



Financial Services Guide

Our guide to our relationship with you and others



Contents

What is the purpose of this Financial Services Guide (FSG)?	2
Before you get advice	2
Information about fees and our remuneration	3
What is the range of commission payable on Investment or Insurance products Cameron Walshe recommends?	4
Who owns Cameron Walshe?	5
How can you provide instructions/information to us?	5
If you have any concerns about our services	5
How do I get more information?	6

An Adviser Profile, which is attached, forms part of this Guide. This profile provides details about your adviser. If the Adviser Profile is not attached then please ask the adviser for the Profile or contact our Head Office. Camwal Limited has authorised the distribution of this FSG.

What is the purpose of this Financial Services Guide (FSG)?

This FSG is designed to provide information about the financial services provided by Camwal Ltd trading as Cameron Walshe and its authorised representatives. It aims to assist you in deciding whether to use any of the services we offer and includes information about our remuneration and how we deal with complaints. This FSG is only complete when the Adviser Profile is attached.

Our role is to understand your financial needs and objectives, and to recommend solutions that help you satisfy those requirements.

The process we will follow includes:

1. **Providing this FSG** to you and agreeing on a basis for providing our services to you.
2. **Obtaining the relevant information** about your financial needs and objectives and your current financial affairs so that we can provide the most appropriate advice.
3. **Researching the solutions** that are designed to help you satisfy those needs and objectives.
4. **Recommending** only products approved by Cameron Walshe.
5. **Providing you with a written Statement of Advice (SOA)** which sets out our recommendations and the basis for them, the key issues involved and our remuneration for providing our professional advice to you.
6. **Discussing the SOA** with you, providing any explanations you require, and varying the recommendations if necessary.
7. **Providing you with a Product Disclosure Statement (PDS)** for each product recommended in the SOA. The PDS contains information on the product (fees etc).
8. **Implementing** the agreed recommendations.
9. **Agreeing** on a basis for review of your situation.

If, at any time, you do not understand any of the advice we provide, you should seek clarification from us.

What advice document might I receive if I am an existing client?

If you are already a client of Cameron Walshe you may have been through the above process. Going forward you can expect to receive written confirmation of any further advice in the form of a Record of Advice (ROA) or Statement of Additional Advice (SOAA). If you wish to obtain a copy of your SOA, ROA or SOAA please ask your adviser. If you are receiving advice in relation to a different type of financial product or your circumstances have changed significantly then we will always provide this advice in a new SOA.

Before you get advice

Who is my adviser?

Your adviser is an Authorised Representative of Cameron Walshe. The Adviser Profile attached to this FSG will outline in more detail information about your adviser.

Cameron Walshe is an Australian Financial Services Licensee (AFSL) licensed by the Australian Securities and Investments Commission (ASIC). Cameron Walshe is responsible for the advice and conduct of your adviser. We are not responsible for any unauthorised services (to the full extent permitted by law) so verify the services being provided are outlined in the Adviser Profile.

What financial services are we licensed to provide?

As an Australian Financial Services Licensee, Cameron Walshe is licensed to provide advice and deal in the following classes of financial products to retail and wholesale clients:

- Deposit and payment products limited to:
 - basic deposit products;
 - deposit products other than basic deposit products;
- Derivatives;
- Debentures, stocks or bonds issued or proposed to be issued by a government;
- Life products including:
 - investment life insurance products and
 - life risk insurance products

as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;

- Interests in managed investment schemes including investor directed portfolio services;
- Securities;
- Superannuation; and
- Retirement Savings Accounts.

What financial services are available to me?

The services offered by Cameron Walshe include:

- Financial planning
- Superannuation advice
- Retirement planning
- Investment advice
- Cash Management Trusts
- Gearing Strategies
- Social Security advice
- Wealth creation
- Life and disability insurance advice
- Estate planning

Your adviser may only be authorised to provide advice in some of the above areas. Their Adviser Profile will set out the areas in which they can provide advice.

What will your adviser do?

Your adviser will:

- Provide you with advice to the best of their ability and deal with you efficiently, honestly and fairly.
- Provide advice tailored to your individual needs and circumstances.
- Recommend only products approved by Cameron Walshe to help you meet your objectives.
- Only implement strategies once you have agreed they are appropriate for you.

What we expect of you

To help us provide you with appropriate advice that remains current, and to protect you, we ask you to do the following:

- Provide accurate information about your personal circumstances to enable us to assess your situation and provide advice in line with that.

- Keep us updated on any changes to your circumstances.
- Do not make any payments for investments, contracts or fees 'made payable' to your adviser.

Do not sign blank forms.

Are there any restrictions on the products my Adviser can recommend?

