

*Centre in Finance Pty Ltd (ABN: 61 062 431 583 / AFS Licence No: 247284)
Superannuation / Retirement / Investment / Life Insurance
Level 1 / 347 Camberwell Road, (P.O. Box 1120) Camberwell, 3124
Phone: 9813 5822 Fax: 9813 5844 Email: cif@cifp.com.au*

Financial Services Guide

We want you to understand the advice and services that we can provide and to equip you with the information to decide whether we can provide you with the advice and services you require. The Australian Securities and Investments Commission (ASIC) requires us to provide you with a Financial Services Guide (FSG) before we provide financial product advice and we encourage you to read this document carefully.

The Financial Services Guide (FSG) is designed to assist you in deciding whether or not to use any of the services offered in the Guide and contains information about fees charged in relation to the services offered, any conflicts of interest which may impact our services and information on what to do if you have a complaint about our services.

Documentation

Through the planning process you will receive the following documentation from us:

- A Statement of Advice (SOA) is a record of our advice to you. It will explain the basis for the advice, the cost of implementing the advice and any conflict of interest that may have influenced the advice.
- If you choose to use our services you will receive a Product Disclosure Statement (PDS) and you will be required to sign the authority to proceed attached to the Statement of Advice (SOA) provided to you.
- To invest in a financial product you must complete the application form attached to the relevant PDS. The PDS contains information to help you understand the product being recommended.

As part of our ongoing service we will provide further advice to you verbally, electronically or through a supplementary SOA. If the further advice is related to the advice we provided to you in the Statement of Advice, we do not necessarily provide that further advice in writing. You may request a copy of our record of that advice (ROA) at any time up to seven years from the date our representative gave the further advice.

WHO IS CENTRE IN FINANCE PTY LTD?

Centre In Finance is a privately owned investment advisory service with no institutional ownership.

Centre in Finance Pty Ltd (“Centre in Finance”) commenced in 1985 and incorporated in 1994, is an Australian Financial Services Licensee (No. 247284) since 2003 licensed to provide you with services and strategies suited for your personal circumstances and individual needs.

You can Contact us by writing to:

**PO BOX 1120,
Camberwell VIC 3124
Ph: (03) 9813 5822 Fax: (03) 9813 5844**

Email: cif@cifp.com.au Web: www.cifp.com.au

QUESTIONS YOU NEED TO CONSIDER:

Who is my adviser and who is responsible for the advice I receive?

Centre In Finance is responsible for the advice provided to you by our representatives. They are competent and experienced professionals who are authorised to provide advice for your needs and circumstances.

What Advisory services are available?

Centre In Finance holds an Australian Financial Services License that allows us to deal in and provide advice for a broad range of financial products and services. Our approved portfolio is sourced from a broad range of managers and are selected according to our consideration of external research, quality and value for money.

We can assist you to meet your financial needs and objectives by providing a range of services including wealth creation & retirement planning. We are authorised to deal and offer advice in the following financial products:

- **Superannuation**
- **Managed Funds**
- **Life Insurance**
- **Retirement Savings Accounts**
- **Deposit and Payment products**
- **Securities (Dealing service only)**
- **Managed Discretionary Account service**

We are not authorised to provide specific securities advice, legal advice or tax agent services. In some circumstance, external advice may be sought to assist us to provide services to you.

Will the advice I receive be appropriate for my personal circumstances?

We need to understand your personal circumstances including your individual investment objectives and financial needs, before a recommendation solution can be provided.

What should I know about any risks?

Your adviser will form a view about your risk profile based on the risk work book we provide and the discussions your adviser has with you. Your financial plan and the strategies recommended will be developed with your risk attitude in mind. Your adviser will communicate their understanding of your attitude to investment risk. Therefore it is really important to ensure this interpretation of the risk work book is appropriate to your risk attitude.

We will explain any significant risks associated with recommended solutions, as well as the risks associated with not acting on our recommendations. The Statement of Advice (SOA) and Product Disclosure Statement (PDS) will contain important information in this regard.

Do any relationships or associations exist which may influence your advice?

Centre In Finance is neither owned nor controlled by any financial product provider. The advice provided should always be suitable and appropriate for your needs and circumstances and we'll warn you if there are any other conflicts which potentially affect our advice to you. While we may receive benefits from product providers (which are documented in this FSG & SOA) we will always act in your best interest.

How are you paid for the service you provide?

