER BENEFITS IN RELATION TO THE FINANCIAL SERVICES I RECEIVE?

CPA Australia Advice will not retain any commission or any other cash incentives paid by a provider of a financial product. CPA Australia Advice has put systems in place to ensure it (and where relevant its employers, employees, directors and any associates of these persons) do not receive any commissions, volume based remuneration or other gifts or benefits that are in respect of or attributable to the provision of financial services to you.

In the event that CPA Australia Advice receives a commission paid by a financial product provider, this will be rebated in full back to you. These funds will be held in a CPA Australia Advice non-interest bearing account. When the total amount received exceeds \$10, this amount will be paid to you fortnightly or at the end of each quarter (whichever comes first).

CPA Australia Advice or your Adviser may also receive non-cash benefits (for example training assistance) from financial product providers. All material forms of alternative remuneration (other than commissions that are rebated back to you) are recorded on our Soft Dollar Register. This register is publicly available and you can ask for a copy by contacting our office.

Employees of CPA Australia Advice receive a salary and do not receive any commissions or other cash incentives from issuers of financial products. Our employees may be eligible for a bonus payment based on a number of factors relating to their overall performance during the year. The factors include:

- meeting or exceeding standards of excellence in client service;
- the level of revenue they generate; or
- meeting an individual sales target (not product driven).

Our employees may also receive benefits such as tickets to sporting and other cultural events, corporate promotional merchandise and other similar benefits. If material, these will be recorded on the Soft Dollar Register.

CPA Australia Limited, its directors, employees and any associates of CPA Australia Limited or CPA Australia Advice do not receive any remuneration or other benefits that are in respect of or attributable to the provision of financial services.

In your initial conversation with your Adviser, they will explain how they (and if relevant, the Business) are remunerated and disclose any conflicts they may have. Details on the remuneration received by your Adviser and the Business (if relevant) are contained in Part B of this FSG.

DO ANY RELATIONSHIPS OR ASSOCIATIONS EXIST WHICH MIGHT INFLUENCE THE FINANCIAL SERVICES I RECEIVE?

As an independently owned and operated business, CPA Australia Advice is not reasonably influenced by any financial product provider.

CPA Australia Advice is a wholly owned subsidiary of CPA Australia Limited. CPA Australia Limited in its own right may accept sponsorship and receive advertising revenue from financial product providers relating to services available to accountants that are members of CPA Australia.

In your initial conversation with your Adviser, they will explain any associations or relationships that may influence the financial services they provide you. Further details on your Adviser's and the Business's (if relevant) associations and relationships are contained in Part B of this FSG.

Your Adviser is a member of CPA Australia Ltd and may be associated with a taxation and/or accountancy firm that operates separately to the financial advice business you may seek to engage for your personal financial advice.

WHAT RECORDS CAN I REQUEST?

In order to provide you with advice that is in your best interests, your Adviser needs to know your objectives, financial situation and needs before recommending any financial services, and if appropriate financial products to you.

You have the right not to disclose this information. However, in that case your Adviser is required to warn you that you risk receiving advice that is not appropriate to your objectives, financial situation and/or needs. You should consider the warnings carefully.

We, your Adviser and the Business (if relevant) maintain a record of:

- your personal profile, which includes details of your objectives, financial situation and needs; and
- records of any recommendations made to you by your Adviser, including any further advice which must be kept for a period of 7 years.

You may request from your Adviser a record of further advice that is provided to you if you have not already been provided with a copy of that advice. You may also ask your Adviser for a copy of your personal profile. We ask that you make a request in writing to your Adviser and allow up to 14 working days for the information to be forwarded to you.

SHOULD YOU HAVE A COMPLAINT

CPA Australia Advice has a complaints handling policy in place and is committed to an objective, reasonable and timely solution of the complaint. CPA Australia Advice has an internal complaints handling process for all complaints about financial services provided to you by CPA Australia Advice, your Adviser or the Business (if relevant) as follows:

1. You should first contact your Adviser to tell them about your complaint.
2. If you are unable to resolve the complaint, please contact:

The Complaints Manager
 CPA Australia Advice Pty Ltd
 GPO Box 2820, Melbourne VIC 3001
 Phone: 1300 272 238
complaints@cpaaustraliaadvice.com.au
www.cpaaustraliaadvice.com.au
3. Your complaint will be investigated and a response will be prepared and sent to you within 14 business days.
4. We endeavour to resolve all complaints promptly and impartially within 45 business days.
5. If we are unable to satisfactorily resolve the complaint with you within 45 business days, then you have the right to refer it to the Financial Ombudsman Services (FOS). FOS is an independent complaints External Dispute Resolution scheme which is free of charge to you. CPA Australia Advice is a member of this scheme, as required by law. FOS contact details are as follows:

Financial Ombudsman Service
 GPO Box 3, Melbourne VIC 3000
 Phone: 1800 367 287
info@fos.org.au
www.fos.org.au
6. You can also make a complaint and obtain information about your rights on ASIC's free call information line on 1300 300 630.

