



FINANCIAL PLANNING FINANCIAL SERVICES GUIDE – Part 1

Date of issue 30 May 2014 (v8.0)

Authorised Representative of InterPrac Financial Planning Pty Ltd ABN 14 076 093 680
Australian Financial Services Licence Number: 246638
Level 3, 29-33 Palmerston Crescent, South Melbourne VIC 3205
Ph: (03) 9209 9777 Fax: (03) 9209 9731



What is a Financial Services Guide?

We understand how important financial advice is, and wish to thank you for considering choosing an InterPrac Financial Planning adviser to assist you in identifying and achieving your financial goals.

This Financial Services Guide - Part 1, together with the Adviser Profile - Part 2, are designed to help you get to know InterPrac Financial Planning Pty Limited and our Authorised Representative (Adviser), a little better, to help you decide whether you would like to use our financial services, and explain what to expect and how much you can expect to pay for those services.

Our Advisers are required to provide these documents to you **prior** to providing any personal financial advice, products and/or services.

The Financial Services Guide - Part 1 contains information about:

- InterPrac Financial Planning as a licensee.
- The financial services we offer and how we provide advice and make recommendations.
- Fees, commissions, charges and other benefits that may be paid to us.
- The collection and handling of your personal information (our Privacy Policy).
- What to do if you should have a concern or complaint about our service.

The Adviser Profile - Part 2 contains important information about your Adviser. This includes their Authorised Representative number, accreditations, qualifications and experience, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged. If you have not yet received an Adviser Profile, please ask your adviser for a copy or contact InterPrac Financial Planning head office.

About InterPrac Financial Planning

Established in 2004, InterPrac Financial Planning is an independently owned business, providing support to our national network of Advisers, including access to ongoing research and training. We are not owned by any fund manager, bank, superannuation fund or life insurer.

InterPrac Financial Planning and its Advisers always act on behalf of you, the client. All strategies and products used in our advice to you will adhere to a best interest duty, which means we will only use strategies and products which address your personal circumstances and needs.

InterPrac Financial Planning is responsible for the financial services provided by our Advisers and have authorised the distribution of this Financial Services Guide - Part 1 and Adviser Profile - Part 2.

Contact details for InterPrac Financial Planning are:

InterPrac Financial Planning Pty Ltd

Australian Financial Services Licence: 246638

Level 3, 29-33 Palmerston Crescent

South Melbourne Vic 3205

Phone: (03) 9209 9777 Fax: (03) 9209 9731

Financial Services we can provide

InterPrac Financial Planning is licensed to provide financial advice on:

- Deposit Products;
- Managed Investment Schemes including Unit Trusts, Investment Bonds, Direct Shares, Property Trusts, Growth Funds, Balanced Funds, Indexed Funds and Cash Management Accounts;
- Share Market Investments;
- Tax Effective Investments;
- Superannuation, including Allocated Pensions, Rollovers, Personal Superannuation, Company Superannuation and Self Managed Superannuation Funds;
- Retirement Planning including aged care and estate planning;
- Life Insurance Products, including Annuities, Term Insurance, Income Protection, Trauma and Total and Permanent Disability Insurance;
- Margin Lending (subject to client understanding of Margin Lending Gearing).

The Adviser Profile - Part 2 details specific services your Adviser is able to advise on.

Acknowledging receipt and explanation

It is important that you acknowledge that your Adviser has provided you with a copy of this Financial Services Guide (Part 1) and Adviser Profile (Part 2) and **explained their contents** to you. To assist in this process, please sign and date and return the acknowledgement form on the last page of this document to your Financial Adviser.

What is the **Financial Advice** process?

InterPrac Financial Planning recommends your Adviser follows a step-by-step process in meeting with you.

Step 1: Introduce our services and provide you with a Financial Services Guide (Part 1) and Adviser Profile (Part 2).

Step 2: Gather information to assist in identifying your goals and any potential financial issues.

Step 3: Prepare and present you a Financial Plan.

Step 4: Once you authorise the “Authority to Proceed”, your Adviser implements your Financial Plan.

Step 5: Discuss an ongoing service and review programme with you.

These steps will occur over a number of meetings, in line with your needs.