Centre In Finance does not charge a fee for consultations and a Statement of Advice (SOA). Our remuneration comes from adviser service fees charged on a monthly basis from your investment once you become a client.

Centre in Finance receives its remuneration by charging an ongoing fee for service on the products it recommends. This ongoing fee, known as an adviser fees is set between 0.55% and 0.77% pa including GST on all Managed Funds and Superannuation Funds. For example, if you invest \$100,000, Centre in Finance will receive is an ongoing adviser fee of \$770 net pa payable on a monthly basis at \$65 per month (including GST).

There are no entry or exit fees applicable to the managed funds or superannuation products that we recommend. Centre in Finance will rebate any commission payable by Life Insurance companies reducing your premiums.

Bill Alateras and Vicki Alateras are the majority owners of Centre in Finance and share in the profits of the business. Robert Farchione and Nicole Hadjigeorgiou are employees of Centre In Finance and are paid a salary. They may also receive a bonus payment which is based on a number of factors including the revenue they generate for the business.

You have the right to know about details of other benefits your adviser receives for recommending solutions. We are obligated to notify you of any conflict of interest or if there is any influence to the recommendations. Detailed information regarding the remuneration and how it is calculated will be contained in the SOA.

How can I instruct you to buy or sell my investment?

You may instruct us by telephone, mail, fax, or via our email. We often rely on your signature to verify your instructions however, if you provide your instructions other than in writing, we will transact where we reasonably consider to have received instructions from you.

What ongoing service is provided?

The success of our business is premised on our commitment to ongoing review of your portfolio and strategy. We recommend reviews should be undertaken at least every 12 months. Our approved portfolio of products is sourced from a broad spectrum of institutions and is selected according to external research, quality, and most importantly, our client's needs.

Managed Discretionary Account Service

Centre in Finance offers a Managed Discretionary Account (MDA) service which enables us to manage your investment portfolio with discretion.

The MDA allows us to quickly and efficiently implement changes to your investment portfolio. Without discretion, there can be delays in making changes to your account as it takes time to communicate our advice to you and seek your authority on each transaction.

The MDA service is provided via a regulated platform account such as CFS FirstWrap. We will be able to make changes to the investments within your account without seeking your prior approval. The MDA service is limited and does not allow us to withdraw funds from your account or to transact on any of your investments held outside your account.

Statement of Advice

We will provide you with a Statement of Advice (SOA) where we recommend the MDA service. The SOA will explain why we believe the MDA service is in your best interests and suitable for you.

MDA Agreement & Investment Program

To enter the MDA service, you must sign an agreement with us. The agreement will include an investment program which will explain how we will manage the investments in your account. It will set out:

- Our investment philosophy including our approach to selecting and managing your investments.
- The investment strategy and risk profile we will use for your account.
- The nature and scope of our discretion under the MDA service including any discretion we must exercise.
- Information about any significant risks associated with the MDA service.

The agreement and investment program will be incorporated into the SOA. They will comply with Division 3 of Part 7.7 and Division 2 of Part 7.7A of the Corporations Act.

CFS FirstWrap

We only provide our MDA service where your portfolio is held via an administration and reporting platform which provides a custodial service, and which is regulated by ASIC. We will typically recommend the CFS FirstWrap platform which is operated by Avanteos Investment Ltd (AFSL 245531).

CFS will provide on-line reporting for your account. You will be able to view the transactions that we undertake on your behalf and obtain portfolio valuations.

CFS will also appoint an external custodian who will hold the legal title for your investments. Details of the external custodian will be set out in the CFS FirstWrap Product Disclosure Statement that we will provide to you. We do not provide custodial services and we will not hold the legal title for your investments.

You will need to complete an account opening application with CFS and provide us with a CFS FirstWrap Authority to operate to use our MDA service.

Tax Outcomes

Changes we make to the investments in your account may result in a capital gain which may increase your taxable income. We will not consider your tax position when managing your investments.

Investment Rights

We will not have the authority to make decisions on your investments in relation to corporate actions such as share buy backs, rights issues and share splits. Where possible we will accept your instructions for corporate actions and for the purchase and disposal of shares.

MDA Service Risk

There are additional risks with the MDA service as we will be acting with discretion:

- You will not have awareness of the investment decisions we are considering
- You will only be aware of the decisions we make after a transaction has been completed
- You will be reliant on our operational capability and professional integrity to manage your investments
- Our acts are binding on you provided we act within the terms of the MDA agreement and investment program.

Warning

You will be required to provide us with full and accurate information relating to your relevant personal circumstances prior to the commencement of the MDA service. You will also need to notify us of changes in your circumstances. If you do not provide this information, we will not be able to properly advise you which may mean you have an MDA service and investment program which is not suitable for you.

Other Important Information

We will only recommend an MDA service where it is in your best interests and is suitable for you. Once in place, we will only make changes to your investments which are consistent with our understanding of your financial needs, objectives and circumstances. We will also comply at all times with the MDA agreement and the investment program that we agree with you.

We will meet with you at least every 12 months to consider whether the MDA service and the investment program continue to be suitable for you.

We will contact you for instructions where action is required on your regulated platform account which is outside our authority.

Consumer Advisory Warning

DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns.

For example, total annual fees and costs of 2% of your account balance rather than 1%, could reduce your final return by up to 20% over a 30-year period (reduces from \$100,000 to \$80,000).

You should consider whether the features of the MDA service justify the fees and costs.

TO FIND OUT MORE

If you would like to find out more or see the impact of the fees based on your own circumstances, the Australian Securities and Investments Commission (ASIC) website (www.moneysmart.gov.au) has managed investment fee calculators to help you check out different fee options.

The following pages show the fees and other costs you may be charged for using our MDA service. All fees and costs include GST less available reduced input tax credits.

You should read all the information about fees and costs because it is important to understand their impact on your account and investments.

Fees when your money moves in and out of the MDA account		
Type of Fee or Cost	Amount	How and when paid
Establishment fee The fee to open your investment	\$0	Not applicable
Contribution fee The fee on each amount contributed to your investment	\$0	Not applicable
Withdrawal fee The fee on each amount you take out of your investment	\$0	Not applicable
Exit fee The fee to close your investment	\$0	Not applicable

Fees when you change investments within your MDA account		
Type of Fee or Cost	Amount	How and when paid
Transaction fees (CFS FirstWrap) The fee charged by CFS when you change or switch an investment	\$0	Not applicable
Transaction fees (Fund Managers) Fund managers have a different unit price for the purchase and sale of an investment	This fee differs between fund managers. Generally, between 0.2% and 0.4% of the investment	The fee is built into the unit price of the investment and is incurred at the time of each trade
Transaction fees (Shares) CFS FirstWrap charge a fee on the purchase and sale of shares	0.1% of the investment amount with a minimum of \$39 per trade per share	The fee is deducted from your CFS FirstWrap account at the time of each trade

Annual Advice and Management costs for your MDA account		
Type of Fee or Cost	Amount	How and when paid
MDA service Advice Fee The fee for our advice services	Nil. There is no additional advice fee associated with the MDA service. Our only fees are as set out earlier in this FSG.	
CFS FirstWrap Admin Fee The fee charged by CFS for their administration services	The fee is based on the value of your CFS FirstWrap account On the first \$1,000,000 0.25% Between \$1m to \$3m 0.05% On amount over \$3m 0.00%	The fee is deducted from your individual CFS FirstWrap account each month
Fund Manager Fees The fee charged by fund managers to manage each investment	These fees differ between fund managers and are generally, between 0.2% and 1.6% of the investment.	The fee is built into the unit price of the investment and is deducted each month

Example of Annual Fees and Costs – Vanguard High Growth Fund

This table gives an example of how the fees and costs for the Vanguard High Growth Fund can affect your investment over a one-year period.

Annual Advice and Management costs for your MDA account		
Type of Fee or Cost	Amount	Balance of \$50,000 with a contribution of \$5,000 at the end of the year
Contribution Fee	Nil	For every \$5,000 you invest, you will be charged \$0
Management Costs		
Plus CFS FirstWrap Admin Fee	0.25%	For the administration and reporting services you will be charged \$125 per year
And Fund Manager Fees	0.29%	For the funds management you will be charged \$145 per year
		For every \$50,000 you have invested, you will be charged total management costs of \$270 per year.
Equals total cost of product		If you had an investment of \$50,000 at the beginning of the year and you invest an additional \$5,000 during that year, you would be charged total fees and costs of up to \$297 plus transaction costs.

This example assumes \$50,000 is invested for the entire year, that \$5,000 is invested during the course of the year and the value of the account is constant over the year.

Fund manager fees vary between investments and your actual costs will depend on the actual managed funds used in your account. As we will act with discretion, you will not be aware of the managed funds or costs prior to their selection. The fees shown above are maximum fund manager fees for our MDA service.

The example does not include any transaction fees. These will be incurred where we make the initial investments for your account and then for any investment changes made during the course of the year. These are not known in advance and their total value will depend on the number and type of transactions undertaken during the year.

You should note that all fees and costs may change between the time when you read this Financial Services Guide and the time you enter the MDA service. They may also change once you have entered the MDA service

OTHER INFORMATION

Privacy Policy

We are committed to protecting your privacy. We have a Privacy Policy which sets out how we collect, hold and use and disclose your personal information. It also sets out how you can access the information we hold about you, to have it correct and how to complain where you are not satisfied with how we have handled your personal information. Our Policy is available on request and on our website.

Tax File Numbers

Centre In Finance collects and uses tax file numbers (TFN) information for the purposes of placing investments and opening accounts. You are not required to disclose your tax file number to us, however if you do not you may then be liable for TFN Withholding Tax.

Professional Indemnity Insurance

Centre In Finance holds a Professional Indemnity Insurance policy to cover its professional financial planning, and insurance activities. Professional Indemnity Insurance indemnifies professional organisations and their representatives for their legal liability in the event of a loss from an error or negligence on behalf of Centre in Finance Pty Ltd. The policy does not cover losses from normal market movements.

What should I do if I have a complaint?

You have the right to enquire into or complain about the provided service. We have procedures in place to ensure all enquiries and complaints are properly considered and dealt with. Please feel free to contact us.

Compliance Officer:

Centre In Finance Pty Ltd
Level 1, 347 Camberwell Road, Camberwell
P.O Box 1120 Camberwell, Melbourne VIC 3124
Phone: (03) 9813 5822 Fax: (03) 9813 5844
Email: cif@cifp.com.au.
Website: www.cifp.com.au

If you are not satisfied with the outcome or the complaint is not resolved within 45 days, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA).

Australian Financial Complaints Authority: (AFCA)

GPO Box 3, Melbourne VIC 3001
Phone: 1800 931 678
Email: info@afca.org.au
Website: www.afca.org.au

If you do not receive a satisfactory outcome, you can call the Australian Securities and Investments Commission (ASIC) on 1300 300 630 to obtain your rights.

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CENTRE IN FINANCE CAN ASSIST YOU

The team who cares:

Bill Alateras

Director – Senior Financial Planner
Bachelor of Education (Business Studies - Melb)
Major in Accounting, Finance & Taxation

Robert Farchione

Financial Planner
Diploma of Financial Planning

Vicki Alateras

Director – Compliance/Financial Planner
Degree in Social Science (Monash)
Diploma of Financial Planning

Nicole Hadji

Financial Planner
Advanced Diploma of Financial Planning
Degree in Applied Science

- * **Centre in Finance (CIF) was established in 1994 and practicing since 1984.**
- * **Our 35 years' experience has made a difference during various economic cycles.**
- * **We are one of the very few financial planning practices left that have maintained their own AFS license with no institutional ownership. (Privately Owned)**
- * **We pride ourselves that our clients come first and not the fund managers or institutions.**
- * **Our portfolio management service (MDA) has preserved capital during market volatility.**
- * **We charge a service fee based on your account balance with portfolio management which has achieved attractive long term results when compared to other major funds.**
- * **The total fees including our service fee is usually 20% - 50% lower than fees charged by other advisory or industry funds that provide advisor service. Total annual fees start from as low as 1.0% pa which includes a portfolio management service. (MDA service)**

CIF FEES ON SERVICES PROVIDED

COST

* Initial Consultation	Nil
* Financial Plan (SOA)	Nil
* Investment Fee	Nil
* Total Annual Fees	1.0% pa (Average)

(Includes platform fee, manager fees & ongoing advisor service fees)

- * **We can assist any of your family members or friends with our portfolio management service (MDA) to minimize volatility and maximize returns within their risk profile.**
- * **We can provide advice on super/pensions, investments/savings plans and insurance.**

Contact our office for a free no obligation appointment to assist you or your family with financial planning options that suit your objectives and circumstances.

We can analyze existing superannuation, insurance, investment and savings plan.

Contact: Ph: 9813 5822 Email: cif@cifp.com.au Web: www.cifp.com.au