



In your interest

FINANCIAL PLANNING

**Business Profile and
Financial Services and Credit Guide**

In Your Interest Financial Planning's contact details are:

In Your Interest Financial Planning

telephone: **1800 332 225**

email: **service@inyourinterest.com.au**

postal: **2A Napier Street Goonellabah NSW 2480**

In Your Interest Financial Planning Pty Ltd ABN 28 094 300 464 is an Authorised Representative No 308161 and Credit Representative No 402819 of FYG Planners Pty Ltd, AFSL/ACL No 224543



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Financial advice is all about people...

every client is unique and has different requirements

In Your Interest Financial Planning is owned and managed by Christoph Schnelle and Nicola Lessing who despite their different names are married to each other!

"We set up the business from day one so as to not have ties to any financial institution. This allows us to have the maximum freedom to choose the best products and services available for our clients."

In Your Interest Financial Planning is licensed to the privately owned FYG Planners Group, which is an organisation of likeminded planners. As a group we have over \$3 billion dollars under management. This gives us valuable group purchasing power and access to all the latest research and information.

In Your Interest Financial Planning

Insurance • Investment • Super • Retirement • Aged Care

Our services and advice include:

- Investment
- Reliable Asset Class Investing
- Ongoing Portfolio Management
- Superannuation
- Self Managed Superannuation
- Retirement Planning
- Aged Care
- Estate Planning
- Life Insurance
- Personal Risk Insurance
- Income Protection Insurance including through Super
- Advice on Ownership Structures
- Business Valuation Assessments
- Business Succession Planning
- Business Continuation Insurance
- Charitable Trusts and Foundations
- Redundancy
- Taxation Matters
- Financial Counselling
- Centrelink and Social Security Benefits

Providing clear and up-front financial knowledge –
so that the client is truly served by being completely informed.





Christoph Schnelle

AFP LRS GradDipFinPlan

Life Risk Specialist | SMSF Specialist Adviser

MBiostats | GStat Graduate Statistician

Accredited Aged Care Professional

Accredited Estate Planning Professional

Representative Number 308223

Credit Representative Number 402866

Adviser Profile

Christoph Schnelle is the Founder and Director of In Your Interest Financial Planning.

Christoph has long led the way in promoting the importance of advisers genuinely putting the clients first (hence our company name) and acting as true fiduciaries free from conflicts.

In addition to the many specialities and accreditations listed on the left, Christoph brings a wealth of business and life skills to his work.

His prior experience includes:

- founding and running a multimillion-dollar company in Sydney;
- buying and selling 31 personal investment properties;
- author of three international patents in the computer data storage field.

In 2003 Christoph and his wife sold their Sydney business and moved up the Coast for a lifestyle change.

Christoph now has an office in Northern NSW and Financial Planning and Insurance clients all over Australia.



Marian Rudeforth

Adv Dip FP, Dip.Mgmt

Justice of the Peace, NSW

Representative Number 001270523

Credit Representative Number 513641

Adviser Profile

Marian Rudeforth is a people person who brings a deep level of care to everything and everyone.

Marian also has a wealth of business, administration and life skills.

Prior to becoming a Financial Advisor, Marian was the office administrator in a large nursing home. In that management role, Marian supported residents and relatives with Centrelink application forms for income and asset assessment in order to determine the costs for each resident, providing her with a good knowledge of the aged care setting.



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Financial Services & Credit Guide

This Financial Services & Credit Guide ("FS&CG") is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with any financial service. The matters covered by the FS&CG include who we are, how we can be contacted, what services we are authorised to provide to you, how we and any other relevant parties are remunerated, details of any potential conflicts of interest, as well as details of our internal and external dispute resolution procedures and how you can access them. The distribution of this FS&CG by In Your Interest Financial Planning has been authorised by FYG Planners Pty Ltd as the authorising licensee.

This FS&CG is provided to assist you to determine whether you wish to adopt any of the services described below.

You should be aware that you are entitled to receive a Statement of Advice (SOA) whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The Statement of Advice (SOA) will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice. On an ongoing basis, a Record of Advice (ROA) will be provided in relation to minor specific advice instead of an SOA, if there have been no significant changes in your personal circumstances or the basis of our advice has not significantly changed since we last provided a SOA.

Who will be providing the financial service to me?

