

This Financial Services Guide (FSG) is an important document that provides you with information about the financial services offered by Westmount Securities Pty Ltd (WS). We are required by law to provide you with certain information before we provide a financial service to you.

## Purpose of this document

This FSG is designed to help you decide whether to use our financial services and explains:

- the financial services we are authorised to provide you;
- who provides the services;
- documents you may receive from your adviser;
- remuneration that we or other relevant persons may receive in relation to the services;
- any potential conflicts of interest we may have;
- our privacy policy;
- our internal and external dispute resolution procedures and how you can access them; and
- the compensation arrangements we have in place.

If you need more information about anything covered in this document, please contact us.

## Other documents

You may also receive the following documents when your adviser provides financial services to you:

### Statement of Advice (SoA)

You will receive a SoA if your adviser provides you with any personal advice about a product or service which takes into account your financial objectives, financial circumstances, needs and requirements.

The SoA will contain the following important information:

- the advice given;
- the basis on which the advice and recommendations are given;
- information about fees and commissions that may be received; and
- any associations or relationships that may have influenced the provision of the advice.

### Record of Advice (RoA)

If your adviser has previously provided you with a SoA and then provides you with related additional advice which takes into account your relevant personal circumstances, you may receive written confirmation of that advice in the form of a RoA.

A new SoA will only be provided if your circumstances have changed significantly or you are receiving advice in relation to a different type of financial product.

### Product Disclosure Statement (PDS)

Should your Adviser make a recommendation to you about a particular financial service product or offer to arrange the issue of a financial service product on your behalf, you will receive a PDS prepared by the product provider. This will contain information that will assist you in making an informed decision about that product.

The PDS usually includes information about the risks, costs and details of other fees and charges which may apply, including commission payments to financial advisers.

## Contact

Westmount Securities Pty Ltd (WS)

ABN 42 090 595 289

Australian Financial Services Licence Number 225715

Registered Office:

Ground Floor, 435 Roberts Road  
Subiaco WA 6008

Telephone: (08) 9382 8885

Facsimile: (08) 9381 4008

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

Website: [westmount.com.au](http://westmount.com.au)

>Throughout this FSG, Westmount Securities Pty Ltd is referred to as “WS”, “we”, “us”, “our” or any variations.

>All rates and amounts included throughout are exclusive of GST unless otherwise stated.

>Version 9 commencing 25 November 2011.

## Your questions answered

### Who will be responsible for providing the financial services?

WS is the holder of an Australian Financial Services Licence.

WS is a principal member of the Financial Planning Association of Australia Limited (FPA) and we adhere to their high professional standards and code of ethics and rules. We act on behalf of WS. WS is not owned by another company (eg financial group) and is therefore solely responsible to its clients.

All WS advisers are salaried employees of WS and hold a Diploma in Financial Services (minimum qualification requirement).

Once you meet with your adviser, you will be given another FSG, including an Adviser Profile.

### What financial services and products is WS authorised to provide?

WS is authorised under its Australian Financial Services Licence to offer services to you in the following areas:

- Retirement & pension planning
- Personal & corporate superannuation
- Self-managed superannuation strategies (SMSF)
- Income distribution strategies
- Financial/lifestyle goal setting
- Cash flow management & planning
- Investment strategy & management
- Margin Lending & geared investments
- Strategic asset allocation & investment selection
- General tax planning
- Asset protection/insurance
- Estate planning
- Cash-flow & debt management
- Salary packaging

Your adviser may only be authorised to provide advice in some of the above areas. Please refer to the FSG/Adviser Profile which sets out those areas your adviser is authorised to provide you advice and recommendations on.

In most cases, personal advice will be provided, however if you do not require personal advice, general advice is also available.

### What remuneration will WS receive?

WS provides advice on a 'fee-for-service' basis. Any financial service commissions and trails received (excluding risk insurance products) are fully rebated back to our clients.

WS applies both an '**Engagement Fee**' and an '**Ongoing Service Fee**' to the advice process. The Engagement Fee is based on the time spent developing, formalising and implementing advice and Ongoing Service Fees are based on the specific service option you require.

Before engaging our services, you are provided with a written fee estimate based on the scope of work to be performed and the complexity of your financial situation. Should you need to change the complexity or scope of the work, you are provided with an updated fee estimate for approval.

As at the date of this FSG, our fee schedule is as follows:

<b>Initial consultation/fact-find meeting</b>	No fee
<b>Engagement Fee</b>	\$2,400 - \$8,800*
<b>Ongoing Service Fee</b>	
Service Option 1 ('Core')	1.10% pa**
Service Option 2 ('Active')	1.50% pa**
Service Option 3 ('SMSF')	1.75% pa**
Activity Based clients	\$330 per hour

\*Engagement Fee includes all implementation costs (if applicable).

\*\*Ongoing Service Fees are capped, but also subject to minimum fee requirements.

**Capped Fees:** 'Core', 'Active' and 'SMSF' service option fees are capped at \$5,500, \$7,700 and \$8,800 annually.

**Flat Dollar Option:** As an alternative to the above 'asset based fees' method, a 'flat-dollar' formula may be negotiated with WS, depending on your personal requirements and type of work involved.

**Legacy Commission Option:** A 'legacy commission option' currently exists for WS clients established before 1 Nov 2008. Under this arrangement longer-term WS clients can either retain the existing commission based arrangements or opt-in to the above WS fee-for-service method.

The above fees are GST inclusive.

### Will WS receive other benefits?

As described above, WS may receive fees and/or commissions in relation to providing financial services, including personal advice, to you.

Commissions (where applicable) are generally payable to WS by the product issuer shortly after business is transacted (usually within 60 days). Fee income may be paid directly by you to WS on a monthly, annual or ad-hoc basis or deducted directly from your investments, depending on the agreement you have selected.

Where rebates apply, payments are made to you within 30 days of us receiving commission.

We do not accept alternative forms of remuneration, commonly referred to as 'soft dollar' commissions (eg conventions, discounted loans, gifts, awards etc) from product providers. A Public Register of alternative remuneration received by us is available on request.

### Will any third parties be paid for referring my business?

Should you be referred to us by a third party (eg an Accountant), the third party may receive a fee, commission or other benefit for the referral. This fee comes out of the fees received by WS and does not represent an additional cost to you. You will receive more detailed information concerning any referral fee or commission in your SoA.

### When will I receive specific details about fees?

The basis and amount of all fees will be fully set out in your SoA and explained by your adviser prior to work commencing and again at the point of implementing your investments/strategy (if applicable).

### Will advice be given that is suitable to your needs and financial circumstances?

Yes. We are obliged by law to have a reasonable basis for personal advice we provide, but to do so we will need to ascertain your individual financial objectives, circumstances, needs and requirements before we can recommend any financial products or services to you.

To assist us in providing appropriate advice tailored to your individual needs we ask that you provide accurate information about your personal situation and keep us updated on any changes to your circumstances.

You have the right not to divulge any information should you not wish to do so. In that case we will warn you about possible consequences of not providing your full personal information including limitations on the advice, which can be

provided. You should read the information in your SoA carefully before making any decision relating to a financial product.

### What should you know about any risks of the financial products or strategies that are recommended to you?

Please be aware that there are inherent risks associated with investing in financial markets, which may adversely affect the value of your investment.

We will explain to you and fully outline in the SoA any significant risks of the financial products and strategies that are recommended to you. If you feel that you need further clarification, please ask us.

### What information does WS maintain in your file and can you examine the file?

WS maintains a record of your personal profile, which includes details of your financial objectives, circumstances, needs and requirements. We also maintain records of any recommendations made to you in the course of taking instructions from you as well as any SoAs provided to you.

If you wish to examine your file, you should contact us and we will make arrangements for you to do so.

### Can you provide us with instructions about how you wish to buy or sell financial products?

Yes. Generally you need to provide your instructions in writing, however, you may specify how you would like to give instructions (eg telephone, email, fax etc)

### How does WS deal with the Anti-Money Laundering / Counter-Terrorism Financing Act 2006 ("AML/CTF Act")?

WS has an obligation under the AML/CTF Act to verify your identity before we can provide you with any financial services. We will let you know what documentation you will need to present to satisfy the customer identification requirements of the AML/CTF Act.

### How do we handle your personal information?

WS will not use or disclose personal information collected unless where the National Privacy Principles authorise the use or disclosure where required under law such as relating to public health and safety, in connection with certain operations by or on behalf of an enforcement body, as required under the Corporations Act 2001, or the Anti-Money Laundering and Counter-Terrorism Financial Act 2006.

We are committed to implementing and promoting a privacy policy that will ensure the privacy and security of your personal information. A copy of our Privacy Policy is available from us, your Adviser and our website – [www.westmount.com.au](http://www.westmount.com.au).

### What should you do if you have a complaint?

If you have a complaint about any service provided by us, you should take the following steps:

#### Step 1

Contact the WS Complaints Resolution Officer to discuss your complaint. Most companies can resolve quickly at this stage.

The contact details are:

Phone: (08) 9382 8885  
Fax: (08) 9381 4008  
Email: [info@westmount.com.au](mailto:info@westmount.com.au)  
Mail: Complaints Resolution Officer  
Westmount Securities Pty Ltd  
PO Box 1941  
Subiaco WA 6904

We will try to resolve your complaint quickly and fairly. We do not charge fees for time spent handling complaints.

#### Step 2:

If the complaint cannot be resolved to your satisfaction within 45 days, you have the right to present your complaint to the independent complaint handling service that WS is a member of – Financial Ombudsman Service (FOS).

The contact details for FOS are:

Phone: 1300 780 808  
Fax: (03) 9613 6399  
Online: [www.fos.org.au](http://www.fos.org.au)  
Email: [info@fos.org.au](mailto:info@fos.org.au)  
Mail: GPO Box 3  
Melbourne VIC 3001

If your concerns involve ethical conduct you may wish to consider raising this with the Financial Planning Association of Australia Limited (FPA). The contact details for the FPA are:

Phone: 1300 626 393  
Fax: (02) 9220 4580  
Online: [www.fpa.asn.au](http://www.fpa.asn.au)  
Mail: The Investigations Manager  
PO Box 109 Collins St West  
Melbourne VIC 8007

### What compensation arrangements does WS have?

We are required by the Corporations Act 2001 (Cth) to operate a compensation arrangement which is designed to compensate retail clients for losses they suffer as a result of a breach by WS or its Advisers of the obligations outlined in Chapter 7 of the Corporations Act.

To this end WS has comprehensive Professional Indemnity Insurance in place which covers both WS and our Advisers (including the conduct of those Advisers who are no longer authorised by WS but were so at the time of the relevant conduct).

### Any questions?

Please contact your Adviser in the first instance if you have any questions about this FSG or the financial services we provide. This FSG should be retained by you in a safe place for future reference.