

## FINANCIAL SERVICES GUIDE

Your step by step guide to receiving  
financial planning advice

### YOUR FINANCIAL FREEDOM

At Catholic Financial Services, we help you achieve financial freedom. This Financial Services Guide tells you what we do and the services we offer so you can make an informed decision about the benefits of receiving professional advice from our financial planners.

### ABOUT US

CSF Financial Services Pty Limited (ABN 38 100 468 200), trading as Catholic Financial Services, is a financial planning company that is wholly owned by the Catholic Superannuation Fund.

The Catholic Superannuation Fund (ABN 50 237 896 957) is managed and controlled by CSF Pty Limited (ABN 30 006 169 286). CSF Pty Limited has been issued with an Australian Financial Services (AFS) Licence (AFSL 246664), which authorises it to provide you with general and personal advice about superannuation products. Catholic Financial Services, and its financial planners, act as Authorised Representatives under the terms of this AFS Licence (Corporate Representative No. 248127).

In this Financial Services Guide (FSG), CSF Pty Limited and the Catholic Superannuation Fund are together referred to as "Catholic Super", and Catholic Financial Services is referred to as "we", "our" or "us".

Catholic Financial Services issued this FSG in February 2011. It has been prepared to comply with the licensing requirements of the Corporations Act 2001 and includes information to help you decide whether to use the financial services available through Catholic Financial Services, such as the types of financial products and services we are authorised to provide to you, our fees and charges, how our representatives are remunerated, and your rights if you have a complaint. CSF Pty Limited has authorised the distribution of this Financial Services Guide.

### OUR QUALIFIED FINANCIAL PLANNERS CAN HELP YOU

- Set your financial goals to give you the lifestyle you want
- Plan for a comfortable retirement
- Protect yourself and your family with personal insurance
- Manage debt more effectively
- Minimise the amount of tax you pay
- Understand age pensions and other social security issues
- Understand estate planning issues

### SPECIALIST PRODUCT ADVICE

Catholic Super has authorised us to provide financial product advice and deal in the following financial products:

- Deposits
- Managed investments
- Retirement products including superannuation and account based pensions
- Life and income protection insurance

Although we cannot provide a service to buy or sell securities, we can refer you to a stockbroker to assist you if required.

## OUR ADVISORY SERVICES

Our Authorised Representatives can provide you with both personal and general advice on a wide range of products from leading financial institutions on our Approved Product List. This list is constantly monitored and we add or remove products from time to time, as appropriate. A copy of the Approved Product List is available on request.

### General Advice

We offer a range of general advice and educational services to members of Catholic Super through our Financial Planning team. These services give members an opportunity to receive general advice about Catholic Super, issues relating to superannuation, investment options, retirement options, and other related matters such as social security and estate planning. We also provide factual information in relation to members' accounts and in response to queries members may have from time to time.

These services are offered through seminars and online tools and calculators, as well as over the phone or face-to-face.

These services do not provide tailored recommendations which take into account your needs and objectives, nor do they consider what may be best for your individual circumstances. In using these services, you should consider the appropriateness of the advice, with regard to your objectives, financial situation and needs, before acting on the advice.

### Personal Advice

Our Authorised Representatives are able to provide you with personal advice which takes into account your objectives, financial situation and needs. We will only recommend products to you after considering their suitability for your particular circumstances.

Our Authorised Representatives are able to provide personal advice in one of two ways:

1. Simple Advice; or
2. Comprehensive Advice

#### Simple Advice

If you are a member of Catholic Super, our Authorised Representatives can provide you with personal advice in relation to your superannuation account but restricted to:

- Salary sacrifice
- Personal contributions
- Investment choice
- Income protection insurance
- Financial hardship claims
- Splitting of superannuation contributions

This advice can be provided over the phone or face-to-face.

#### Comprehensive Advice

Our Authorised Representatives can also provide you with personal advice on a range of issues including:

- Retirement planning
- Centrelink
- Superannuation - consolidating accounts
- Investment advice
- Estate planning
- Managing debt
- Aged care
- Insurance

This advice is generally provided face-to-face.

