

# DOVER FINANCIAL ADVISERS PTY LTD

## FINANCIAL SERVICES GUIDE

Version 4

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### **Your Adviser**

Paul Hope

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MWM Financial Planning Pty Ltd

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## **About your Adviser and Dover Financial Advisers Pty Ltd ('Dover')**

Your Adviser is Paul Hope. Your Advisor is employed by MWM Financial Planning Pty Ltd, a Corporate Authorised Representative of Dover. Your Adviser is the 'providing entity' for the purposes of the Corporations Law. The Adviser is an authorised representative of Dover.

Dover holds Australian Financial Services Licence (AFSL) Number 307248 and has authorised the creation of this Financial Services Guide (FSG).

Dover has over 130 authorised representatives who provide high quality advice for clients throughout Australia. Your Adviser has many years of experience creating and implementing financial plans to maximise client financial profiles.

Your Adviser and Dover may advise on:

- investments (property, shares, cash and managed investments);
- superannuation (including self-managed superannuation);
- life insurances and other risk insurances;
- debt management;
- cash-flow management; and
- retirement planning.

The Corporations Act 2001 defines various financial products and regulates the way in which consumers can be advised about those products. Dover has a list of approved financial products for authorised representatives. This list of approved financial products is one of the longest of any financial planning service in Australia. Ask your Adviser if you want a copy of Dover's Approved Product List (APL).

## **The purpose of this financial services guide (FSG)**

This FSG is an important document that explains how we provide financial product services to you.

You should read this FSG carefully before using our services. It is intended to give you sufficient information to decide whether to obtain financial services from us.

Most of the content of this FSG is dictated by the Corporations Act and is mandatory under that law, so bear with us regarding its form and content. Please feel free to contact us by telephone, e-mail or writing should this FSG be unclear or should you have any concerns about our services.

This FSG explains:

1. who we are;
2. how you can contact us;
3. what documents you will receive from us;
4. the financial services we provide;
5. any potential conflicts of interest;
6. our privacy policy;
7. our internal dispute resolution procedures;
8. our external dispute resolution procedures; and
9. our compensation arrangements, i.e. our professional insurance arrangements.

## **Product disclosure statements (PDS's)**

If we recommend a particular product (other than listed securities), a platform, wrap account or master-fund, a managed fund or a similar product we must provide you with a PDS for that product.

The PDS contains the information needed for an informed decision about acquiring a product.

The PDS detail costs and product fees including commissions, and is usually created by the financial institution providing the product.

## **Getting started with Dover**

Getting started with Dover is easy. Simply contact your Adviser to arrange a meeting.

To ensure that this meeting covers all aspects of your financial management we ask that you complete the 'fact finder' attached to this Financial Services Guide. Ideally, this should be done a few days before we meet with you. This gives us the opportunity to review your information and prepare ourselves well ahead of our initial meeting.

The fact finder asks for an extensive amount of information and it may take time to gather it. Please take the time to do this.

We also appreciate a copy of the most recent accounts and tax returns for you and any related entities such as a trust or a self-managed superannuation fund.

Please provide us with any other information that you feel is relevant to your circumstances.

## **Getting to know you**

We aim to provide advice that suits your circumstances and is generally appropriate and relevant to you. To do this we must first understand your financial profile.

A detailed client questionnaire ('fact finder') is attached to this FSG. This fact finder is an important document and you should complete it carefully, either before or during our first meeting. The more information you provide the better our advice will be.

## **Delivery of advice**

Once we have met and determined a draft plan for you, we will prepare a 'statement of advice' or SOA. The SOA will be in writing and may be delivered via email or via the post, as you prefer. Your SOA contains the information needed to understand our advice and the basis on which it is made. It includes information about:

1. the specific advice;
2. the reasons for the specific advice;
3. any fees;
4. any associations or relationships that may influence the advice;
5. the implementation plan; and
6. any other relevant matters.

We will also provide other documents as needed. These documents may include educational material or PDSs, as discussed above.

### **Record of advice**

Once you have been provided with a SOA further advice may be provided in a form known as a record of advice or ROA, provided there has been no change in your personal circumstances or the basis of the advice set out in the SOA.

### **Retention of SOA and ROA**

We retain all SOAs and ROAs for at least seven years and you may request a copy of the SOA or ROA at any time within that period. This request may be verbal or in writing.

### **Implementation of advice**

Our statement of advice will contain instructions on how the advice should be implemented. We will work with you to ensure that the advice is properly implemented.

### **Review of advice**

Financial plans should be reviewed on at least an annual basis, if not more regularly. You should contact us immediately if your circumstances change in any way, or if you believe for any reason our advice is not appropriate to you.

### **Dispute resolution**

Dover provides a dispute resolution services to its clients. This obligation is a key tenet of the consumer protection principles of the Australian Financial Services Licensing system.