Yes, advisers can only recommend investments and risk products on the Cameron Walshe Approved Product List (APL). A dedicated Investment Review Committee undertakes a thorough product analysis before including any new investment products on the APL. The Committee utilises leading industry research houses to assist with this analysis. The APL is regularly reviewed to ensure that all fund managers and investment companies continue to meet Cameron Walshe's ongoing requirements.

Superannuation Products

Cameron Walshe has an APL for superannuation funds. However, if you have an existing superannuation fund that is not on the APL your adviser is still able to make recommendations in relation to that specific fund.

Professional Indemnity Insurance

Cameron Walshe has professional indemnity insurance which covers us and our representatives for errors or mistakes relating to our services.

This insurance meets the requirements of the Corporations Act and covers claims against our representatives after they cease to be engaged by us, provided that the insurer is notified of the claim when it arises and within the relevant policy period.

Information about fees and our remuneration

The remuneration received by Cameron Walshe and its Authorised Representatives could be in the form of Upfront Commission, Ongoing Commission or Fee for Service.

Commission or Fee for Service:

- **Upfront Commission** – paid by the issuer of the financial product/s recommended, when the product is issued to the client. This is included in the cost of insurance products. For investment and

superannuation products this cost is generally taken from the amount invested.

- **Ongoing Commission** – paid by the issuer of the financial product/s recommended, on an ongoing basis while the product is still in place. This is included in the cost of insurance products. For investment and superannuation products this cost is generally taken from the amount invested.
- **Adviser Service Fee Commission** – paid by the issuer of the financial product/s recommended, on an ongoing basis while the product is still in place. This is NOT included in the cost of the product.
- **A direct fee paid by you to us** for the services rendered (your adviser will inform you of the fee before providing the service). This can either be charged on an hourly basis, a set fee per annum basis or as a percentage of funds invested, or a combination of these methods.
- **A combination** of both commission and fee for service.

The basis and amount of all commissions and fees for service will be set out in the SOA and explained by your adviser. The explanation of the fees and charges of the product issuer will be contained in the PDS.

If you agree to the payment of a direct fee for the initial advice and/or annual review services, your adviser will outline the cost in writing before providing the service, provide you with an invoice and advise you in the SOA of the fees.

What is the range of commission payable on Investment or Insurance products Cameron Walshe recommends?

Investment Products

The Upfront Commission we may receive with respect to investment products we recommend may vary between 0% and 10% on the amount invested. For example on a \$50,000 investment the commission would be between \$0 and \$5,000.

Ongoing Commission we receive may vary between 0% and 2% p.a. of the value of the investment and is usually part of the cost of the investment product. For example

on a \$50,000 investment the ongoing commission would be between \$0 and \$1,000 p.a.

The Adviser Service Fee is another form of ongoing commission for investments and is paid directly from the investment product's account balance to Cameron Walshe. This can range from 0% to 4%. For example on a \$50,000 investment the Adviser Service Fee would be between \$0 and \$2,000 p.a.

Life and Disability insurance

For these types of products your adviser may receive payment in one of three ways - upfront, hybrid or level.

Upfront – your adviser may receive commission up to 140% of the first year's premium and 20% ongoing. For example, on an annual premium of \$1,000 your adviser may receive up to \$1,400 upfront and up to \$200 each year ongoing.

Hybrid – your adviser may receive commission up to 90% of the first year's premium and 40% ongoing. For example on an annual premium of \$1,000 your adviser may receive up to \$900 upfront and up to \$400 each year ongoing.

Level – your adviser may receive commission up to 40% of the first year's premium and 35% ongoing. For example on an annual premium of \$1,000 your adviser may receive up to \$400 upfront and up to \$350 each year ongoing.

Your Cameron Walshe Adviser receives 100% of commissions/fees paid by issuers of financial products to Cameron Walshe.

Our financial arrangements with product providers

Cameron Walshe has arrangements with investment/superannuation managers of certain wrap platforms and master trusts whereby they pay a commission bonus based on the total volume of funds that clients of Cameron Walshe have invested/placed through their platform or trust over a relevant agreed period (usually 12 months).

The amount paid is calculated as a percentage of all funds invested for the relevant agreed period and is paid out of the relevant platform provider's own administration fees. The arrangement does not further increase the administration fee or management expense ratio (MER) amount that would otherwise be charged by the investment company if this remuneration arrangement was not in place.

For example, the relevant investment/superannuation company will (subject to the relevant volume level being reached) pay Cameron Walshe up to a maximum of 30% of the administration fee. For example, if the administration fee charged by the investment company to you were \$100 they would pay Cameron Walshe up to \$30 extra. Of this Cameron Walshe will retain 20% (\$6) and your adviser will receive 80% (\$24).