PROFESSIONAL INDEMNITY INSURANCE

CPA Australia Advice maintains adequate professional indemnity insurance that satisfies the requirements for compensation arrangements under section 912B of the Corporations Act 2001. This insurance provides indemnity up to the sum insured for CPA Australia Advice and our representatives (including your Adviser and the Business (if relevant)) in respect of conduct under our Australian Financial Services licence (subject to terms and conditions), to compensate clients or their beneficiaries for loss or damage suffered if we or our representatives provide negligent advice. This insurance covers former representatives and employees for work done whilst they were engaged with us.

PART B. YOUR ADVISER



ABOUT THIS DOCUMENT

This Part B sets out details about your Adviser and the Business (if relevant), the products they are authorised to provide, the fees and costs you may be charged, how certain persons are remunerated and any relevant associations or benefits between the Adviser, the Business, CPA Australia Advice (including its related bodies corporate) and issuers of financial products.

Part A of this FSG sets out all other information including:

- the purpose and content of this FSG, and the circumstances in which you may receive either a Product Disclosure Statement or Statement of Advice from your Adviser;
- how you can request a copy of any further advice provided to you;
- how to provide instructions to your Adviser and/or the Business (if relevant);
- what you can do if you are not satisfied with the financial services provided to you and how you can make a complaint;
- CPA Australia Advice's insurance arrangements and whether these arrangements satisfy the requirements for compensation arrangements under section 912B of the Corporations Act; and
- the name and contact details of CPA Australia Advice as the authorising licensee.

This Part B should be read in conjunction with Part A as a complete document. Distribution of this FSG has been authorised by CPA Australia Advice.

ADVISER DETAILS

May Partners Pty Ltd ATF May Partners Practice Unit Trust

(Authorised Representative number 1252355)

(Business) is an Authorised Representative of CPA Australia Advice Pty Ltd (**CPA Australia Advice**).

Your Adviser is **Ricky Henery**

(Adviser Number 1252357) (**Adviser**), a director of the Business and has been authorised by the Business and CPA Australia Advice to provide you with financial services.

May Partners Pty Ltd

2-4 Fitzroy Street
Kerang VIC 3579

PO Box 42
Kerang VIC 3579

Phone: (03) 5452 1155

Fax: (03) 5452 2846

Website: www.maypartners.com.au

Email: maypart@maypartners.com.au

May Partners provides a range of accounting, taxation, SMSF and financial advisory services specialising in small to medium business clients. We pride ourselves on taking the time to get to know our clients, and always being responsive to their needs. All staff live and work in the region and are proud to immerse themselves in the local communities.

Rick has been involved in the financial services industry for over 20 years. After graduating from La Trobe

University Bendigo with a Bachelor of Business, he qualified as a CPA and has held a Public Practice Certificate with CPA Australia for around 15 years. He is also a Registered Tax Agent.

Having completed studies in superannuation and Self Managed Superannuation to meet the ASIC criteria to provide personal advice, Rick looks forward to continuing to provide his clients with advice regarding their superannuation needs.

Ricky "Rick" Henery is remunerated by means of salary and profit share based on business ownership

AUTHORISATIONS

The full scope of the financial services CPA Australia Advice is authorised to provide persons under the terms of its Australian Financial Services licence are set out in Part A of this FSG. Your Adviser and the Business (if relevant) may only be authorised to provide you with financial advice and deal on your behalf in relation to certain of these financial products.

Your Adviser and the Business (if relevant) are able to provide you with financial advice on your behalf in accordance with your instructions in relation to the following:

AUTHORITY: PERSONAL ADVICE

Basic deposit products and Non-Basic deposit products
Superannuation products*
Retirement Savings Accounts*
Self-Managed Superannuation Funds

* Limited to the consideration of rollover to SMSFs to satisfy the best interests duty and related obligations

AUTHORITY: GENERAL ADVICE

Life insurance risk products
Life insurance investment products

Your Adviser and the Business (if relevant) are authorised to deal on your behalf in accordance with your instructions in relation to the following:

AUTHORITY: PRODUCT ADVICE

Basic deposit products and Non-Basic deposit products
Superannuation products*
Retirement Savings Accounts*
Self-Managed Superannuation Funds

* Limited to the consideration of rollover to SMSFs to satisfy the best interests duty and related obligations

Class of Product advice refers to financial product advice about a class of product but does not include a recommendation about a specific product.

CPA Australia Advice requires your Adviser and the Business (if relevant) to only provide you with financial services in relation to financial products listed on the CPA Australia Advice Approved Products List. Your Adviser may ask CPA Australia Advice to make an exception to this list from time to time. These requests will be considered on a case by case basis and will only be approved if CPA Australia Advice considers the product(s) appropriate to your needs.