In Your Interest Financial Planning Ltd ABN 28 094 300 464, ("In Your Interest Financial Planning") is an authorised representative (No 308161) and Credit Representative Number 402819 of FYG Planners Pty Ltd ("FYG") as the authorising licensee. In Your Interest Financial Planning's contact details are:

In Your Interest Financial Planning

telephone: **1800 332 225**

email: service@inyourinterest.com.au

postal: 2A Napier Street Goonellabah NSW 2480

FYG Planners Pty Ltd ABN 55 094 972 540 holds an Australian Financial Services and Credit Licence number 224543. FYG's contact details are as follows:

FYG Planners Pty Ltd

Level 1, 41 Mount Street, Burnie, Tas 7320.

Telephone: (03) 6440 3555

Fax: (03) 6440 3599

Email: mail@fygplanners.com.au

Who is my adviser?

Your adviser will be either Christoph Schnelle or Marian Rudeforth who are specifically authorised by In Your Interest Financial Planning to act as its representative in providing financial services to clients and each has specific formal industry qualifications. Please refer to their Adviser Profile on the previous page.

Who do you act for when you provide financial services to me?

In Your Interest Financial Planning is an authorised representative of FYG Planners Pty Ltd and FYG is responsible for the provision of all financial advice given to you.

On behalf of long-standing clients, FYG have prior arrangements with insurance companies and fund managers. This involves receipt of ongoing commissions. As a result, FYG and its authorised representatives cannot describe themselves as independent as defined by s923A of the Corporations Act 2001.

However, FYG has no links, affiliations or ties to any financial product provider, insurance company or investment platform.

This ensures FYG advisers act for you free from any conflict of interest and deliver objective advice in your best interest.

Additionally, advisers adhere to the *Corporations Act 2001*, the FASEA Code of Ethics and FYG's own Code of Conduct, which underpins FYG's philosophy of client first advice.

What kind of financial services are you authorised to provide to me and what kind of products do those services relate to?

In Your Interest Financial Planning is authorised by FYG to offer you the following services:

-  Financial planning and investment advice
-  Superannuation and rollover advice
-  Ongoing monitoring of your portfolio
-  Life insurance advice
-  Estate planning advice
-  Investment funds management
-  Retirement planning advice
-  Margin lending & gearing strategies



How do you research products and service providers?

Each investment or service that is recommended undergoes very substantial research. FYG undertakes extensive in-house quantitative product analysis and purchases qualitative investment research from a number of independent research houses. Only investments and services that qualify for inclusion on our preferred product lists may be recommended.

What type of advice do you offer me?

Prior to providing you with any advice, your adviser will review your situation and consider your overall financial strategy.

In Your Interest Financial Planning will provide two distinct types of advice to you in the course of preparing your financial recommendation.

1. Strategic advice is advice we will give to you to explain how best to structure your affairs relating to investment, retirement planning, superannuation planning, taxation, estate planning, borrowing, income and expenditure planning perspectives.

We can also assist you to determine the suitability of new and existing loans and/or credit facilities. We do not arrange credit facilities but may refer clients on to mortgage brokers or other credit providers.

We will be happy to provide you with an assessment of your existing loan/credit facility and when assessing an existing loan/credit facility we will provide you with written advice of our recommendations.

2. Personal investment and/or insurance advice is advice that we will give to you when recommending specific types of financial products and services relevant to your circumstances that will assist in achieving your future objectives.

After our strategic advice has been provided, in order for you to achieve what you want to achieve, we will select the investment and/or insurance products that have the relevant features to achieve your specific goals. We will only recommend investment and/or insurance products to you after considering their suitability for your individual investment objectives, financial situation and needs.

To ensure that you have the peace of mind of knowing that your finances are appropriately structured, we strongly recommend that you take advantage of our ongoing review service. This service provides you with an ongoing review of your portfolio, regular reports on its performance and the financial strategies we have implemented for you.

How will I pay for your advisory services?

Fee for service: We will provide you with an invoice for the services we provide or arrange to debit your portfolio; the choice is yours.

or

Insurance Commission or Brokerage: Commission or brokerage payments come from commission or brokerage paid to In Your Interest Financial Planning by FYG Planners,

who in turn receive them from the life insurance companies whose products we recommend to you.

or

Loan/Credit Facility Commission or Brokerage: Commission or brokerage payments come from commission or brokerage paid to In Your Interest Financial Planning by FYG Planners, who in turn receive them from the lending organisations whose products you choose to purchase.