Cameron Walshe currently has commission bonus arrangements with the following investment/superannuation companies – Asgard, ING, Asteron, Skandia, Colonial First State, Macquarie, Cameron Walshe Investment Portfolio Service (CWIPS).

Cameron Walshe may have arrangements with Life Insurance Companies where these companies pay a commission bonus based on the total growth of in-force premiums over a relevant agreed period (usually 12 months). The maximum that Cameron Walshe may receive from any of these arrangements is 6.6% of the growth of in-force premiums. For example, if the in-force premiums grew over a specified 12 month period by \$50,000 then Cameron Walshe would be entitled to receive up to an extra 6.6% of this \$50,000 increase, which is \$3,300. Of this Cameron Walshe will retain 20% (\$660) and your adviser will receive 80% (\$2,640).

Cameron Walshe currently has arrangements with the following companies regarding Life Insurance – Tower, ING and Asteron.

Alternative Forms of Remuneration Register

Any benefits provided by product providers such as entertainment (e.g. lunches, sporting events etc.) or Professional Partner Sponsors at Cameron Walshe conferences and Professional Development days received by Cameron Walshe or our Authorised Representatives are outlined in our Alternative Forms of Remuneration Register. This is in accordance with industry requirements as outlined in the Financial Planning Association Alternative Remuneration Code of Practice. If you would like to obtain a copy of our register or this Code of Practice please let your adviser know or contact the Cameron Walshe Head Office.

Who owns Cameron Walshe?

Cameron Walshe is owned by Asteron Limited ABN 94 000 015 949 and is part of the Asteron group of companies which comprise: Asteron Portfolio Services Limited, Asteron Life Limited, Tyndall Investment Management Limited, Tyndall Asset Management Limited, Standard Pacific Consulting Limited and Standard Pacific Accounting Ltd.

The Asteron Group of companies are ultimately owned by Suncorp-Metway Limited ABN 66 010 831 722 (Suncorp). Suncorp is listed on the Australian Stock Exchange. The different entities of the Suncorp Group are not responsible for or liable in respect of products or services provided by other entities of the Suncorp Group.

As a member of the Suncorp Group, we may deal in and advise on products provided from related Group companies, which include Suncorp Metway Bank, Asteron Life Limited, Asteron Portfolio Services Limited, Tyndall Investment Management Limited and Tasman Asset Management Limited.

Cameron Walshe may receive a commission payment from the above companies as a result of you investing in one of their products or services and this will be detailed in the SOA.

How can you provide instructions/information to us?

You can specify how you would like to give Cameron Walshe or your adviser instructions/information. For example, you can give instructions/information by telephone, fax or email.

If you have any concerns about our services

Your concerns can be expressed verbally or in writing. If you have any concerns about the service provided, you may take the following steps.

1. In the first instance, you may wish to contact your adviser to discuss your concerns.
2. If your concerns are not satisfactorily resolved within five days, or you do not wish to contact your adviser, please contact our Executive Manager Governance (EMG). Contact details are shown below on this page. The EMG will reply in writing advising of an expected date of resolution to your concerns.

If we have been unable to satisfactorily resolve your concerns, then you may refer the matter to Financial Ombudsman Service:

Financial Ombudsman Service Limited
GPO Box 3, Melbourne Vic 3001

Phone 1300 78 08 08

How do we handle the personal information you provide us?

Cameron Walshe may collect and hold personal information about you. We hold this information in accordance with our obligations under the Privacy Act. The information has been and will continue to be collected by us for the purpose of providing you with the financial services outlined in this FSG.

We are required by the Corporations Act and the Australian Securities & Investments Commission, to ask for this information about you for the purpose of providing you with our services.

If you do not provide us with the information requested by us, we may not be able to provide you with the services you require.

We may be required from time to time to disclose information about you to representatives of Cameron Walshe and other companies within the Suncorp Group and to other professionals, insurance providers, superannuation trustees and product issuers in order to provide our services and arrange for the issue of Financial Products.

In the event that the adviser proposes to sell their business, we may disclose your personal information to potential purchasers for the purpose of their conducting due diligence investigations. Any such disclosure will be made in confidence and it will be a condition of that disclosure that no personal information will be used or disclosed by them. In the event that a sale of the adviser's business is effected, we may transfer your personal information to the purchaser of the business. You will be advised if a transfer such as this takes place.

You are entitled to obtain access to the information we hold about you by contacting us. Our contact details are on the front cover of this FSG.

How do I get more information?

This FSG sets out the important principles of our relationship with you. Your adviser can provide more details about the basis of the advice and services they can provide to you.

If you have any questions about our relationship with you, or our services, please ask your adviser in the first instance.

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