

Financial Services Guide



Golden Age Financial Services

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Important



Before we provide you with financial advice, you should read this Financial Services Guide (FSG) because it contains important information designed to help you decide whether to use our services. It contains information about:

- The initial and ongoing advice we provide;
- Our service offer and advice fees;
- Who to contact should you have a complaint.

Why you should choose Golden Age Financial Services

We aim to provide personalised and responsible advice suited to your objectives and believe that sound advice and planning is the key to improving your financial position.



Golden Age Financial Services is one of a select number of businesses that has been awarded Certified Quality Advice Practice status by Charter Financial Planning. This programme sets an industry benchmark for providing high-quality financial advice. The certification is awarded based on industry qualifications, demonstrated best practise business operations and proven success in meeting the financial planning needs of clients.

Our financial planning process

Everyone is different, with different circumstances, needs and goals. We treat every client as an individual, but follow a defined financial planning process, to make sure you know what to expect from us.

The initial advice process covers our first appointment through to the implementation of your financial plan. We do this by:

(1) Identifying where you want to be

We help you identify your financial and lifestyle goals. This makes sure we understand your needs and you can understand what to expect from us.

(2) Considering the opportunities and risks

We assess your current situation and investigate the options available for you to reach your goals.

(3) Bridging the gap

Based on discussions with you and research we conduct, we will devise a strategy to bridge the gap between where you are now and where you want to be.

(4) Bringing your plan to life

We work closely with you to implement your financial plan. We help you to complete any necessary paperwork and are available to attend meetings with your accountant, solicitor and general insurer so that your strategy is implemented efficiently.

As time goes on, circumstances and needs change. The final step in our advice process ensures your financial plan remains on track, by providing you with regular ongoing advice.

(5) Staying on track with regular ongoing advice

We design an ongoing service programme to ensure your plan remains up to date as your life changes and so you can obtain the benefits of ongoing reliable advice.

Sometimes, life takes us in unplanned directions. When you need a little extra help on top of our initial or ongoing advice, just ask us to provide you with some additional advice. We are there to help you – whatever the occasion.

About Robert Switkowski

Your financial adviser, Robert Switkowski (ASIC number 252559), is an authorised representative of Charter Financial Planning.

Education and Qualifications

Advanced Diploma of Financial Services

Experience

Robert Switkowski has over 25 years experience within the Financial Services Industry. He has completed the Advanced Diploma of Financial Services.

Advice we can provide

Robert can provide you with advice on the following:

Strategies

- Guidance on budgeting and goal setting
- Savings and wealth creation strategies
- Investment planning
- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Estate planning considerations
- Centrelink planning
- Risk and insurance analysis
- Business succession planning
- Salary packaging advice
- Gearing strategies

Products

- Cash management trusts
- Retirement income streams
- Direct fixed interest
- Retail & wholesale managed investment schemes
- Socially responsible investments
- Hedge funds
- Master trust products
- Superannuation products
- Personal and group insurance
- Business succession insurance
- Margin lending facilities
- Direct shares

We offer a range of insurance, investment, superannuation and retirement strategies and products and AXA owned platforms (Summit, Generations, AXcess and North).

Charter Financial Planning maintains an approved product list, containing financial products that have been researched by a number of external research houses. A copy of the approved product list can be supplied to you upon request.

Documents you may receive

Our initial advice will be provided to you in a financial plan, known as a Statement of Advice (SOA). The financial plan contains a summary of your goals and our advice to help you achieve them.

We will keep a record of any further advice we provide you. You may request a copy by contacting our office.

You will also receive a Product Disclosure Statement (PDS) if we have recommended you invest in or purchase a financial product. The PDS contains key features of the recommended product, significant benefits, risks and the fees you pay the product provider to professionally manage your investment or insurance.

You should read any warnings contained in your financial plan or the PDS carefully before making any decision relating to a financial strategy or product.

You can contact Robert Switkowski directly with any instructions relating to your financial products.

Advice fees



The fees charged for the advice services of Golden Age Financial Services may be based on a combination of:

- A set dollar amount that is agreed between you and your financial adviser; or
- A percentage based fee based on the amount you invest that is agreed between you and your financial adviser.

The advice fees of Golden Age Financial Services may include charges for the following advice services:

Initial advice - The initial advice fee covers the cost of researching and preparing your financial plan and is based on a set dollar amount.

Before providing you with initial advice we will prepare an Initial Advice Agreement. The Initial Advice Agreement sets out what our initial advice will cover and how much it will cost you.

In addition, the initial advice fee will be disclosed in your SOA.

Advice implementation – The advice implementation fee covers the administrative time spent implementing the recommended strategies and products and is based on a set dollar amount.

The advice implementation fee will be disclosed in your Initial Advice Agreement and / or your SOA.

Ongoing advice – The ongoing advice fee covers the cost to review the strategies and the products recommended in your SOA. An ongoing review helps you take advantage of opportunities as they become available. The fee for the ongoing advice fee service is calculated as either a set dollar amount or a percentage of your investments.

Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or fixed percentage each year. We will advise you if this fee will increase as a result of CPI.

Before providing you with ongoing advice Golden Age Financial Services will prepare an Ongoing Advice Agreement. This agreement will set out what our ongoing advice will cover, how much it will cost and your payment method.

In addition, the ongoing advice fee will be disclosed in your SOA.

Additional advice – For all other advice, an additional advice fee may be charged based on a set dollar amount. Any additional advice fee will be disclosed in your SOA.

Please note that for services in relation to insurance, and business/corporate superannuation, commissions may be paid as follows:

Initial commission – deducted from your investment contributions or paid from insurance product providers, and

Ongoing commission - a percentage of the value of your investment balance, outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

Your advice fees will be calculated at the time Golden Age Financial Services provides you with personal advice. Your SOA will outline the advice fees and any commission inclusive of GST.