Where your needs fall outside of the authority noted above, you may be referred to another appropriately qualified professional. Any arrangement you have with the referral partner or other professional will be outside of the responsibility of CPA Australia Advice and your Adviser.

FEE STRUCTURE

Our fees are charged by taking into account the amount of time and the staff required to complete the services for you. Our fees are inclusive of GST. Prior to proceeding, details of the services and costs will be agreed and signed by all parties. As set out in Part A of this FSG, fees payable for financial services provided to you will be payable to CPA Australia Advice, who will then pay this amount to the Business.



FEE STRUCTURE

INITIAL APPOINTMENT

This is free of charge and does not impose any obligation on you.

ADVICE PRESENTATION AND IMPLEMENTATION

A fee range from \$500 up to \$10,000 inclusive of GST will be applicable and will be dependent on the level of complexity required. The fee covers the initial advice provided and an implementation fee. Prior to proceeding the terms of engagement outlining the services and costs will be agreed and signed by all parties.

ONGOING SERVICE AGREEMENT

Where you have accepted an ongoing services agreement, you will be charged a fee taking into account the amount of time and the staff required to complete the services for you. This may be a flat fee. If you decide not to accept an ongoing service agreement, you will need to contact your Adviser for a review of your financial position and agreed upon strategy. A fee may be charged for any service provided in line with the range noted above. This fee will be agreed between you and your Adviser prior to any work commenced.

INVESTMENT MANAGEMENT OR PRODUCT PROVIDER FEE

All investments have ongoing costs applied by the product provider. These will vary in line with the product adopted. The costs will be outlined fully in the relevant Product Disclosure Statement (PDS) and will be explained to you in your Statement of Advice (SOA).

EXECUTION ONLY SERVICES

At times you may request your Adviser execute an instruction on your behalf without providing any advice. Your Adviser may charge a fee for carrying out your instructions in line with the range noted above. The fee will be agreed with you in advance prior to any work commenced.

REMUNERATION, COMMISSIONS, FEES AND OTHER BENEFITS

As a director of their entity, your Adviser will receive a remuneration package. They may be eligible for a bonus payment from their entity based on a number of factors relating to their overall performance during the year. The factors include:

- meeting or exceeding standards of excellence in client services;
- the level of revenue generated;
- meeting an individual sales target (not related to financial products).

The bonus component will not be attributable to the financial services provided to you and is not reasonably expected to influence the advice provided to you.

CPA Australia Advice has put systems in place to ensure it, your Adviser and the Business (and where relevant their employers, employees, directors and any associates of these persons) do not receive any commissions, volume based remuneration or other gifts or benefits that are in respect of or attributable to the provision of financial services to you or might reasonably be expected to influence them or their representatives (including directors and employees) in providing advice to you. In the event that your Adviser or the Business receive a commission paid by financial product providers, this will be rebated in full back to you.

These funds will be held in a CPA Australia Advice non-interest bearing account. When the total amount received exceeds \$10, this amount will be paid to you fortnightly or at the end of each quarter (whichever comes first).

Your Adviser and the Business are prohibited from accepting monetary benefits from issuers of financial products by CPA Australia Advice.

Your Adviser and/or the Business may receive non cash benefits from issuers of financial products up to a value of less than \$50 if accepted by CPA Australia Advice (for example training assistance, resources, business lunches, and invitations to events).

All material forms of alternative remuneration (other than commissions that are rebated back to you) are recorded on CPA Australia Advice’s Soft Dollar Register. The Business also maintains its own Register. Please contact CPA Australia Advice and/or your Adviser if you would like to see a copy of these registers.

As a member of CPA Australia, your Adviser may be eligible for member benefits which may include discounted home loan rates and access to special offers (such as cellar club membership or fleet discounts). These member benefits are not related to the provision of financial services to you. There are no additional charges to you as a consequence of the payment of these benefits and any benefits would be paid out of the financial product provider’s own resources.

The relevant remuneration, commissions, fee or other benefits received by CPA Australia Advice and CPA Australia Limited are set out in Part A of the FSG.

ASSOCIATIONS AND RELATIONSHIPS THAT WOULD REASONABLY BE EXPECTED TO INFLUENCE THE ADVISER OR THE BUSINESS IN PROVIDING FINANCIAL SERVICES

Your Adviser and the Business (if relevant) including the Business’ directors, partners, trustees, staff and contractors, and/or their respective family members, companies and trusts, may have a financial interest in any of the investments or securities included in your Adviser’s advice.

Your Adviser may be a partner, member or an employee of an accounting practice that may provide a range of services (for example tax, Self-Managed Superannuation Fund administration services, and Accounting services).

Your Adviser and/or other representatives of the Business (if relevant) may attend conferences and seminars arranged by financial product providers.

The relevant relationships and associations of CPA Australia Advice and CPA Australia Limited are set out in Part A of the FSG.

