



Oakwood Financial Group Pty Limited
ABN 11 063 291 163 AFSL 255231
Unit 2, 3A Racecourse Road
Gosford NSW 2250
Phone (02) 4324 9177
Fax (02) 4324 9055

Financial Services Guide

PART ONE

This **Financial Services Guide** is an important document. It tells you what you need to know to help you decide if you want to use our services. It consists of two parts of which this is part one.

Both parts of the Financial Services Guide should be read together to explain:

- who we are and how we operate,
- how we get paid,
- what to do if you aren't satisfied with our service or the advice you receive.

You will also receive a **Statement of Advice** if we advise you about your financial situation. The Statement of Advice will provide details of our advice and its basis.

For any product recommended as part of our advice, you will receive a **Product Disclosure Statement**. This will describe the key benefits, risks and costs of the product.

These documents help you make an informed decision about your financial future. Please read them carefully and contact us if you have any questions.

Prepared 1 July 2008

About Oakwood

Oakwood Financial Group Pty Ltd (Oakwood) is a financial services business owned and operated by a group of dedicated financial advisers.

Our prime focus is our clients, we are not associated with nor do we have any ownership links with providers of financial product. Oakwood is a Principal Member of the Financial Planning Association of Australia Limited ('FPA') and is committed to FPA's Code of Ethics and Rules for Professional Conduct.

Oakwood's Services

Our main business is providing comprehensive financial planning solutions to our clients which may include:

- Personal budget planning
- Retirement planning
- Salary packaging
- Personal wealth management
- Risk management
- Redundancy packaging

Oakwood holds an Australian Financial Services Licence (AFS Licence No. 255231) that authorises us to provide financial advice and deal on your behalf the following types of financial products:

- Deposit and payment products
- Superannuation – personal & corporate
- Government debentures, stocks & bonds
- Life risk insurance – Income Protection, Life, TPD and trauma
- Managed investment schemes
- Retirement Savings Accounts
- Investor directed portfolio services
- Securities

Oakwood is responsible for any advice about these types of products and related services given to you by your Oakwood Financial Adviser. Oakwood is a professional organisation that carries appropriate insurances to cover the services provided to you by your Adviser while a representative of Oakwood.

What to expect

Whether you have previously received financial advice or not, Oakwood can develop solutions tailored to your circumstances. Our Financial Advisers will assess your financial situation and prepare for you a detailed financial plan, known as a Statement of Advice.

Initial Meeting

The purpose of this meeting is for you and your Adviser to get to know each other, discuss your objectives and to reach agreement for proceeding with the preparation of your financial plan. Once a fee estimate has been discussed and agreed preparation of your financial plan can commence.

Please note that your Adviser will discuss with you your objectives in general terms at this initial meeting. Only after you have provided full details of your personal circumstances in the Fact Find phase of this process, see below, can your Adviser provide you with advice that is relevant to your own specific situation.

Fact Find

To properly consider your needs and objectives and to deliver recommendations which are designed to satisfy your requirements, your Adviser will need to obtain from you key facts as to your personal circumstances. A "Fact Find" document will be completed which will record your information, and will be the basis on which the financial plan is prepared. Of course, you have the right not to share this information with your Adviser (see our Privacy Policy for details). In this case, they are required to warn you of the possible consequences. You should read the warnings carefully.

Product Selection

Oakwood utilises independent research and conducts reviews on a large number and variety of financial products offered in the market place. This research is conducted to define an overall 'basket' of products for utilisation when implementing financial strategies to your situation to achieve your financial goals. Due to the sheer quantity of available products, Oakwood does not conduct research on all products.

After analysing your needs and circumstances your Adviser may then make a recommendation of one or more of these products. If you already have particular insurance, investment or other financial products in your portfolio that are outside of Oakwood's 'basket' of potentially suitable products, we will research these prior to making any recommendation about them (within the limits of Oakwood's Services described above).

Your Financial Plan (Statement of Advice)

The report will address the strategies that are considered appropriate for the client's objectives as agreed. Report preparation includes all data collection, research, analysis and investigation that may be required to ensure that your objectives are correctly identified and the strategies needed to achieve the objectives are accurately specified.

Your Adviser will explain any significant risks associated with their recommendations, as well as the risks associated with not acting on the recommendations. If they don't, you should ask them to explain the risks to you.

Any subsequent or further advice will usually be provided to you verbally, or you may request a record of this further advice by phoning or writing to your Adviser. You have up to 7 years to request such a record. If there has been a significant change to your circumstances we will prepare a new formal Statement of Advice.

Additional Advice

One important aspect of your financial planning is the co-ordination of your financial affairs between all professional advisers (such as Accountants and Lawyers for example). Where appropriate or required, we will involve all relevant advisers to ensure that your Financial Plan operates efficiently and effectively for the best solution to your overall wealth management and financial planning requirements. Please note the fees below do not include legal or accounting costs associated with the operation of your financial planning affairs.

Giving instructions to your Adviser

You can provide instructions to your Adviser in writing by e-mail, facsimile or post. However wherever possible we recommend a face-to-face meeting with your Adviser.

Oakwood has a strict policy of not handling client funds. All investment monies and risk insurance premiums must be paid to the product provider your securities broker in the case of traded securities. Only Oakwood's own service fees (where applicable) are payable to Oakwood Financial Group Pty Ltd.

Ongoing Review

Whilst a critical part of our work is the development of your strategic financial plan and the design of the portfolio, our ongoing review services are also very important.

Our minimum standard requires the preparation of a formal Annual Review to ensure that your current strategies are appropriate for your circumstances, monitor the performance of their investments, and make changes to your financial affairs as necessary.

What if I have a concern or complaint?

- 1 If you have any questions or concerns about our services please contact your Adviser first. If you are unhappy with our service or advice we will try to resolve your complaint quickly. We encourage you to contact your Adviser and talk it over with them first.
- 2 If your complaint is not satisfactorily resolved within three days, contact Oakwood on (02) 4324 9177 or put your complaint in writing and send it to us at: The Complaints Manager, Unit 2, 3A Racecourse

Road, Gosford NSW 2250. We will endeavour to resolve your complaint quickly and fairly.

- 3 If you still do not receive a satisfactory outcome, you can refer your complaint to the Financial Ombudsman Service, an independent complaints resolution service. You can call them from anywhere in Australia on **1300 780 808**, or write to them at GPO Box 3, Melbourne Vic 3001.

Your Privacy

Oakwood is committed to ensuring the privacy and security of your personal information in accordance with the National Privacy Principles. We will provide you with our Privacy Statement that describes the way we collect and use the information you give to us. Please let us know if you have any questions or concerns.