



**DOVER FINANCIAL
ADVISERS PTY LTD**

FINANCIAL SERVICES GUIDE

Version 5

1 May 2014

Your Adviser

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About your Adviser and Dover Financial Advisers Pty Ltd (“Dover”)

Your Adviser is Glenn Maynard. Your Advisor is employed by Artisan Advisory Pty Ltd, a Corporate Authorised Representative of Dover. Your Adviser is the “providing entity” for the purposes of the Corporations Law. The Adviser is an authorised representative of Dover.

Dover holds Australian Financial Services Licence (‘AFSL’) Number 307248 and has authorised the creation of this Financial Services Guide or FSG.

Dover has over 150 authorised representatives who provide high quality advice of clients throughout Australia. Your Adviser has many years experience creating and implementing financial plans to maximize client financial profiles.

Your Adviser and Dover may advise on:

- investments (shares, cash and managed investments);
- superannuation (including self-managed superannuation);
- life insurances and other risk insurances;
- debt management;
- cash-flow management; and
- retirement planning.

The Corporations Act 2001 defines various financial products and regulates the way in which consumers can be advised about those products. Dover has a list of approved financial products for authorised representatives. This list of approved financial products is one of the longest of any financial planning service in Australia. Ask your Adviser if want a copy of Dover’s Approved Product List (“APL”).

The purpose of this financial services guide (“FSG”)

This FSG is an important document that explains how we provide financial product services to you and your responsibilities as a client and this forms part of our contract with you.

You should read this FSG carefully before using our services. It is intended to give you sufficient information to decide whether to obtain financial services from us.

Most of the content of this FSG is dictated by the Corporations Act and is mandatory under that law, so bear with us regarding its form and content. Please feel free to contact us by telephone, e-mail or writing should this FSG be unclear or should you have any concerns about our services.

This FSG explains:

1. who we are;
2. how you can contact us;
3. what documents you will receive from us;
4. the financial services we provide;
5. your responsibilities as a client;
6. any potential conflicts of interest;
7. our privacy policy;
8. our internal dispute resolution procedures;

9. our external dispute resolution procedures; and
10. our compensation arrangements, i.e. our professional insurance arrangements.

Product disclosure statements (“PDSs”)

If we recommend a particular product (other than listed securities), a platform, wrap account or master-fund, a managed fund or a similar product we must provide you with a PDS for that product.

The PDS contains the information needed for an informed decision about acquiring a product.

The PDS detail costs and product fees including commissions, and is usually created by the financial institution providing the product.

Getting started with Dover

Getting started with Dover is easy. Simply contact your Adviser to arrange a meeting.

To ensure that this meeting covers all aspects of your financial management we ask that you complete the ‘fact finder’ attached to this Financial Services Guide. Ideally, this should be done a few days before we meet with you. This gives us the opportunity to review your information and prepare ourselves well ahead of our initial meeting.

The fact finder asks for an extensive amount of information and it may take time to gather it. Please take the time to do this.

We also appreciate a copy of the most recent accounts and tax returns for you and any related entities such as a trust or a self-managed superannuation fund.

Please provide us with any other information that you feel is relevant to your circumstances.

Getting to know you

We aim to provide advice that suits your circumstances and is generally appropriate and relevant to you. To do this we must first understand your financial profile.

A detailed client questionnaire (‘fact finder’) is attached to this FSG. This fact finder is an important document and you should complete it carefully, either before or during our first meeting. The more information you provide the better our advice will be.

Dover ethics

Dover Financial Advisers Pty Ltd, its directors and staff and each representative ("Dover") are actively committed to a code of ethics designed to achieve best practice in financial planning by emphasising your rights and entitlements as a client at all times.

Observing a formal code of ethics is a mark of a professional person. The Dover code of ethics includes compliance with the Corporations Act 2001, ASIC's regulatory guidelines and similar laws, and extends to a more demanding code of behaviour designed to enhance the standing and perception of Dover with you, the public and the financial planning profession.

Fiduciary duty

We accept a fiduciary duty, or a duty of utmost good faith, to each client. This means your interests are paramount and dominate the Dover financial planning process.

We will do all things necessary to ensure the best possible results for you at all times and we will not be placed in a position where there is an undisclosed or unresolved conflict of interest.

Integrity and fairness

We exemplify integrity and fairness in all client relationships.

We accept your trust, and will honour that trust by displaying integrity, fairness, honesty, candour and personal integrity at all times.

Confidentiality and privacy

Your client information will be secured and access controlled in accordance with professional standards of complete confidentiality and privacy laws and regulations.

All Dover advisors provide copies of statements of advice, fact finders and related documents to Dover to allow it to satisfy the requirements of the Corporations Act and ASIC's requirements regarding the retention of financial advice records.

Knowledge standards

We commit to a high standard of continuing professional education and training including private reading and research, regular attendance at technical and professional training and constant study of the Corporations Act rules and regulations concerning the financial planning process and related fields.

We commit to an on-going process of self-improvement in the preparation and delivery of financial services to you and other clients.

We confirm our on-going professional education and training, including our formal training plans, provided by Dover have been assessed as relevant to our individual practices and the needs of our clients.

We observe all laws and regulations applying to financial planning and in particular the financial planning process and the preparation of statements of advice and similar documents for clients.

We affirm that we have read and understood the Dover Compliance Manual and Advisor Handbook and have agreed to observe and be bound by all procedures contained in it. This includes client complaint procedures and breach reporting procedures. We agree that it is a condition of our contract with Dover to observe all the requirements set out in the Dover Compliance Manual and Advisor Handbook.

We affirm that we have read and understood all written communications provided to us by Dover and

will comply with Dover's requirements regarding professional standards and the conduct of our practices.

Delivery of advice

Once we have met and determined a draft plan for you, we will prepare a 'statement of advice' or 'SOA'. The SOA will be in writing and may be delivered via email or via the post, as you prefer. Your SOA contains the information needed to understand our advice and the basis on which it is made. It includes information about:

1. the specific advice;
2. the reasons for the specific advice;
3. any fees;
4. any associations or relationships that may influence the advice;
5. the implementation plan; and
6. any other relevant matters.

We will also provide other documents as needed. These documents may include educational material or PDSs, as discussed above.

Record of advice

Once you have been provided with a SOA further advice may be provided in a form known as a record of advice or 'ROA', provided there has been no change in your personal circumstances or the basis of the advice set out in the SOA.

Retention of SOA and ROA

We retain all SOAs and ROAs for at least seven years and you may request a copy of the SOA or ROA at any time within that period. This request may be verbal or in writing.

Implementation of advice

Our statement of advice will contain instructions on how the advice should be implemented. We will work with you to ensure that the advice is properly implemented.

Minimum holding period on investments

All investments recommended should be held for a minimum period of at least ten years or as otherwise stated in the SOA notwithstanding any statement made by the product issuer or any other person in a product disclosure statement or similar document.

The performance of the investment will not be known and will not be able to be measured until the end of the minimum holding period and that no claim should be made regarding investment performance until the end of the minimum holding period.

Your responsibilities as a client

We will ensure that our advice is in your best interests and is appropriate to you at the time it is provided. However, certain aspects of our advice are largely outside our control and are mainly within your control. Therefore responsibility for these matters largely remains with you.

You are responsible for ensuring that our advice remains in your best interests and appropriate to you over time. You must notify us in writing immediately should your personal circumstances change or should general economic conditions or legislation change in a way that affects our advice to you.

You are responsible for ensuring your bank account and investment account details including account numbers, passwords and personal identification numbers are kept confidential, are stored safely and not recorded in a form that can be accessed by other persons including access by hacking computers, are not provided to any person, including your adviser, and are changed on a regular basis and at least once a month. You are solely responsible for any losses caused by a misuse of this data by any person, including cyber fraud or any other form of fraud.

Time limits and responsibility for implementing our advice

You should not act on any recommendation after thirty days of the date of the statement of advice without our written confirmation that our recommendations are still suited to you.

No responsibility will be taken for any advice acted on after thirty days without our separate written confirmation that the advice is still suited to you.

We will not be responsible for any losses connected to our advice if it is not implemented by us, if you do not engage us as your adviser or if you cease to engage us as your adviser.

Regular review of our advice

Economic and legislative environments constantly change and personal circumstances constantly change. This means our advice must be reviewed on, and if necessary, changed on an on-going basis to ensure it remains appropriate and in your best interests.

You are responsible for ensuring our advice remains appropriate to you and in your best interests.

You should undertake to request in writing an up-dated statement of advice from us at least every six months or whenever your personal circumstances, including your attitude to risk, change. We will not be responsible for any losses incurred by you as a consequence of any act or omission by us after 6 months from the date of the statement of advice.

You should notify us in writing immediately should your personal circumstances change. We will not be responsible for any losses incurred by you should you fail to notify us of any change in your personal circumstances or should you cease to engage us as your adviser.

Cooling off period

There may be a cooling off period of 14 days on any financial products including insurance products we may recommend and you may change your mind without penalty during this period if you acquire such a product.

Dispute resolution

Dover provides a dispute resolution services to its clients. This obligation is a key tenet of the consumer protection principles of the Australian Financial Services Licensing system.

If you have a complaint about any services you should:

1. contact your Adviser by telephone to explain your situation and let him know of your concerns. Your Adviser will do everything possible to resolve your complaint promptly;
2. if this does not resolve your complaint, put your complaint in writing addressed to Dover Compliance at PO Box 68, Sandringham, Victoria, 3191 where it will be objectively considered and discussed with you and your Adviser with a view to being settled as soon as possible to your satisfaction; and
3. if your complaint is not resolved appropriately by Dover, you can access our external dispute resolution scheme. Dover is a member of the Financial Ombudsman Service (FOS). FOS can be contacted on 1300 780 808. This is a free service to complainants.

Our fees and other charges: who receives the fees?

Dover receives a monthly payment from your Adviser and does not receive any other payment from any person in respect to the services provided to you by the Adviser. Any commission received by Dover is passed on to your Adviser.

Your Adviser will provide you with full details of all fees before doing any significant work for you. Fees will be explained in your meeting and detailed in a statement of advice. Your adviser will also provide you with a detailed breakdown of ongoing fees on an annual basis in a fee disclosure statement.

If your Adviser is employed by a Corporate Authorised Representative your Adviser may be paid a salary or receive profit share from fees and commission paid to that Corporate Authorised Representative.

In the following paragraphs we will refer to your Adviser receiving all fees, for simplicity.

Our fees and other charges: how are they calculated?

Our agreed advice fees may include charges for:

1. Initial advice; and/or
2. Ongoing advice,

Your Adviser may receive:

1. fees paid directly by you, based on time, the amount invested or some other agreed criteria; and/or
2. a set dollar amount or percentage-based fee that is agreed between you and us and paid via your product; and/or
3. For services in relation to life insurance, banking deposit products, some loan products and older investment products, commissions may be paid by the product provider as follows:
 - i) Initial commission as a percentage of the value of your investment contributions, loan balance or insurance premiums; and/or
 - ii) Ongoing commission – a percentage of the value of your investment balance, outstanding loan amount of premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

(For example, for life insurances and other risk insurances: up to 120% of the initial annual premium as an initial commission and up to 15% of the ongoing annual premium as a trailing commission. If the annual premium for a life insurance policy is \$1,000, your Adviser may receive \$1,200 in the first year and then \$150 each year thereafter)

Your Advisor may also provide you with a personally tailored service agreement or letter of engagement. This agreement or letter may contain details in relation to the initial and/or ongoing service offering and fees and should detail the actual remuneration arrangement between you and your Advisor. Your Advisor will provide you with further details where relevant.

Your Adviser will agree a basis for charging fees before providing any chargeable services to you.

Your Adviser does not receive 'soft dollar' (ie non-cash) payments for amounts greater than \$100 from any third party.

Your Advisor may receive a volume bonus from IOOF (up to 0.2%) and Colonial (up to 0.2%) on any investments with these organisations. You can ask for further details if this is of concern or interest to you. These details will be provided on request.

Fees will be advised in detail in writing in your SOA. Fees will also be advised in detail in the PDSs for recommended financial products.

If any fees are paid to a third person for referrals these fees will be detailed in your SOA.

Salaries to staff and other services to you

The payment of staff salaries does not influence our advice in any way. The provision of accounting services and other business services to you for a fee does not influence our advice in any way.

Compensation arrangements

Dover operates a compensation arrangement to compensate retail clients for losses connected to any breach of the Corporations Act or other law by your Adviser, Dover or other relevant persons.

These arrangements comprise comprehensive and extensive professional indemnity insurance.

The insurance covers claims in relation to the conduct of former employees.

Protection of personal information

Your personal information is protected by Dover Ethics, and the privacy laws. This information will not be provided to anyone or used for any other purpose unless this is necessary to comply with the law.

A copy of Dover and your Adviser's Privacy Policy will be provided to you upon request. Dover's policy is also available in Dover's website at www.dover.com.au.

If you are not satisfied with our approach to privacy you are entitled to contact the Office of the Privacy Commissioner who may investigate any complaints you may make.

The Corporations Law requires your personal information to be retained by Dover Financial Advisers Pty Ltd for seven years.

Anti-money laundering and terrorism legislation

Dover must verify your identity before we provide any financial services.

This will be discussed at our meeting.

Conflicts of interest

We do not have any relationships that may create a conflict of interest that would influence our advice to you.

A word of warning on risk

All investments have risks. "Risk" means the value of an investment may fall, or even disappear.

Dover assumes its clients are conservative, cautious or balanced investors unless the client specifically states otherwise. If a client states otherwise the statement will only be accepted if a reasonable financial planner would assess the client as being otherwise, having regard to income, wealth, age, work experience or academic training.

Dover adopts this conservative assumption to reduce your risk.

Dover does not recommend investments that have significant internal gearing, or that clients borrow significant amounts to acquire investments. This is unless the client understands that these significantly increase the risk that their net equity will fall, or even disappear, if the value of the investment falls.

Clients should not acquire investments other than those suited to conservative, cautious or balanced investors unless they understand and accept the risk that their equity will fall, or even disappear, if the value of the investment falls.

Can Dover run an individually managed account?

Dover's AFSL does not allow individually managed account or similar facilities.

Dover regards these facilities as excessively risky and does not allow its authorised representatives to provide them to clients.

Incomplete or inaccurate advice

Our advice will only be as good as the information you provide to us. We are required to warn you if the advice may be based on incomplete or inaccurate information relating to your relevant personal circumstances. Hence, before acting on any advice, you should consider the appropriateness of the advice, having regard to your objectives, financial situation and needs. You should not rely on our advice and you should contact us immediately to provide complete and accurate advice if the information you have provided to us is incomplete or inaccurate. We will then prepare a further statement of advice for you.

What you should do if you are not happy with our advice

If for any reason you are not sure what we are recommending, or why, you should not rely on our advice and you should seek clarification and further explanations from us.

We will research any financial products recommended in the SOA and ensure they are appropriate to your personal circumstances and in your best interests under the Corporations Act.

Approved product list

The financial products that will be recommended are limited to those on Dover's approved product list and do not include all available financial products.

A copy of the approved product list can be provided to you upon request.

Risk disclosure and no guarantee of performance

All investments, including products presented as "capital stable" or "conservative" contain some risk. So do investments that are not financial products, such as businesses and properties.

"Risk" means there is a possibility that you will lose capital value and/or the income from the financial product or other investment will be less than expected or performance will otherwise fall below expectations. This risk derives from the general economic environment as well as the specific circumstances of the product provider.

Accordingly we do not guarantee the performance of any investment in any way and we are not responsible if you lose capital value or the income from the investment is less than expected.

Internet fraud or other fraud is the responsibility of the client

Internet fraud and other fraud is a significant risk that cannot be eliminated and you as the client are solely responsible for minimising this risk and are solely liable for any loss connected to internet fraud or other fraud or negligence by any person other than you.

You are solely responsible for:

1. any losses connected to and/or suffered as a result of an internet fraud or other fraud including the accessing of bank accounts and investments by any person other than you;
2. indemnifying the adviser and its directors and staff against any claim for financial compensation connected to internet fraud or other fraud or negligence including the accessing of bank accounts and investments by a person other than you; and
3. indemnifying Dover Financial Advisers and its directors and staff against any liability or claim for financial compensation connected to internet fraud or other fraud or negligence including the accessing of bank accounts and investments by a person other than you. This includes any liability or claim attributed to Dover Financial Advisers under the Corporations Act, the law of agency, the law of partnership or any similar law.

You are not to make:

1. any claim against the adviser and its directors and staff for financial compensation connected to internet fraud or other fraud or negligence including the accessing of bank accounts and investments by a person other than you; and
2. any claim against Dover Financial Advisers and its directors and staff for financial compensation connected internet fraud or other fraud or negligence including the accessing of bank accounts and investments by a person other than you. This includes any liability or claim attributed to Dover Financial Advisers under the Corporations Act, the law of agency, the law of partnership or any similar law.

Any questions?

Please do not hesitate to contact your Adviser should you have any questions about your Adviser's services and how your Adviser and Dover can help you improve your financial position.

Acknowledgment of Receipt

I/We

acknowledge receipt of this Financial Services Guide version 5 dated 1 May 2014.

Client signature 1:

Client name:

Date:

Client signature 2:

Client name:

Date: