



FINANCIAL SERVICES GUIDE

Your adviser is **Max Moodley**, Certified Financial Planner and Managing Director of **Omega Financial Solutions**. In terms of prevailing legislation, an adviser has to be suitably qualified and an *Authorised Representative* of an Australian Financial Services Licence holder. Max is an Authorised Representative of The Salisbury Group. Key information is set out here in answer to specific questions. If you need more information or clarification, please do not hesitate to ask us.

Introduction

You have the right to ask about our charges, the type of advice we will give you, and what you can do if you have a complaint about our services.

This Financial Services Guide ("FSG") is intended to inform you of certain basic matters relating to our relationship, prior our providing you with a 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 are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures and how you can access them.

It is intended that this FSG, the distribution of which has been authorised by Salisbury Group, should assist you in determining whether to use any of the services described below.

You should also be aware that you are entitled to receive a Statement of Advice whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The Statement of Advice will contain our advice, the basis on which it is given and information about fees, commissions and associations that may have influenced the provision of the advice.

In the event that we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

Key information is set out in answer to the questions below.

Before You Get Our Advice

Who is my adviser?

Your adviser is Max Moodley. He is a Certified Financial Planner™. This is the highest designation afforded to a financial planner by The Financial Planning Association and is internationally recognised.

Please see the last page for more information about your adviser's educational qualifications and experience.

Who will be providing the financial service to me?

Your adviser will be acting on behalf of The Salisbury Group who is the holder of Australian Financial Services licence no 225379.

The Salisbury Group was established in 1999, with the simple goal of providing specialist planning and investment advice to its clients. Salisbury now manages over \$250 million of client investments.

The Salisbury Group is an Australian company with its head office based in Sydney. The Chairman and Executive Director is:

Professor Tom Valentine
B.Ec.Hons(Syd),M.A.,Ph.D.(Princeton)
Professor of Banking & Finance
University of Western Sydney

The Salisbury Group is a Principal Member of the Financial Planning Association of Australia Limited and abides by its strict Rules of Professional Conduct and Code of Ethics laid down by the FPA. For more details on the FPA please see its website www.fpa.asn.au.

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

I am authorised by The Salisbury Group Pty Ltd to offer you the following services. Provide financial product advice and to deal in a financial product by arranging for a financial product to be acquired, varied or disposed of. I can provide advice on, and deal in the following financial products.

- Deposit and payment products
- Debentures, stocks or bonds
- Investment life insurance products
- Life risk insurance products
- Managed investments schemes
- Retirement savings accounts
- Securities
- Superannuation

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

I will be acting on behalf of The Salisbury Group Pty. Ltd. The Salisbury Group is therefore responsible to you for any financial services your adviser provides.

How will I pay for the service? What remuneration, commission, fees or other benefits do you receive in relation to providing the financial services to me? How are those fees calculated?

We offer our clients a range of payment options.

Commission payments.

We may receive commission, in which case the payment will be made to us by the Fund Manager/Life Company you invest/contract with. Generally the commissions vary between types of financial products and financial product issuers and are based on a combination of upfront commissions, and for some products on going commissions. Details of the commission for each product are contained in the Product Disclosure Statements (PDS) that you will be provided with. You will also receive full details of any commissions in your Statement of Advice. Please note that from all fees or commissions received the advisor will receive 87.5% and the dealer group (The Salisbury Group) will receive 12.5%. Although commission percentages do vary, they are generally within the following ranges:

Product Type	Upfront Commission	Ongoing Commission per annum
Investment incl Superannuation	About 2% for initial & regular contributions.	About 1% of the total amount invested
Life Insurance Products	Up to 100% of the first year's premiums.	Up to 25% of that year's premium.

Wrap, SuperWrap and Master Trust	Usually about 2% of the amount invested.	Usually about 1% of the total amount invested.
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Dollar examples of fees:

Product Type	Upfront Commission	Ongoing Commission per annum
Investment Based on \$10,000.	\$200	Up to \$100
Life Insurance Products based on \$1000 pa	Up to \$1000.	Up to \$ 100.
Wrap, SuperWrap Master Trust. Based on \$10,000.	Up to \$ 200	Up to \$ 100.

Financial Plan Preparation Fee

We may agree to charge you a fee, depending on the time we spend developing your plan and the value of funds you invest. If you choose to pay a fee we may rebate to you any initial commission we would otherwise receive. Our investment fees are payable at the time you invest. The current fees are based on an amount of \$200 per hour. The time to prepare a financial plan may take 10 hours, which at the above hourly rate would be \$2000.

** All fees and charges will be clearly disclosed to you in writing by your advisor at the time the advice is provided in your Statement of Advice. **

Do any relationships or associations exist which might influence you in providing me with the financial service?

Max Moodley, Omega Financial Solutions and The Salisbury Group are not controlled by any financial institution/s such as a fund manager, bank, insurance company or trade/ credit union. None of these institutions has a vested interest in our business and are not therefore in a position to influence us in the provision of advice.

Volume Bonus Commission

The Salisbury Group has an arrangement with certain platform (Wrap) providers where they may receive a volume bonus based on the total funds under management with that provider. Alternatively some of the platforms (Wraps) may offer equity participation or volume bonus dependant on the total funds under management. This can range from 0.00% to 0.20%. In dollar terms this would be between \$0.00 and \$200.00 pa on a \$100,000.00 investment. In all cases any arrangements will be disclosed in your Statement of Advice (SoA). The Salisbury Group currently has arrangements with the following platforms (Wraps): Asgard, Beacon, BT, Symetry.

Symetry Disclosure

The Salisbury Group ("Licensee") participated in a Symetry Equity Participation Plan ("SEPP2" and/or "SEPP3") offered by Symetry Limited. Under this agreement it acquired options. It agreed to extinguish those options and/or entitlements at the request of Colonial First State Group ("CFSG") in return for an upfront payment (which has been paid) and a deferred consideration which will only be paid to the Dealer if certain conditions are met under an 'earn out' arrangement with CFSG.

The amount, which it is entitled to under this arrangement, varies between 0.0% and 0.2% subject to total funds under management of between \$10m and \$500m, (for example, the maximum benefit for an amount of \$100,000 held by you in the Symetry would be \$200.00 per annum)

Alternative remuneration (Non-monetary benefits)

From time to time advisors may receive non-monetary benefits from product providers. This can range from small benefits such as movie or sporting event tickets to more valuable benefits such as sponsorship to attended conferences or sales seminars. If the value of any of these benefits exceeds \$300.00 it will be recorded in the Alternative Remuneration Register. A register will be maintained by The Salisbury Group for any benefits received by them that exceed \$300.00, and each individual advisor will maintain a register for any benefits that they receive directly and are valued at more than \$300.00. A copy of the register will be available for inspection on request.

When you get our advice

Will you give me advice which is suitable to my needs and financial circumstances?

Yes. But to do so we need to find out your individual investment objectives, financial situation and needs before we recommend any investments to you.

You have the right not to divulge this information to us if you do not wish to do so. In that case we are required to warn you about the possible consequences of us not having full personal information. You should read the warnings carefully.

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

We will explain to you any significant risks of financial products and strategies, which we recommend to you. If we do not do so, you should ask us to explain the risks to you.

What information do you maintain in my file?

We maintain a record of your personal profile which includes details of your investment objectives, financial situation & needs. We also maintain records of any recommendations made to you. We are committed to implementing & promoting a privacy policy, which will ensure the privacy & security of your personal information. A copy of our privacy policy is enclosed for your information. If you wish to examine your file, you should ask us, and we will make arrangements for you to do so.

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

Yes. You may wish to give us instructions by telephone, fax or other means.

This will enable us to prepare the documentation to transact business on your investments, however, your signature will be required on such documentation.

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

The Salisbury Group is a member of the **Finance Industry Complaints Service**.

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

1. Contact your Adviser and tell him about your complaint.
2. If your complaint is not satisfactorily resolved within three days please contact The Salisbury Group or put your complaint in writing and send it to: **The Complaints Officer, The Salisbury Group, P.O. Box 97, Grosvenor Place, Sydney, 1220**. We will try to resolve your complaint quickly and fairly.
3. If your complaint can't be satisfied to your satisfaction you have the right to complain to the Finance Industry Complaint Service (FICS). They can be contacted on 1800 335 405. This service is provided to you free of charge.

Stage 1 of the FICS process is where FICS facilitates 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 FICS national panel. The role of the conciliator is to assist parties to explore options for settlement of the dispute and to help parties to agree their own outcome.

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

If your concerns involve ethical conduct you may wish to consider raising your concerns in writing with the Financial Planning Association of Australia. They can be contacted at PO Box 109, Collins Street West, Melbourne Vic 8007.

The Australian Securities and Investments Commission (ASIC) also has a FreeCall Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Privacy Policy Statement

Your privacy is important to The Salisbury Group

Your privacy is important to us. This statement outlines The Salisbury Group's policy on management and protection of the personal information we hold about our clients. It is Salisbury policy to respect the confidentiality of information and the privacy of individuals. Salisbury is bound by the National Privacy Principles contained in the Commonwealth Privacy Act.

Salisbury's Privacy Policy Statement will be reviewed from time to time to take account of new laws and technology, changes to our operations and practices and to make sure it remains appropriate to the changing environment. Any private information we hold will be governed by the most current Salisbury Privacy Policy Statement.

Our Privacy Policy is based on openness about how we use, and protect, your information

We are committed to being open about how we use personal information. Where our documents ask for personal information, we will state the purposes for its use and to whom it may be disclosed.

Why does Salisbury collect personal information?

We collect your personal information to ensure that we are able to provide you with the products and services that are appropriate to your needs. The process of providing financial advice may seem simple, but it is the result of carefully gathering all the right details to help us assess a client's financial situation and goals. In fact, under the law, we have to demonstrate that we know the client and have identified your needs, your objectives and your financial circumstances *before* we may offer you any advice.

We aim to ensure that the personal information that we retain about you is accurate, complete and up to date. If you provide us with incomplete or inaccurate information, we may not be able to provide you with the advice, products or services you are seeking.

What kind of personal information do we ask for?

Because of the nature of the products and services provided, government regulations and taxation laws, we ask for a range of personal information from our customers and shareholders.

The type of personal information we may collect can include (but is not limited to) name, address, date of birth, contact details, income, assets and liabilities, account balances, tax and financial statements and employment details.

We obtain most of this information directly from our customers through questionnaires or other forms, and from maintaining records or information provided in the course of ongoing financial planning advice or customer service. We may also obtain information from other sources.

Some of our insurance services also require us to collect sensitive information. For more details, see the section below 'Sensitive information is subject to greater restrictions'.

If you choose not to provide the information we need to fulfil your request for a specific product or service, we may not be able to provide you with the requested product or service.

How do we use this information and to whom may we disclose it?

The personal information Salisbury holds is used for establishing and managing your financial products or services, reviewing your ongoing needs, enhancing customer service and product options and giving you ongoing information or opportunities that we believe may be relevant to your financial needs and other circumstances.

Depending on the product or service concerned and particular restrictions on sensitive information, this means that personal information may be disclosed to: Salisbury financial planners, brokers and those who are authorised by Salisbury to review customers' needs and circumstances from time to time. Service providers and specialist advisers to Salisbury who have been contracted to provide Salisbury with administrative, financial, insurance, research or other services. Other insurers, credit providers, courts, tribunals and regulatory authorities as agreed or authorised by law. Anyone authorised by an individual, as specified by that individual or the contract.

Generally, we require that organisations outside The Salisbury Group who handle or obtain personal information as service providers to Salisbury acknowledge the confidentiality of this information, undertake to respect any individual's right to privacy and comply with the National Privacy Principles and this policy.

Sensitive information is subject to greater restrictions

Some personal information we hold is 'sensitive' in that it may relate to a person's state of health and medical history. The Law also restricts the way we use, store and access tax file numbers.

Sensitive information is usually needed for applications for life, sickness and disability insurance and to manage claims on those products. It may also be relevant to loans, finance and other applications. It is Salisbury policy that sensitive information will be used and disclosed only for the purposes for which it was provided, unless the customer specifically agrees otherwise or the use or disclosure of this information is allowed by law. Documents asking for sensitive information will explain this.

Management of personal information

Salisbury trains its employees and financial planners who handle personal information to respect the confidentiality of customer information and the privacy of individuals. Salisbury regards potential breaches of your privacy very seriously and will impose appropriate penalties, including dismissal.

Salisbury has appointed a Privacy Officer to ensure that Salisbury's management of personal information is in accordance with this statement and the Privacy Act.

How do we store personal information?

Safeguarding the privacy of your information is important to us, whether you interact with us personally, by phone, mail, over the internet or other electronic medium. We hold personal information in a combination of secure computer storage facilities and paper-based files and other records, and take steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure.

