



## Financial Services Guide

In Your Interest Financial Planning's contact details are:

**In Your Interest Financial Planning**

*freecall:*       **1800 332 225**

*telephone:*   02 6624 4242

*email:*         service@inyourinterest.com.au

*address:*      2A Napier Street Goonellabah NSW 2480

*web:*           **www.inyourinterest.com.au**

In Your Interest Financial Planning Pty Ltd ABN 28 094 300 464 is an Authorised Rep No 308161 of Fiduciary Duty Advisers Pty Ltd ABN 50 159 545 776, Australian Financial Services Licence 527434

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**Financial advice is all about people...  
every client is unique and has different requirements**

*We have set up our business so as to have the maximum freedom  
to choose the best products and services available for our clients.*

In Your Interest Financial Planning Pty Ltd provides financial planning and insurance advice to clients Australia wide. In Your Interest Financial Planning is a Corporate Authorised Representative of Fiduciary Duty Advisers Pty Ltd which holds an Australian Financial Services licence.

Both companies are owned and managed by Christoph Schnelle (Principal Adviser) and Nicola Lessing (General Manager) who despite their different names have long been married to each other!

## **In Your Interest Financial Planning**

**Insurance • Investment • Super • Retirement • Aged Care**

*Our services and advice include:*

- Investment Planning
- Savings and Wealth Creation Strategies
- Reliable Asset Class Investing
- Ongoing Portfolio Management
- Superannuation Planning and Implementation
- Self Managed Superannuation
- Pre-Retirement and Retirement Planning
- Aged Care Considerations
- Estate Planning Considerations
- Life Insurance, Personal Risk Insurance and Analysis
- 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

Tax Financial Adviser

### 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 their 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 Nicola sold their Sydney business and moved up the Coast for a lifestyle change. They now have an office in Northern NSW with Financial Planning and Insurance clients all over Australia.

Christoph is a salaried employee of In Your Interest Financial Planning. As a shareholder in In Your Interest Financial Planning Christoph may receive dividends.



### Marian Rudeforth

Adv Dip FP, Dip.Mgmt

Justice of the Peace, NSW

Representative Number 001270523

### 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.

Marian is a salaried employee of In Your Interest Financial Planning.

## Financial Services Guide

This Financial Services Guide ("FSG") 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 FSG 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 FSG by In Your Interest Financial Planning Pty Ltd has been authorised by Fiduciary Duty Advisers Pty Ltd as the authorising licensee.

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

### What other documents might we provide to you?

If we provide you with advice about your personal circumstances, we will normally give you a Statement of Advice (SoA). This will detail the basis on which the advice is given and outline any fees, commissions, benefits and associations relevant to the provision of the advice.

When we provide further advice to you within the scope of our original SoA, we may not give you a Statement of Advice, however we will retain a Record of Advice (RoA). You may request a copy of the RoA at any time.

If we recommend a particular financial product to you, we will also provide you with a Product Disclosure Statement (PDS) containing information about the key features, risks and fees associated with the financial product.

### 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) of Fiduciary Duty Advisers Pty Ltd ("FDA") 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](mailto:service@inyourinterest.com.au)

postal: 2A Napier Street Goonellabah NSW 2480

Fiduciary Duty Advisers Pty Ltd ABN 50 159 545 776 holds an Australian Financial Services Licence number 527434.

FDA's contact details are: Fiduciary Duty Advisers Pty Ltd  
2A Napier Street, Goonellabah, NSW 2480

### 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 Fiduciary Duty Advisers Pty Ltd and FDA is responsible for the provision of all financial advice given to you.

### 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 FDA to provide advice regarding the following financial products:

-  Deposit products
-  Superannuation
-  Government bonds
-  Life insurance
-  Managed funds, including IDPS services
-  Securities
-  Retirement savings accounts
-  Margin loan products

We act for you when giving this advice and making product recommendations.

### Declaration of Not Independent

The Corporations Act 2001 states that if a licensee or an Authorised Representative receives commissions from a product issuer it cannot claim to be independent, impartial or unbiased.

Fiduciary Duty Advisers (FDA) and its Corporate Authorised Representatives receive commissions from life insurance companies and therefore neither financial services businesses are deemed independent, impartial or unbiased.

However, FDA has no links, affiliations or ties to any financial product provider, insurance company or investment platform. Additionally, advisers adhere to the *Corporations Act 2001*, the FASEA Code of Ethics and FDA's own client-first Code of Conduct.



### How do you research products and service providers?

Each investment or service that is recommended undergoes very substantial research. FDA undertakes extensive in-house quantitative product analysis and purchases qualitative investment research from an independent research house. 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.

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.

We will regularly review your portfolio to ensure it remains suitable for your personal circumstances. We will meet with you as needed and agreed on an ongoing basis.

### Fees and Charges

Fees will be agreed based on your requirements and the complexity of your financial circumstances. All fees charged will be fully detailed in the Statement of Advice (SoA) you receive.

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

All fees are paid to FDA. FDA retains a portion of fees received for the licensee services it provides and pays the balance to In Your Interest Financial Planning.

### 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.

**Statement of Advice (SOA)** - Charges are dependent on the complexity of your individual circumstances but are currently set at a maximum of \$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.

### 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 FDA, who in turn receives them from the life insurance companies whose products we recommend to you.

### 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.

FDA may be paid a portion of the administration fee from the service providers. FDA pays this fee to In Your Interest Financial Planning on a monthly basis. FDA 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 FDA 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 \$1000 premium, initial commission can range from \$0 to \$660.

Ongoing or trail commission brokerage can range from 0% to 33% of the annual premium. For a \$1000 premium, the ongoing or trail commission can range from \$0 to \$330.



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

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

Details of any benefits exceeding \$300 that FDA 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.

FDA 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. FDA pays this fee to In Your Interest Financial Planning on a monthly basis.

### **Will anyone be paid for referring me?**

If you are referred to us, we may pay a fee to the person who provided the referral. We will tell you the amount of such fee in your Statement of Advice.

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

We will explain risks associated with the financial strategies which we recommend to you. If you are unclear or uncomfortable about the possible risks you should ask us more questions and for more explanation and detail.

### **How can I provide instructions to my adviser?**

You may specify how you would like to give us instructions, for example by telephone or email. It is important that you take extra care to provide accurate information when authorising us to act on instructions via email. If your instructions are incomplete or unclear, we are under no obligation to act on those instructions. We will not be liable for any costs, expenses, loss or damages you may suffer or incur in conjunction with any action taken or omitted by us in following email instructions.

If the execution is by telephone instruction we will require you to provide an email or 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 available on our website or by request. 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 support services and 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?**

FDA 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?**

FDA has professional indemnity insurance in place which covers any errors or mistakes in the provision of financial planning services. This insurance meets the requirements of the Corporations Act and covers the services provided by your adviser after they cease working with us provided we notify the insurer of the claim when it arises and this is done within the relevant policy period.

### **How do we protect your privacy?**

We are committed to protecting your privacy. We use the information you provide to advise you on your financial circumstances, goals and strategies. We only provide your information to the product issuers with whom you choose to deal (and their representatives). We do not trade, rent or sell your information.

You can check the information we hold about you at any time. For more information about our Privacy Policy, visit our website at [www.inyourinterest.com.au](http://www.inyourinterest.com.au) or ask us for a copy.

### **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 FDA 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 Fiduciary Duty Advisers 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, Fiduciary Duty Advisers Pty Ltd, 2A Napier Street, Goonellabah, NSW 2480. We will try to resolve your complaint quickly and fairly.

If the complaint can't be satisfied to your satisfaction you 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.

### Fiduciary Duty Advisers Pty Ltd Contact Details

Fiduciary Duty Advisers Pty Ltd is an Australian Financial Services Licensee No. 527434, ABN 50 159 545 776 based at 2A Napier Street, Goonellabah, NSW 2480.

If you have any questions, please contact us on (02) 6624 4242. If you prefer to write, please contact:

Fiduciary Duty Advisers Pty Ltd Privacy Officer  
2A Napier Street, Goonellabah, NSW 2480

### In Your Interest Financial Planning Contact Details

*telephone:* **1800 332 225**

*email:* [service@inyourinterest.com.au](mailto:service@inyourinterest.com.au)

*postal:* 2A Napier Street Goonellabah NSW 2480

Thank you and please feel free to ring us at any time.