If you charge me a fee for the service you provide, how are the fees calculated and paid?

Any fee charged for services provided to you is based on an agreed service cost, which is set by In Your Interest Financial Planning.

Your adviser will discuss the fees that will apply to your specific situation during your initial, obligation free consultation.

Statement of Advice (SOA) - Charges are dependent on the complexity of your individual circumstances but usually they will range between \$1,100 and \$5,500 (inclusive of GST).

Ongoing Advice Fees – For the provision of ongoing asset management, financial planning advice and review of your portfolio, we charge a fee based on the total value of your individual portfolio, the frequency of contact and the complexity of your situation.

If we are requested to provide you with credit advice, we will provide you with an estimate of our fees before providing our advice

If you charge me a commission, how much commission do you get? How is it calculated and deducted?

If In Your Interest Financial Planning receives a commission from a Life Insurance company, this commission is not charged separately to you. The company makes the payment out of the fees payable on your premium and pays it to us.

For example: For a premium of \$3,000 pa with a commission of 10%, In Your Interest Financial Planning will receive a commission payment of \$300. (Generally GST will not apply).

FYG may be paid a portion of the administration fee from the service providers. FYG pays this fee to In Your Interest Financial Planning on a monthly basis. FYG and In Your Interest Financial Planning receive and accept this fee in return for the portfolio administration services we provide to you.

These payments are sometimes referred to as “commissions” and are detailed in any formal recommendation documents you receive.

If you accept an insurance commission, how much commission do you get? How is it calculated and deducted?

The commission or brokerage paid by life insurance companies varies from product to product and company to company.



Any commission or brokerage payable to FYG Planners is paid by the life Insurance Company as a result of the premium you pay. It is not an additional cost to you.

Initial commission can range from 0% to 66% of the first year's premium. An example being for a \$100 premium, initial commission can range from \$0 to \$66.

Ongoing or trail commission brokerage can range from 0% to 33% of the annual premium. For a \$100 premium, the ongoing or trail commission can range from \$0 to \$33.

We will advise you of the specific commission brokerage applicable to any insurance recommendation prior to you applying for the insurance cover.

If you accept a credit commission, how much commission do you get? How is it calculated and paid?

If we refer you to a lending organisation, we will advise you of the specific referral commission or brokerage applicable to any loan recommendation, prior to you applying for the loan.

Any commission payable to FYG Planners is paid by the lending organisation to whom you were referred, as a result of the funds you borrowed. It is not an additional cost to you.

Initial commission can range from 0% to 2% of the funds borrowed. An example being for a loan of \$100,000, the initial commission can range from \$0 to \$2,000.

Ongoing or trail commission can range from 0% to 0.5% of the funds borrowed. For a \$ 100,000 loan, the ongoing or trail commission can range from \$0 to \$500.

Do you receive any other benefits in relation to providing financial services to me?

Details of any benefits exceeding \$300 that FYG may receive are detailed in a publicly available register that is updated quarterly. Please ask In Your Interest Financial Planning for a copy as required.

FYG may be paid a portion of the administration fee from the service providers. These payments are referred to as "commissions" and are detailed in any formal recommendation documents you receive. FYG pays this fee to In Your Interest Financial Planning on a monthly basis.

FYG Planners also offers its authorised representatives the opportunity to become shareholders in FYG.

What should I know about the risks of the investments or financial strategies you recommend to me?

We will explain to you any risks associated with investments and strategies that we recommend to you. You should ask us to clarify any risks that are not clear to you.

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my investment?

Yes. You may specify how you would like to give us instructions. For example, by telephone, fax or other means. If the execution is by telephone instruction we will require you to provide a letter of authorisation to serve as a record

of the telephone instruction. This record will be kept on your file for future reference if required.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations we have made to you and any discussions of significance we may have with you. We are committed to maintaining and promoting a privacy policy, which will ensure the privacy and security of your personal information.

A copy of our privacy policy is enclosed for your information. If you wish to examine your file, feel free to ask and we will make arrangements for you to do so.

Disclosure of information to third parties.

During the initial and/or ongoing provision of financial advice it may be necessary to disclose your information to certain third parties. These parties may include (but not limited to): registered tax or legal practitioners; superannuation or insurance providers; authorised AFS licensee or authorised representative; the Australian Taxation Office; Centrelink or other Government departments; offsite data storage systems.

