
Financial Services Guide

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Bluegum Financial Services Pty Ltd

FINANCIAL SERVICES GUIDE

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

This Financial Services Guide (“FSG”) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures, along with how you can access them.

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

You should also be aware that you are entitled to receive a Statement of Advice when we first provide you with personal advice, (advice that takes into account your objectives, financial situation and needs). The Statement of Advice will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

If our representative 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.

In the event we make a recommendation to acquire a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement containing information about the particular product, which will enable you to make an informed decision in relation to the acquisition of that product.

1 Before you receive our advice

Your Questions

Who will be providing the financial service to me?

Who is my adviser?

Our Answers

Licensee

Bluegum Financial Services Pty Ltd

ABN:86110682196

Australian Financial Services Licence Number:
301642

Address

Level 2
292 Pacific Highway
Crows Nest. NSW. 2065

Postal Address

PO Box 732
North Sydney. NSW 2059

Tel No: 02 9955 9633

Fax: 02 9966 4161

Email: richards@stonebridgewe.com.au

Your adviser will be **William Carpenter**. Bill is an Authorised Representative of Bluegum Financial Services Pty Ltd.

Bill has the following relevant qualifications:

- Diploma of Financial Services

What kinds of financial services are you authorised to provide me and what kinds of products do those services relate to?

Bluegum Financial Services Pty Ltd can provide the following services:

- Financial Planning Strategies
- Retirement Planning
- Life Insurance needs
- Superannuation needs
- Tax Effective planning

We are licensed to provide advice on and deal in the following products:

- Deposit products
- Government Debentures, Stocks & Bonds;
- Life Insurance Investment Products;
- Life Insurance Risk Products;
- Managed investment Schemes;
- Securities;
- Retirement Savings Account Products; and
- Superannuation;

We can advise you in respect of Securities however we cannot provide a service to buy or sell Securities. We are able to refer you to a stockbroker who will arrange for your purchase or sale of securities.

Portfolio Monitoring:

Internal databases are maintained detailing client's investments that were recommended by Bluegum Financial Services Pty Ltd. This does not constitute portfolio monitoring. Portfolios are reviewed on an regular basis, subject to the client's discretion.

Who do you act for when you provide financial services for me?

Bluegum Financial Services Pty Ltd is responsible for the financial services provided to you.

Do you receive remuneration, commission, fees or other benefits in relation to providing the LIFE INSURANCE ADVICE to me and how is that commission calculated?

Bluegum Financial Services Pty Ltd provides clients with a choice of paying a fee-for-service or allowing Bluegum Financial Services Pty Ltd to receive commission from the product providers that it recommends. A combination of these methods of payment for our services will also be considered.

Life Insurance Commission

- 1) Where a life insurance company product has been recommended the issuer of the product will pay Bluegum a commission. This commission ranges between 0% to 120% of your first years premium.
- 2) Where a life insurance company product has been recommended the issuer of the product will pay Bluegum an ongoing commission. This commission which can vary depending on the product is calculated in a range of between 0% and 10%.
- 3) If you have been referred to me by another party I may pay that party a fee of up to 20%
- 4) The exact amounts of any fees, commissions, bonuses or other incentives received by me and the licensee will be included in a Statement of Advice that I will provide to you.

Do you receive remuneration, commission, fees or other benefits in relation to providing the FINANCIAL PLANNING ADVICE to me and how is that commission calculated?

Commission Based Financial Planning Remuneration

The rate of commission and type of commission will vary from product provider to product provider. The commissions are set out below.

- 1) The issuers of the investment products we recommend may pay Bluegum Financial Services Pty Ltd an initial commission. This commission which can vary depending on the product and manager is in a range of between 0% and 5% and calculated on your investment amount.
- 2) The issuers of the investment products we recommend may pay Bluegum Financial Services Pty Ltd an ongoing commission. This commission which can vary depending on the product and manager is calculated in a range of between 0.33% and 0.66% on the balance in your account. This commission is paid each month.

Do any relationships or associations exist which might influence you in providing me with the financial services?

Neither I, nor Bluegum Financial Services Pty Ltd, nor any related bodies corporate have any relationships or association with any product issuer that could be expected to influence me in the provision of the financial services.

2 When you receive our advice

Will you provide me advice, which is suitable to my needs and financial circumstances?

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.

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.

What should I know about the risks of the financial products or strategies you recommend to me?

We will explain to you any significant risks 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.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile, which includes details of your objectives, financial situation and needs.

We also maintain records of any recommendations made to you.

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.

If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise of the likely cost in advance and can help to refine your request if required.

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?

Yes. You may specify how you would like to give us instructions, for example by telephone, fax, or other means.

3 If you have any complaints

Who can I complain to if I have a complaint about the provision of the financial services to me?

Bluegum Financial Services Pty Ltd is a member of the Financial Ombudsmen Service.

If you have any complaint about the service provided to you, you should take the following steps:

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, please contact Bluegum Financial Services Pty Ltd's Chief Operating Officer or put your complaint in writing and send it to Bluegum Financial Services Pty Ltd. We will seek to resolve your complaint quickly and fairly.
3. If the complaint cannot be resolved to your satisfaction you have the right to complain to the Financial Ombudsmen Service (FOS). They can be contacted on 1300 78 08 08. This service is provided to you free of charge.

The first stage of the FOS process is where FOS facilitates discussions and negotiations between the parties. A case manager will be assigned to your call, all relevant documents are exchanged and the issues in dispute are identified. Most cases are settled at this stage.

If the dispute is not solved, it goes to the Chief Executive Officer of FOS. They decide how the dispute will be solved, either through Option A or Option B as described below:

Option A is conciliation conference and the parties come face to face with a conciliator from FOS. The role of the conciliator is to assist the parties to explore options for settlement of the dispute and to help parties to agree on their own outcome.

Option B is where either an independent adjudicator (complaint less than \$10 000) or an independent panel (for a complaint over \$10 000) is requested to make a decision "on the papers" taking into account the relevant law, fairness and reasonableness. If you accept the adjudicator's decision it is binding on the member, but it is not binding on you.

The Australian Securities and Investments 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.

Do you have professional indemnity insurance and at what level of cover?

Yes. Bluegum Financial Services has comprehensive professional indemnity insurance with a third party insurer. The level of cover is \$3,000,000 liability.

Compensation

Bluegum Financial Services Pty Ltd is a member of the Financial Ombudsmen Service and has in place Professional Indemnity Insurance that satisfies the requirements of the Corporations Act.