Payment Method & Frequency

We offer you the following payment terms:

- Bpay, direct debit (credit card or savings), cheque
- Deduction from your investment
- Ongoing advice fees may be deducted as an annual instalment or in monthly or quarterly instalments.
- Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or percentage each year. The specific amount will be agreed to by you and outlined in our ongoing advice agreement.

How the advice fees are distributed

Charter Financial Planning will retain 0% to 3% of the gross revenue received for the recommended financial services and/or products. Charter Financial Planning will pay Golden Age Financial Services 97% to 100% of the gross revenue received.

Robert Switkowski may receive bonuses and other benefits.

Other benefits Golden Age Financial Services may receive

We may be offered or receive non-commission benefits such as entertainment or sponsorship from some product providers at no extra cost to you. Both Charter Financial Planning and Robert Switkowski maintain a register to document benefits received. A copy of this register will be made available within seven days of a request.

- **Value Participation Scheme:** AXA may provide us with a cash payment based on total AXA and AMP product funds under management.
- **Technology and Education:** Charter Financial Planning provides us with 'points' when our business revenue exceeds \$50,000. One point is received per \$1.23 (inc GST) over \$50,000.

Points are only redeemed for office equipment and staff training to ensure you receive up to date information and advice.

- **Product Competitions:** We may participate in short term incentive programmes such as a product provider paying additional commissions during a specified period.
- Due to the temporary nature of these arrangements they have not been included in this document. Details of any short term incentives will be outlined in your financial plan.

About Charter Financial Planning



Charter Financial Planning Limited ABN 35 002 976 294

Australian Financial Services Licensee 234665

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Charter Financial Planning is a member of the AMP Group. The AMP Group includes companies formerly part of the Australian And New Zealand operations of AXA Asia Pacific Holdings Limited.

Charter Financial Planning has approved the distribution of this FSG.

Relationships and associates

Robert Switkowski can provide advice on products from a wide range of financial product providers, some of which are part of the AMP Group and as such are affiliated with Charter Financial Planning, including:

Product Issuer	Product brands used by issuer
<ul style="list-style-type: none"> • The National Mutual Life Association of Australasia Ltd 	<ul style="list-style-type: none"> • AXA • AC&L
<ul style="list-style-type: none"> • National Mutual Funds Management Limited 	<ul style="list-style-type: none"> • AXA
<ul style="list-style-type: none"> • NMMT Ltd 	<ul style="list-style-type: none"> • Summit • Generations • AXcess SMSF
<ul style="list-style-type: none"> • N.M. Superannuation Pty Limited 	<ul style="list-style-type: none"> • Summit • Generations • North
<ul style="list-style-type: none"> • Multiport Pty Ltd 	<ul style="list-style-type: none"> • multiport
<ul style="list-style-type: none"> • Alliance Capital Management Australia Limited 	<ul style="list-style-type: none"> • Alliance
<ul style="list-style-type: none"> • ipac asset management limited 	<ul style="list-style-type: none"> • iAccess
<ul style="list-style-type: none"> • AllianceBernstein Australia Limited 	<ul style="list-style-type: none"> • AllianceBernstein
<ul style="list-style-type: none"> • AXA Rosenberg Investment Management Asia Pacific Limited 	<ul style="list-style-type: none"> • AXA Rosenberg
<ul style="list-style-type: none"> • AMP Bank Limited 	<ul style="list-style-type: none"> • AMP
<ul style="list-style-type: none"> • AMP Capital Investors Limited 	<ul style="list-style-type: none"> • AMP
<ul style="list-style-type: none"> • AMP superannuation Limited 	<ul style="list-style-type: none"> • AMP
<ul style="list-style-type: none"> • AMP Life Limited 	<ul style="list-style-type: none"> • AMP

Privacy

Golden Age Financial Services maintains a record of your personal information. You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

A copy of any recommendations made to you will be retained by Golden Age Financial Services for seven years. Please contact Golden Age Financial Services to review your file.

Charter Financial Planning and Robert Switkowski implement a privacy policy, which ensures the privacy and security of your personal information. You can request a copy of the policy from Golden Age Financial Services for Robert Switkowski.

Another financial adviser may be appointed to you if Robert leaves Charter Financial Planning or is unable to attend to your needs due to an extended absence from the business. In these circumstances, Charter Financial Planning will write to you advising you of the change. Your personal information will be passed on to the new adviser.

If you choose to appoint a new financial adviser, your new adviser will be provided access to your policy information. They will be responsible for providing you with ongoing advice relating to those policies and all future advice fees deducted from the policy/(ies) will be paid to your new adviser.

Professional indemnity insurance

Professional indemnity insurance is maintained by Charter Financial Planning and Robert Switkowski to cover advice, actions and recommendations which have been authorised by Charter Financial Planning and provided by Robert Switkowski. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

What should you do if you have a complaint?



If you have any complaints about the services provided to you, you should take the following steps:

- Contact your financial adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three days, please contact Charter Financial Planning on 137 292 or put your complaint in writing and send it to:

Charter Financial Planning
Attention: Complaints Case Manager
Advice and Licensing
Level 9, 750 Collins Street
DOCKLANDS VIC 3008

Charter Financial Planning will try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following table.

Type of complaint	External complaints service
Financial advice, investments, superannuation or insurance matters	Financial Ombudsman Service (FOS) on 1800 780 808
Personal information held	The Privacy Commissioner on 1300 363 992

The Australian Securities and Investments Commission (ASIC) may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.