In accordance with the Tax Agent Services Act 2009, we will obtain your signed consent to release the information to the third party. However, we are not responsible for any unauthorised use or disclosure of your information by the third party after it has been released to them.

How do you deal with the Anti-Money Laundering / Counter-Terrorism Financing (AML/CTF) Act?

FYG adheres to all aspects of the AML/CTF Act. As such we require clients and prospective clients to provide us with identification in accordance with the legislation.

How do you deal with ASIC's Professional Indemnity Insurance requirements?

FYG is required by law to ensure it has adequate professional indemnity insurance to cover certain losses which may be suffered by Retail Clients. We confirm FYG has obtained professional indemnity cover to ensure it can meet the following circumstances:

- Losses or damage suffered by Retail Clients arising out of breaches of obligations under Chapter 7 of the Corporations Act 2001
- Breaches by both the licensee and its authorised representatives / representatives
- Fraud by the licensee and its authorised representatives / representatives, and
- Any award made against FYG by an external dispute resolution scheme



Subject to its terms and conditions, this insurance will continue to provide coverage for any authorised representative / representative who has ceased work with FYG for work done whilst engaged with FYG.

Our Privacy Policy

FYG Planners is compliant with the Australian Privacy Principles as detailed in the Privacy Act 1988 and our full Privacy Policy covers:

- What – The kind of personal information we collect and hold
- How and Why – How we collect information and for what purpose
- Protecting the security of your information
- Access and Correction – How information can be accessed and/or corrected
- Overseas disclosure – Whether information is likely to be disclosed overseas. If so, where to

If you would like a full copy of the FYG Planners Pty Ltd Privacy Policy, please ask your Adviser or refer to the FYG Planners Website:

<http://www.fygplanners.com.au/index.php/privacy-policy>.

If I have a complaint in regard to my privacy, to whom do I direct my complaint?

We will try to answer any questions that you may have, correct any error on our part or resolve any complaint that you may have about our information handling practices. If you consider that any action by FYG Planners breaches this Privacy Policy Statement or the Australian Privacy Principles or otherwise does not respect your privacy, please refer to the contact details listed under FYG Planners Pty Ltd Contact Details. Any complaint will be acted upon promptly.

If you are not satisfied with the response to your complaint, you have the right to complain to the Office of the Australian Information Commissioner on 1300 363 992.

If you have a Complaint

Who can I complain to if I have a complaint about the provision of the financial services offered to me?

We are members of the Australian Financial Complaints Authority.

If you have a complaint about the service provided to you, you should take the following steps:

Contact us and tell us about your complaint.

If your complaint is not satisfactorily resolved within 30 working days, please put your complaint in writing. This will ensure that the issues are fully documented and understood by all parties. Your complaint should be addressed to The Compliance Manager, FYG Planners Pty Level 1, 41 Mount Street, Burnie, Tasmania 7320. We will try to resolve your complaint quickly and fairly.

If the complaint can't be satisfied to your satisfaction you can have the right to complain to the Australian Financial Complaints Authority (AFCA). They can be contacted on 1800 931 678.

Stage 1 of the AFCA process sees AFCA facilitate discussions and negotiations between the parties. All relevant documents are exchanged and the issues in dispute are identified.

Stage 2 is conciliation and the parties come face to face with a conciliator from the AFCA national panel. The role of the conciliator is to assist the parties to explore options for settlement of the dispute and to help parties to agree on their own outcome.

Stage 3 is where the independent adjudicator is requested to make a decision based on the relevant facts taking into account the relevant law, fairness and reasonableness. If you accept the adjudicator's decision it is binding on the member.

You may wish to contact the Financial Planning Association of Australia (FPA). You can write to:

PO Box 109

Collins Street West

Melbourne Victoria 8007

Alternatively, you can phone the Australian Securities and Investments Commission (ASIC) toll free Infoline on 1300 300 630. Infoline consultants will talk to you about your rights as well as how to make a complaint which is suspected to be a breach of the law.

FYG Planners Pty Ltd Contact Details

FYG Planners Pty Ltd is an Australian Financial Services Licensee No. 224543, ABN 55 094 972 540 based at Level 1, 41 Mount Street, Burnie, Tasmania 7320. If you have any questions, please contact us on (03) 6440 3507. If you prefer to write, please contact:

FYG Planners Pty Ltd Privacy Officer

PO Box 389, Burnie Tasmania 732

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