What can I **Expect?**

Your Adviser is committed to providing quality financial advice and a choice of products and/or services to suit your circumstances. Whilst we are licensed to provide a range of services, we are also obliged under law to have a reasonable basis and to act in your best interests when providing financial advice, addressing your needs and the solutions you want us to assist you with. We will not compromise on our advice and take this responsibility very seriously.

In order to achieve this, your Adviser will need to determine your needs, objectives and relevant financial circumstances before providing advice, products and/or services to you. You will be asked to provide accurate information and to keep your adviser updated on any changes to your circumstances to ensure the advice provided and products recommended remains relevant to your personal situation.

You have the right not to divulge any information should you wish not to do so. However, in such cases, your adviser will warn you about the possible consequences of not providing relevant personal and financial information and how this may impact the quality and reliability of the advice provided. Additionally, your adviser may also decline to provide advice if they feel they cannot do so adequately with the information provided.

Before providing any financial products and/or services to you, we are also required to verify your identity in accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006. Your adviser will let you know what documentation is needed to meet these customer identification requirements.

Subject to its appropriateness for you, any product recommended to you by your Adviser must be included on InterPrac Financial Planning’s Approved Products List. This list is constructed and maintained by the InterPrac Financial

Planning Investment Committee, using ratings and reports from leading research groups.

The purpose of the list is to ensure that:

- Recommended product providers have the necessary skills, resources and experience to achieve their stated investment objectives and
- Our Advisers have a broad range of researched products to select from in meeting the diverse needs of their clients.

In instances where your Adviser may need to consider products outside the Approved Products List, they may apply to InterPrac Financial Planning for special consideration.

To ensure that you remain on track to meet your short to long-term needs and objectives, it is vital to periodically review your financial advice, products and/or services based on your needs, objectives and circumstances to be sure they remain relevant. Your adviser may offer and recommend an annual comprehensive personal review service. This service updates the advice in line with your needs and implements any changes which you have agreed upon. A fee may be charged for the ongoing advice and management of your financial affairs. Your adviser will provide you with details of any such fees applicable to you in your Adviser Profile.

What **Financial Advice Documents** can I expect?

In providing you financial advice, these are some of the documents you may receive from your adviser:

- Statement of Advice
- Record of Advice
- Fee Disclosure Statement

When you are provided with personal advice that takes into account your needs, objectives and relevant financial circumstances, you will receive a **Statement of Advice**. The Statement of Advice sets out the specific advice given to you, including any recommendations about particular financial products and services, and the basis on which those recommendations are made. The Statement of Advice also provides information on the amount of any commissions and other fees payable in respect of financial products recommended to you in connection with this advice.

Under certain circumstances your financial adviser may provide you with a **Record of Advice**, rather than a Statement of Advice. A Record of Advice performs a similar function to a Statement of Advice, but is typically a shorter, more informal document.

Where an ongoing advice fee is charged by your adviser, a **Fee Disclosure Statement** may be provided annually. The

Fee Disclosure Statement contains services promised to be provided, services received, and services paid for.

Should you misplace your documentation, you may request in writing, a copy of any advice document you received, up to seven years after the advice has been given. Please refer to the **Privacy Policy – Access to Personal Information** for details on requesting a copy of your documentation.

Does everything need to be in Writing?

Your adviser may accept instructions from you via phone, letter, email or fax. In some instances, your adviser can only accept written instructions from you, and they will let you know when this happens.

Your adviser is required to maintain a paper or electronic record of your personal information, including details of your relevant personal circumstances. Your adviser is also required to maintain records of documentation for any financial advice given to you in the course of taking instructions from you, as well as any documents containing advice they have provided you. Please see our **Privacy Policy** regarding the care of this information.

What Fees & Charges can I expect?

InterPrac Financial Planning prefers our Advisers are paid on a fee for service basis. In some instances, insurance providers and fund managers may pay brokerage or commission. Depending on the provider, all fees and commissions are paid directly to InterPrac Financial Planning on a fortnightly, monthly or quarterly basis. InterPrac Financial Planning retains a portion of the fees and commissions income generated by each Adviser. InterPrac then pay the balance of the fee and commission income to your Adviser on a fortnightly basis.

Please refer to the Adviser Profile - Part 2 which sets out the specific details of payments to your Adviser and/or any third parties, and the fees you may be charged.

InterPrac Financial Planning receives payments or benefits from certain product providers in return for granting opportunities to participate in events such as Professional Development days. These payments are only to offset the cost of providing education and training for our advisers.

InterPrac Financial Planning from time to time receives marketing allowances from Diversa, Hub 24 (Investor 1st) and NetWealth. Please note that these allowances are not an additional cost to the client, they are paid directly by the product provider to offset costs incurred by InterPrac Financial Planning.

InterPrac Financial Planning and its Advisers are prohibited from accepting gifts or inducements over \$300. Any benefit given to InterPrac Financial Planning less than \$300 will be recorded in a Gifts Register. A copy of your adviser's and InterPrac Financial Planning's registers are available on

request. If you wish to inspect either register, please contact your adviser or our Head Office.

Referral Fees

InterPrac Financial Planning and its Advisers work closely with many professional people and organisations such as accountants and solicitors. Where referrals are received from these sources, a referral fee may be paid. Please note, referral fees are not a separate charge to you, they are paid from the fees received by InterPrac Financial Planning.

What to do if I have a Complaint

InterPrac Financial Planning is committed to providing quality financial services in an efficient and honest manner. We take all complaints seriously, and have developed a formal complaints handling process to deal with any complaints from our clients. A copy of the "Complaints Handling Policy and Procedures" is available from your Adviser or InterPrac Financial Planning. If you do have a complaint:

1. Please contact your Adviser directly to discuss the issue and seek a resolution.
2. If the complaint cannot be resolved by talking to your Adviser, please contact InterPrac Financial Planning Head Office directly, by writing to:

The Complaints Officer
InterPrac Financial Planning Pty Ltd
Level 3, 29-33 Palmerston Crescent
South Melbourne Vic 3205
Tel: (03) 9209 9777 Fax: (03) 9209 9731

We will acknowledge the complaint within two business days.
3. We will then investigate the complaint and respond to you within 45 days. We will notify you if the complaint is more complex in nature and likely to require an extension to thoroughly investigate the complaint and resolve it.
4. If InterPrac Financial Planning is not able to resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Financial Ombudsman Service, a dispute resolution service for the financial planning industry.

Financial Ombudsman Service
GPO Box 3, Melbourne VIC 3001
Telephone: 1300 780 808
Fax: (03) 9613 6399
Email: info@fos.org.au

Additionally, ASIC has an information line on 1300 300 630 which you may use to obtain information about your rights and to make a complaint.

Privacy Policy

The privacy of our clients and their personal information is an important issue for InterPrac Financial Planning. All information is collected, held and used by us in the strictest confidence and pursuant to the InterPrac Privacy Policy.

The following policy outlines how InterPrac complies with the Australian Privacy Principles, and how we collect, use, disclose and manage personal information.

Confirming your identity

In accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006, InterPrac Financial Planning are required by law to collect and maintain identification documents such as Drivers' Licences and Passports that allow us to satisfactorily confirm your identity.

Collection of Information

- InterPrac Financial Planning collects and holds your personal information for the sole purpose of providing financial services to you, and discharging our legal obligations.
- If the information you provide to us is inaccurate or incomplete, it may impact the quality and appropriateness of our recommendations.
- Where we are arranging insurance and/or investment products for you, we will be required to collect and lodge relevant information for the purposes of those applications.
- Where you provide us with information about another person, such as your nominated beneficiary, you must ensure that they are aware information has been provided to us and of the existence of this document.

Use and Disclosure

We will only use or disclose your personal information in the following circumstances:

- For the purpose of providing you with financial services, or in arranging for the application of insurance or investments on your behalf;
- Where you provide your consent, either expressly or implied by your behaviour, for information to be provided to a third party (eg your accountant);
- Where we are required by law;
- Where we are using the information in a direct marketing communication (you will have the option of electing not to receive direct marketing materials).

Quality of Information

We will make every effort to ensure that the personal information we collect is accurate, complete and up-to-date, however we will rely on you informing us if your personal details change.

Security of Information

We will take reasonable steps to protect the personal information we hold from misuse, loss, and from unauthorised access, modification or disclosure. Where your personal information is no longer needed, and we are not required by law to maintain it, we will ensure that it is securely and permanently destroyed.

Access to Personal Information

You may at any time request access to your personal information from the past 7 years, that we hold.

We will endeavour to comply with your request as soon as possible, which would normally be within a period of 14 days. In most cases there will be no charge for providing such information, however, requests involving large amounts of information may incur a handling fee.

Contacting InterPrac Financial Planning

If you have a complaint in regards to the collection or use of your personal information, or have an enquiry about this Privacy policy, please write to:

Privacy Officer

InterPrac Financial Planning Pty Ltd

Level 3, 29-33 Palmerston Crescent

South Melbourne VIC 3205

Phone: (03) 9209 9777 Fax: (03) 9209 9731

Professional Indemnity Insurance

All InterPrac Financial Planning Advisers are covered by Professional Indemnity Insurance as required by the Corporations Act, meeting ASIC requirements and covering present and past Authorised Representatives (Advisers).



FINANCIAL PLANNING **FINANCIAL SERVICES GUIDE – Part 2** Adviser Profile

Date of Issue 19 May 2016 (v8.0)

The financial services offered in this Guide are provided by:

Hendrik (Hennie) Joubert Authorised Representative Number 1242047

Profacc Financial Planning Pty Ltd ABN 27 612 440 892

3/15 Vanden Way, Joondalup Western Australia, 6027

PO Box 261 Joondalup DC WA 6919

Phone: **08 9300 9665** Fax: 08 9300 9670

Web: profacc.com.au Email: hjoubert@profacc.com.au

An Authorised Representative of InterPrac Financial Planning Pty Ltd ABN 14 076 093 680

Australian Financial Services Licence Number: 246638

Level 3, 29-33 Palmerston Crescent, South Melbourne Vic 3205

Ph: (03) 9209 9777 Fax: (03) 9209 9731

About Your Adviser Profile

We understand how important financial advice is, and wish to thank you for considering engaging an InterPrac Financial Planning adviser to assist you in identifying and achieving your financial goals and objectives.

To assist you in choosing a financial planner, our advisers are required to provide a Financial Services Guide - Part 1 and an Adviser Profile - Part 2, to you **prior** to providing any personalised financial advice, products and services.

These documents provide you with information regarding the financial planning advice process and charging model used by Hendrik (Hennie) Joubert, Authorised Representative Number 1242047 of InterPrac Financial Planning Pty Ltd (AFSL Number 246638) to ensure that you have sufficient information to confidently engage **Hennie** to prepare financial advice for you.

Hennie Joubert operates under Profacc Financial Planning Pty Ltd, Corporate Authorised Representative Number 1242834.

About Profacc Financial Planning P/L

Joubert & Bain Public Accountants has operated in the Accounting and Taxation industry in Western Australia for many years. The Directors of Joubert & Bain identified that their extensive background, expertise and knowledge regarding accounting and taxation issues and strategies, provided an excellent and unique opportunity to apply these skills for the benefit of their clients' financial position and future.

Profacc Financial Planning Pty Ltd was established as part of an overall rebranding strategy, to facilitate delivery of financial planning services to our clients. The specific emphasis of Profacc Financial Planning is Wealth Creation, Wealth Protection, Self-Managed Super Funds and Retirement Planning for our clients.

We can further support our client's accounting and taxation needs through Profacc Public Accountants.

About Your Adviser

During the first point of contact with Hennie it will become apparent that his client's goals are his main priority. Whether clients are planning for a family, preparing for retirement, or running their own business, he understands that no two clients are the same. Hennie is committed to being part of the journey with his clients and providing them the highest quality of service.

After completing his Honours Baccalaureus Computationis in 1985 Hennie spent 4 years with the South Africa Revenue Services (Tax Office), after which he went into public

accountancy and taxation practice. He was extensively involved in financial and estate planning and administration until his migration to Australia in 2001. After his arrival in Australia Hennie qualified as Public Accountant and Tax Agent with specific emphasis on self-managed superannuation funds.

Throughout his career he has realised that his true passion is helping people with professional financial, accounting and taxation advice. Being involved with and servicing clients for many years, Hennie prides himself on delivering excellent financial advice. With a very approachable demeanour, he explains strategies in an easy to understand way, ensuring his clients are informed and confident each step of the way.

Hennie believes his clients can be best served if the whole person and their lifelong goals are considered, from the original wealth creation through to passing on the family's fortune and legacy. By exploring his client's current situation and assisting them in discovering what is really important to them, he will help to articulate their short, medium and long term goals that become the foundation of his advice. Hennie focuses on developing a financial strategy that ties together his client's needs and goals to form a clear picture of where they want to be financially.

His commitment to provide personal advice is shown through continued education including his Advanced Diploma in Financial Planning, and his experience in public practice. His professional memberships include:

- Fellow of Institute of Public Accountants & FFA
- Registered Tax Agent with Tax Practitioners Board
- Chartered Tax Advisor & Fellow of the Tax Institute
- Member of National Tax & Accountants' Association
- TAI PAL Fellow of Taxpayers Australia
- Financial Planner member of Financial Planning Association of Australia

Hendrik (Hennie) Joubert

Authorised Representative Number 1242047

Hennie Joubert operates under Profacc Financial Planning Pty Ltd, Corporate Authorised Representative Number 1242834.

Address: 3/15 Vanden Way
Joondalup WA 6027

Postal: PO Box 261
Joondalup DC WA 6919

Phone: 08 9300 9665

Fax: 08 9300 9670

Email: hjoubert@profacc.com.au

Website: www.profacc.com.au

Financial Services Your Adviser Provides

The financial services and products which **Hennie Joubert** can provide advice on comprise:

- Deposit Products;
- Managed Investment Schemes including Unit Trusts, Investment Bonds, Direct Shares, Property Trusts, Growth Funds, Balanced Funds, Indexed Funds and Cash Management Accounts;
- Share Market Investments;
- Tax Effective Investments;
- Superannuation, including Allocated Pensions, Rollovers, Personal Superannuation, Company Superannuation and Self Managed Superannuation Funds;
- Retirement Planning including aged care and estate planning;
- Life Insurance Products, including Annuities, Term Insurance, Income Protection, Trauma and Total and Permanent Disability Insurance;
- Margin Lending (subject to client understanding of Margin Lending Gearing).

Fees and Payments

Hennie Joubert is a professional adviser who receives payment for the advice and services provided. Your adviser will receive payment either by collecting a fee for service, receiving commissions, or a combination of both.

Fee for service - Fees are charged according to the work undertaken by your adviser and may be charged on an hourly basis or as a flat fee. A fee may be charged for the initial work in developing and implementing a strategy, as well as for ongoing monitoring and reviews. Under a fee for service agreement, initial and ongoing commissions will generally be rebated back to you.

Commission - Your adviser may be remunerated for the personal insurance services they provide by receiving commission. Commission rates vary greatly between products and providers. Commissions are not an additional charge to you, they are paid by the product provider from the fees paid on your investment, or from the premium you pay for your insurance.

Our fees and charges vary according to the scope and complexity of the advice required. The scope of the work and the fees charged for services are agreed with clients prior to commencing work.

As a guide Hennie's advice fees are \$275 per hour including GST with a minimum fee of \$1,650 including GST, unless specifically agreed otherwise in writing.

The Statement of Advice provided to you by your adviser will clearly set out all fees, charges and commissions payable.



FINANCIAL SERVICES GUIDE (Part 1)

Date of issue 30 May 2014 - Version 8.0

& Adviser Profile (Part 2)

Date of issue 19 May 2016 - Version 8.0

INTERPRAC FINANCIAL PLANNING PTY LTD

ABN 14 076 093 680

An Australian Financial Services Licence Number: 246638

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Ph: (03) 9209 9777 Fax: (03) 9209 9731

I acknowledge that my Adviser has provided me with a copy of the Financial Services Guide (Part 1) and Adviser Profile (Part 2) and **explained their contents** to me.

Name:

Signed: Dated: / /