We may, as a requirement of law, need to maintain records for a significant period of time. However, when we consider information is no longer needed, we will remove any details that will identify you and/or we will securely destroy the records.

How do we keep personal information accurate and up-to-date?

Salisbury endeavours to ensure that the personal information it holds is accurate and up-to-date. We realise that this information changes frequently with changes of address and other personal circumstances. We can generally update your customer information over the telephone or via email.

You have the right to check what personal information about you we hold.

Under the Commonwealth Privacy Act, you have the right to obtain a copy of any personal information that Salisbury holds about you, and to advise Salisbury of any perceived inaccuracy. The Act does set out some exceptions to this.

How do you make a request?

To make a request, you will need to complete an application form verifying your identity and specifying what information you require.

We will acknowledge your request within 14 days and respond promptly to it. We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise the likely cost in advance and can help to refine your request if required.

What if you have a complaint?

If you consider that any action of Salisbury breaches this Privacy Policy Statement or the National Privacy Principles or otherwise doesn't respect your privacy, you can make a complaint. This will be acted upon promptly.

To make a complaint, please telephone us on 02-9241-1220. If you are not satisfied with our response to your complaint, you can telephone the Commonwealth Privacy Commissioner's hotline on 1300 363 992.

How to contact us?

If you want to:

- ❖ Make a general enquiry about Salisbury's privacy policy.
- ❖ Obtain an application form for access to your personal information.

phone Salisbury on 02-9241-1220 or contact your financial planner directly.

Alternatively write to us at:

The Salisbury Group Pty Ltd
PO Box 97
Grosvenor Place
Sydney NSW 1220

E-mail: enquires@thesalisburygroup.com.au

Privacy: Web supplement

This statement outlines some privacy issues specific to the Salisbury website – www.thesalisburygroup.com.au

Interactive tools.

The Salisbury website may provide you with interactive tools designed to help you make an informed choice with certain financial and other decisions. Examples of these tools might include budget planners and superannuation calculators. Salisbury may collect personal information you enter when using the interactive tools on our website.

What is a Cookie and how does Salisbury use cookies?

Cookies are small pieces of text stored on your computer to help us determine the type of browser and settings you are using, where you have been on the web site, when you return to the web site, where you came from, and to ensure your information is secure. The purpose of this information is to provide you with a more relevant and effective experience on the Salisbury web site, including presenting web pages according to your needs or preferences.

Cookies are frequently used on many websites on the internet and you can choose if and how a cookie will be accepted by changing your preferences and options in your browser. You may not be able to access some parts of our website if you choose to disable the cookie acceptance in your browser, particularly the secure parts of the website such as client account queries. We therefore recommend you enable cookie acceptance to benefit from all the services on the website.

Technology improvements.

Salisbury is constantly striving to improve functionality on our website through technology changes. This may mean a change to the way in which personal information is collected or used. Any technology changes that may affect your privacy will be notified in this Supplement at the time of the change.

Links to third party websites.

The Salisbury website has links to external third party websites that may benefit or be of interest to the user, for example various Fund Managers. External websites such as these should contain their own privacy statements and we recommend you review them when using their websites.

Please note, however, that third party websites are not covered by Salisbury's privacy policy and these sites are not subject to Salisbury's privacy standards and procedures.

Max Moodley
Adviser Profile



Educational qualifications and experience

- Bachelor of Arts (BA)
- Bachelor of Laws (LLB)
- Postgraduate studies in Taxation
- Certified Financial Planner
- Over 10 years experience in financial planning including periods with **Southern Life, AMP** and **UBS Private Clients**

Specialist emphasis in servicing the needs of professionals such as **medical specialists, barristers, business executives** and other skilled professionals. Highly skilled in business structuring including the use of *companies, trusts* and *super funds* to obtain maximum efficiency considering tax planning, estate planning and asset protection.

Remuneration

I receive a salary as Managing Director of **Omega Financial Solutions**. In addition, I receive bonuses from time to time based on performance.

Location

My offices are at –

50B Oxford Street
Paddington NSW 2021

T 02 9380 8144
F 02 9360 2223
E max.moodley@omegafs.com.au
W www.omegafs.com.au

If you would like to make an appointment to discuss your financial needs and objectives in more detail, please phone **(02) 9380 8144**

The Salisbury Group is a *Principal Member* of the Financial Planning Association of Australia. Max Moodley is a *CFP Member*, the highest level of individual membership available

