



Financial Services Guide

Version: 1.1

Evermore Money Management Pty Ltd
ABN 22 149 269 116 AFSL 401712

Level 1, 1B Redwood Drive
Notting Hill Victoria 3168

Ph. 03 9088 4145

The documents you will receive from us

This Financial Services Guide (FSG) provides important information about:

- The licensee of your adviser
- The services offered by your adviser and their cost.
- Any conflicts of interest which may impact the advice service provided to you.
- How we deal with your complaint if you are not satisfied with our advice service
- How we handle your personal information

When we provide you with financial planning services, you may receive:

- A Statement of Advice (SoA) or a Record of Advice (RoA). These document the advice we provide to you.
- A Product Disclosure Statement (PDS) which explains the products we recommend.

Our licensee

Evermore Money Management Pty Ltd is a privately owned and operated financial planning firm that has its own Australian Financial Services License (AFSL no. 401712) as issued by Australian Securities and Investments Commission (ASIC).

We are not owned by any of the financial institutions and as such it allows our financial advisers the freedom to be able to provide advice that is specific and tailored to meet your requirements. We are not restricted and or dictated to by any product provider. We believe our Financial Advisers are unique in being able to go beyond the average Australian financial adviser to deliver advice that is appropriate for our clients.

At Evermore Money Management Pty Ltd we take our legal and compliance obligations seriously by ensuring that our clients understand their role and rights when receiving financial advice.

Evermore Money Management Pty Ltd is responsible for the services provided by Glennen Financial Planning

We will ensure the financial advisers under our licensee:

- Only provides advice to you where they are qualified to do so.
- Complete ongoing training to maintain their knowledge and qualifications.
- Are provided with the best quality technical support and investment research.
- Are monitored and supervised

You can rely on Glennen Financial Planning to deliver professional advice and to stand by that advice.

About Us

Our Practice

Glennen Financial Planning was established to provide the people of Echuca and surrounding districts access to professional financial planning advice in a relaxed and comfortable manner.

We have been in the financial services industry for over 40 years, with combined experience of over 65 years. In this time, we have surrounded ourselves with a dedicated network of industry professionals who support our capabilities and add value to the services we provide.

We help people to make smart, informed financial decisions throughout their lives ... so they can confidently make, grow and protect the funds they need to achieve the goals and lifestyle they desire.

Financial Adviser – Paul Glennen

Paul was employed by one of the major banks for 36 years, he has spent the last 12 years as a Financial Planner. Paul holds an Advanced Diploma in Financial Planning, a Certificate IV in Mortgage Broking and is also accredited to provide Self Managed Superannuation Advice. Paul has lived in Moama for the past 18 years and

his professional dealings in the Echuca/Moama and Shepparton areas have gained him a solid reputation as an honest and reliable person who puts people at ease and relates to his clients in easy to understand terms.

What services do we provide?

Glennen Financial Planning provide comprehensive range of financial planning services which include:

- Superannuation advice
- Retirement planning advice
- Managed investment advice
- Securities & derivatives advice
- Personal insurance advice
- Margin lending advice

The financial planning process

Glennen Financial Planning recognises that the objectives and personal circumstances of each client are different. What is right for one client may not be right for another. We take the time to understand your financial objectives and circumstances to ensure your advice is tailored to you

Your advice will be documented in a Statement of Advice which will be thoroughly explained during your appointment with your Financial Adviser. The Statement of Advice will explain the basis for the advice, the cost to you of implementing the advice and any commissions or associations that are part of the solution.

We will also provide you with a Product Disclosure Statement. This contains information about each product recommended to help you understand the advice being recommended.

At all times you are able to contact us and ask questions about the advice and investments recommended.

Once we have helped you to put your financial plan in place we provide ongoing advice services. These keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products available. We recommend at least an annual review for all clients.

How we are paid

For Financial Services and Life Insurance products we may be remunerated via Initial & On-going Commissions and Fees or a "fee for Service" arrangement.

The initial commission for financial services products can range between 0% and 5%, while on-going commissions may range between 0% and 3%. For example, for an investment of \$10,000 in a managed investment paying 4% initial commission and 1% on-going commission, the up-front commission would be \$400 and the on-going com-mission \$100 per year.

The upfront commission for Life Insurance products can range between 0% and 130% depending on the product provider, while on-going commission may range between 0 and 40%.

For example, on an insurance premium of \$1,000 paying 110% initial commission and 11% on-going commission, the upfront commission would be \$1,100 and the on-going commission \$110 per year.

Fee for Service

We may charge a fee for our service in conjunction with, or instead of, commission. The fee charged will depend on the advice you have sought and whether we receive a commission. We may rebate to you part or all of the commission we would otherwise receive. You may also be charged a Statement of Advice (SoA) preparation and implementation fee. This fee can range between \$0 and \$10,000 (inclusive of GST) depending on the complexity and the time spent. Any fee for service arrangement will be communicated and agreed by you before we commence the advice process.

Example: Client is nearing retirement and is seeking advice on retirement options, superannuation, pensions and social security. The initial meeting may be free of charge or an hourly rate charged. If the client agrees to receive personal advice, a Statement of advice preparation fee could be \$2,500 plus GST and an Implementation fee could be \$500 plus GST.

Further details about commissions and /or other benefits your adviser receives for recommending investments will be available to you when specific recommendations are made in the SoA or Record of Advice (RoA).

If there is a refund or reduction of your premium as a result of a cancellation or alteration to a policy, or as part of your policy such as a premium adjustment clause, we may retain any fee we have charged you. We may also retain commission depending on our arrangements with the insurer, or charge you a cancellation fee equal to the reduction in commission.

Referrals: If a third party has referred you to us, we may pay the referrer a percentage of our total commission and fees for doing so. That payment will be out of our commission and fees and not in addition to those amounts.

Commissions

Glennen Financial Planning will receive commissions from some product providers.

The commission amount varies between product providers so we will tell you the exact amount in the Statement of Advice when we recommend a product to you.

Insurance Commissions

Glennen Financial Planning receives one-off upfront commission when you take out an insurance policy we recommend.

Glennen Financial Planning also receives a monthly commission payment for as long as you continue to hold the policy.

Investment Commissions

Glennen Financial Planning may receive commission payments on some of your investments. These will be rebated to you in full.

Other Benefits

We may also receive additional benefits by way of sponsorship of education seminars, conference or training days. Details of any benefits received above \$300 will be maintained on a register which is available to you on request.

Making a Complaint

Your confidence in our advice is very important to us and we encourage you to contact our office immediately if you are not satisfied with the advice or service from your Financial Adviser.

If you don't believe your Financial Adviser has been able to resolve your complaint to your satisfaction, please put your complaint in writing or contact Evermore Money Management on (03) 9088 4145.

Please address your letter to:

Responsible Manager
Evermore Money Management
Level 1, 1B Redwood Drive
NOTTING HILL VIC 3068

If your complaint isn't resolved within 45 days, or to your satisfaction, you are welcome to refer your situation to the Financial Ombudsman Service (FOS). You can contact FOS on 1300 708 808. This service is provided to you free of charge.

Your Privacy

Glennen Financial Planning is committed to protecting your privacy. We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. We will collect personal information from you so that we can understand your personal situation and provide you with advice which meets your needs and objectives. We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you during our appointment, however in some cases we will seek your authority to collect if from other parties such as your accountant or your superannuation fund.

If you do not provide us with all of the information that we request, we may not be able to provide our services to you. We will hold and use your personal information so that we can continue to provide our services to you.

We will only disclose your personal information to external parties where:

- The law requires us to do so
- You consent for us to do so
- In the normal course of delivering our services to you

Our Privacy Policy is available upon request by contacting our office and this will contain further information on how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to make complaint where you are not satisfied with how we have handled your personal information.



Privacy Policy

Version: March 2014

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PRIVACY POLICY

At Evermore Money Management, we are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth). This Policy describes our current policies and practices in relation to the collection, handling, use and disclosure of personal information. It also deals with how you can complain about a breach of the privacy laws, how you can access the personal information we hold about you and how to have that information corrected.

What information do we collect and how do we use it?

When we provide you with Financial Planning or Insurance Advice, we ask you for the information we need to understand your financial situation, needs and objectives. This can include a broad range of information ranging from your name, address, contact details and age to other information about your personal affairs including information about your assets, financial situation, health and wellbeing. We provide the information that you provide us to para-planning service providers who are based in Australia to facilitate the production of advice documents. We may also provide this information to insurers or intermediaries whom we ask to quote for your insurances and to enable them to decide whether to offer you insurance and if so, on what terms.

We also use your information to enable us to manage your ongoing requirements and our relationship with you, e.g. financial reporting, invoicing and client surveys. We may do so by mail or electronically unless you tell us that you do not wish to receive electronic communications. From time to time we will use your contact details to send you offers, updates, events, articles, newsletters or other information about products and

services that we believe will be of interest to you. We may also send you regular updates by email or by post. We will always give you the option of electing not to receive these communications and you can unsubscribe at any time by notifying us that you wish to do so. We may also use your information internally to help us improve our services and help resolve any problems.

What if you don't provide some information to us?

If you do not provide us with some or all of the information that we ask for, we may not be able to advise you on the appropriate financial strategies or insurances.

How do we hold and protect your information?

We strive to maintain the relevance, reliability, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements

We hold the information we collect from you electronically in our client management systems and in hard copy files. In some cases, your file is archived and sent to an external data storage provider for a period of time. We only use storage providers in Australia who are also regulated by the Privacy Act. We ensure that your information is safe by restricting access to our staff members that need to access it and by electronic password for electronic files. We maintain physical security over our paper and electronic data and premises, by using locks and security systems.

Will we disclose the information we collect to anyone?

We do not sell, trade, or rent your personal information to others. We will disclose your information to para-planning service providers and may need to provide your information to contractors who supply services to us, e.g. to handle mailings on our behalf, external data storage providers, document archiving, accounts auditors, claims assessors, debt collectors, professional legal advisers and information technology support service providers or to other companies in the event of a corporate sale, merger, re-organisation, dissolution or similar event. However, we will take all reasonable steps to ensure that they protect your information in the same way that we do.

We may also provide your information to others if we are required to do so by law or under some unusual other circumstances which the Privacy Act permits. We will not provide your information to overseas recipients. If you do not pay our fees within our credit terms, we may provide your information to Veda at www.veda.com.au who act as a credit reporting body.

How can you check, update or change the information we are holding?

Upon receipt of your written request and enough information to allow us to identify the information, we will disclose to you the personal (and credit) information we hold about you. We will also correct, amend or delete any personal information that we agree is inaccurate, irrelevant, out of date or incomplete.

If you wish to access or correct your personal (or credit) information please write to Paul Glennen at Glennen Financial Planning 50 Heygarth St Echuca We do not charge for receiving a request for access to personal (or credit) information or for complying with a correction request. We do not charge for providing access to personal (or credit) information. In some limited cases, we may need to refuse access to your information or refuse a request for correction. We will advise you as soon as possible after your request if this is the case and the reasons for our refusal.

What happens if you want to complain?

If you have any concerns about whether we have complied with the Privacy Act or this Privacy Policy when collecting or handling your personal information, please write to our Privacy Officer Susan Glennen or 50 Heygarth St Echuca or call on 03 5480 0300. We will consider your complaint through our internal complaints resolution process and we will try to respond with a decision within 45 days of you making the complaint.

Your consent

By asking us to assist with your financial planning and insurance advice needs, you consent to the collection and use of the information you have provided to us for the purposes described above.

Tell us what you think

We welcome your questions and comments about privacy. If you have any concerns or complaints, please contact Susan Glennen at 50 Heygarth St Echuca.