## DOCUMENTS THAT YOU MAY RECEIVE (PERSONAL ADVICE)

### Statement of Advice

Whenever we provide you with personal advice, we will give you a Statement of Advice (SoA). The SoA (commonly referred to as a financial plan) contains the personal advice and recommendations, the basis on which they have been given, the risks associated with the advice, and information about fees and costs.

### Record of Advice

If you have previously received personal advice from us in the form of a SoA and we provide further advice which relates to that advice and your personal circumstances have not significantly changed we may provide the further advice to you in the form of a Record of Advice (RoA).

If we do not give you the RoA in writing, you may request a copy of the RoA at any time up to 7 years from the date you were given the further advice. You can request the RoA by contacting us in writing or by telephone or by email.

### Product Disclosure Statement

A Product Disclosure Statement (PDS) contains important information about the features, risks, benefits, terms and conditions, and costs of the investment or policy we have recommended within the SoA.

When investing in a product or taking out an insurance policy, it is important that you read the PDS to help you make an informed decision prior to completing an application form contained within the relevant PDS.

## WHO WILL BE RESPONSIBLE FOR THE ADVICE GIVEN TO YOU?

Catholic Financial Services is a Corporate Authorised Representative of Catholic Super. When providing you with the range of services we offer, our Authorised Representatives are at all times acting on behalf of Catholic Super.

An advisor profile for each of our Authorised Representatives can be accessed via the Catholic Super website at [www.csf.com.au/catholic-financial-services](http://www.csf.com.au/catholic-financial-services).

## OUR FEES AND CHARGES

### General Advice

You will not incur a direct fee for using the general advice services. The cost of providing these services is included in the fees charged for membership of Catholic Super. We do not charge any additional fees or obtain any commissions for the advice provided.

### Personal Advice

We will agree with you upfront about what fees you will pay before we provide any services. The fee that you will be charged will depend upon the level of complexity of the advice that you require and taking into account the time required to gather and consider information about you, determine your financial needs, perform research, prepare your Statement of Advice and assist you in implementing any recommendations.

The cost of a Statement of Advice will usually be between \$165 and \$3,300 (inclusive of GST). The table below provides an example of the likely range of fees:

<u>Simple Advice</u> Telephone or face-to-face advice relating to your Catholic Super account including salary sacrifice, super splitting, personal contributions, member investment choice, income protection insurance and financial hardship claims.	Up to \$495 (inclusive of GST)
<u>Comprehensive Advice</u> Face-to-face advice relating to issues such as retirement planning, personal insurance, investment advice, Centrelink, and wealth creation (both super and non-super).	Usually between \$495 and \$3,300 (inclusive of GST)

## HOW DO I PAY FOR FINANCIAL ADVICE?

Payment for financial advice can either be made by cheque (made payable to CSF Financial Services Pty Limited) or, in cases where the advice relates to superannuation, the fee can be deducted directly from your superannuation account (this facility is available through a Catholic Super account but may not be available from other superannuation funds).

If you elect to have the fee paid directly from your Catholic Super account, you will be entitled to receive an income tax credit which reduces the net amount paid by them. For example, a fee of \$1,500 will result in a fee reduction of \$312 which results in a net fee payable by you of only \$1,188.

## COMMISSIONS

With some products, we are remunerated by product providers through ongoing trail commissions. These commissions can vary depending on the product and manager, and range from between 0.1% and 5.0%. For example, if you invest \$10,000 in a product with an ongoing commission of 0.5%, Catholic Financial Services will receive \$50. Generally, we do not accept any up front commissions from product providers.

Any commissions that are received by Catholic Financial Services will be donated to a charitable organisation as determined by management on an annual basis.

## HOW ARE OUR AUTHORISED REPRESENTATIVES PAID?

Our Authorised Representatives are salaried employees of Catholic Financial Services. No commissions, fees or volume related bonuses are paid to our Authorised Representatives for the services they provide to you or the recommendations they make.

## DOES CATHOLIC FINANCIAL SERVICES HAVE ANY RELATIONSHIPS OR ASSOCIATIONS THAT COULD INFLUENCE THE PROVISION OF OUR ADVISORY SERVICES?

Catholic Financial Services is a wholly owned company of Catholic Super. As part of this relationship, Catholic Super pays us an annual service fee and in return receives a range of services including member education seminars, general advice services relating to retirement and superannuation, employer support services, business development support, and general communication and marketing services. This annual fee also covers the provision of the simple advice services outlined above.

Catholic Financial Services may also receive other benefits from Catholic Super, such as subsidised expenses.

Catholic Financial Services does not have any other relationships or associations with any other product issuers or service providers which could be expected to influence the provision of financial services provided under Catholic Super's AFS Licence.

## WHAT PROFESSIONAL INDEMNITY INSURANCES ARRANGEMENTS ARE IN PLACE?

Catholic Super has in place adequate arrangements, including professional indemnity insurance, to compensate you for loss or damage arising as a result of the breach or breaches of any relevant legislative obligations by Catholic Financial Services or its Authorised Representatives.

Catholic Super's policy covers the actions of directors, officers and representatives of Catholic Super, including the actions of former employees and representatives who, subsequent to these actions, have ceased to be employed by, or act for, Catholic Super, as well as the advisory services offered by Catholic Financial Services and its Authorised Representatives.

## RESPECTING YOUR PRIVACY

The privacy of your personal information is important to us. We collect and maintain your personal information to ensure that we are able to provide you with advice on products and services most appropriate to your needs. We also maintain a record of any recommendations made to you for a period of no less than seven years.

In order to best service your needs, our Authorised Representatives may need to disclose your personal information to other parties, such as product issuers and life companies.

As part of our continuing commitment to client services and the maintenance of client confidentiality, we have adopted the National Privacy Principles as set out in Schedule 3 of the Privacy Act 1988. If you require more details, please contact us to request a copy of our full Privacy Policy.

## IF YOU HAVE A COMPLAINT

We want to give you the best possible advice and service. If you have a complaint about the service provided to you, please contact:

The Complaints Officer  
Catholic Financial Services  
PO Box 333  
Collins Street West, VIC 8007

Phone: (03) 9648 4700

Email: [info@csf.com.au](mailto:info@csf.com.au)

### Advisory Services Complaints

Where your complaint relates to our advisory services and you are not satisfied with the way your complaint is handled, or with its resolution, or you have not received a response from us within 45 days, you can contact the Financial Ombudsman Service (FOS) and request that they investigate the complaint on your behalf. This service is available to you free of charge but may only be used once you have made use of our own complaints handling process.

To find out whether FOS can handle your complaint and the type of information you need to provide, you can contact it as follows:

Financial Ombudsman Service  
GPO Box 3  
Melbourne, VIC 3001

Phone: 1300 780 808

Email: [info@fos.org.au](mailto:info@fos.org.au)

Website: [www.fos.org.au](http://www.fos.org.au)

### Super Accounts Complaints

Where your complaint relates to your super account (with Catholic Super) and, if after 90 days, you are not satisfied with the way your complaint is handled, or with its resolution, you may be able to take your complaint to the Superannuation Complaints Tribunal (SCT).

The SCT is an independent body established by the Federal Government to assist members or their beneficiaries to resolve certain superannuation complaints. The SCT may be able to assist you to resolve your complaint but will only become involved after you have made use of Catholic Super's own complaint handling process. The service is free of charge and in cases where the SCT is required to make a determination, it will be binding on Catholic Super.

To find out whether the SCT can handle your complaint and the type of information you need to provide, you can contact it as follows:

Superannuation Complaints Tribunal  
Locked Bag 3060  
Melbourne, VIC 3001

Phone: 1300 884 114

Email: [info@sct.gov.au](mailto:info@sct.gov.au)

Website: [www.sct.gov.au](http://www.sct.gov.au)

## Privacy Complaints

Where your complaint relates to the handling of your personal information, you may be able to take your complaint to the Office of the Privacy Commissioner (OPC).

To find out whether the OPC can handle your complaint and the type of information you need to provide, you can contact it as follows:

Office of the Privacy Commissioner  
GPO Box 5218  
Sydney NSW 2001

Phone: 1300 363 992

Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

Website: [www.privacy.gov.au](http://www.privacy.gov.au)

## CONTACTING US

Detailed information on Catholic Financial Services and Catholic Super is readily available through the Catholic Super website [www.csf.com.au](http://www.csf.com.au), on request through Catholic Super's Helpline 1300 655 002 and via email [info@csf.com.au](mailto:info@csf.com.au).