If you have a complaint about any services you should:

1. contact your Adviser by telephone to explain your situation and let him know of your concerns. Your Adviser will do everything possible to resolve your complaint promptly;
2. if this does not resolve your complaint, put your complaint in writing addressed to the Manager, Legal and Compliance, Dover, at PO Box 68, Sandringham, Victoria, 3191 where it will be objectively considered and discussed with you and your Adviser with a view to being settled as soon as possible to your satisfaction; and
3. if your complaint is not resolved appropriately by Dover, you can access our external dispute resolution scheme. Dover is a member of the Financial Ombudsman Service (FOS). FOS can be contacted on 1300 780 808. This is a free service to complainants.

### **Our fees and other charges: who receives the fees?**

Dover receives a monthly payment from your Adviser and does not receive any other payment from any person in respect to the services provided to you by the Adviser. Any commission received by Dover is passed on to your Adviser.

Your Adviser will provide you with full details of all fees before doing any significant work for you. Fees will be explained in your meeting and detailed in a statement of advice. Your adviser will also provide you with a detailed breakdown of ongoing fees on an annual basis in a fee disclosure statement.

If your Adviser is employed by a Corporate Authorised Representative your Adviser may be paid a salary or receive profit share from fees and commission paid to that Corporate Authorised Representative.

In the following paragraphs we will refer to your Adviser receiving all fees, for simplicity.

### **Our fees and other charges: how are they calculated?**

Our agreed advice fees may include charges for:

1. Initial advice; and/or
2. Ongoing advice,

Your Adviser may receive:

1. fees paid directly by you, based on time, the amount invested or some other agreed criteria; and/or
2. a set dollar amount or percentage-based fee that is agreed between you and us and paid via your product; and/or
3. For services in relation to life insurance, banking deposit products, some loan products and older investment products, commissions may be paid by the product provider as follows:
  - i) Initial commission as a percentage of the value of your investment contributions, loan balance or insurance premiums; and/or
  - ii) Ongoing commission – a percentage of the value of your investment balance, outstanding loan amount of premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

*(For example, for life insurances and other risk insurances: up to 120% of the initial annual premium as an initial commission and up to 15% of the ongoing annual premium as a trailing commission. If the annual premium for a life insurance policy is \$1,000, your Adviser may receive \$1,200 in the first year and then \$150 each year thereafter)*

Your Advisor may also provide you with a personally tailored service agreement or letter of engagement. This agreement or letter may contain details in relation to the initial and/or ongoing service offering and fees and should detail the actual remuneration arrangement between you and your Advisor. Your Advisor will provide you with further details where relevant.

Your Adviser will agree a basis for charging fees before providing any chargeable services to you.

Your Adviser does not receive 'soft dollar' (i.e. non-cash) payments for amounts greater than \$100 from any third party.

Your Advisor may receive a volume bonus from IOOF (up to 0.1%) and Colonial (up to 0.2%) on any investments with these organisations. You can ask for further details if this is of concern or interest to you. These details will be provided on request.

Fees will be advised in detail in writing in your SOA. Fees will also be advised in detail in the PDSs for recommended financial products.

If any fees are paid to a third person for referrals these fees will be detailed in your SOA.

### **Compensation arrangements**

Dover operates a compensation arrangement to compensate retail clients for losses connected to any breach of the Corporations Act or other law by your Adviser, Dover or other relevant persons.

These arrangements comprise comprehensive and extensive professional indemnity insurance.

The insurance covers claims in relation to the conduct of former employees.

### **Privacy considerations**

Your information is private and confidential and is not disclosed to any third parties unless required to do so under the law.

Dover and your Adviser comply with the National Privacy Principles. If you are not satisfied with our approach to privacy you are entitled to contact the Office of the Privacy Commissioner who may investigate any complaints you may make.

### **Anti-money laundering and terrorism legislation**

Dover must verify your identity before we provide any financial services.

This will be discussed at our meeting.

### **No influential relationships**

There are no relationships that will influence our advice to you in any way.

### **A word of warning on risk**

All investments have risks. 'Risk' means the value of an investment may fall, or even disappear.

Dover assumes its clients are conservative, cautious or balanced investors unless the client specifically states otherwise. If a client states otherwise the statement will only be accepted if a reasonable financial planner would assess the client as being otherwise, having regard to income, wealth, age, work experience or academic training.

Dover adopts this conservative assumption to reduce your risk.

Dover does not recommend investments that have significant internal gearing, or that clients borrow significant amounts to acquire investments. This is unless the client understands that these significantly increase the risk that their net equity will fall, or even disappear, if the value of the investment falls.

Clients should not acquire investments other than those suited to conservative, cautious or balanced investors unless they understand and accept the risk that their equity will fall, or even disappear, if the value of the investment falls.

**Can Dover run an individually managed account?**

Dover's AFSL does not allow individually managed account or similar facilities.

Dover regards these facilities as excessively risky and does not allow its authorised representatives to provide them to clients.

**Any questions?**

Please do not hesitate to contact your Adviser should you have any questions about your Adviser's services and how your Adviser and Dover can help you improve your financial position.

**Acknowledgment of Receipt**

I/We .....  
acknowledge receipt of this Financial Services Guide version 4 dated 1 July 2013.

Client signature 1: .....

Client name: .....

Date: .....

Client signature 2: .....

Client name: