



ELKCORP

PREMIUM FINANCIAL SERVICES

FINANCE
ADVICE
INVESTMENTS
INSURANCE
SUPERANNUATION
ACCOUNTING & TAX

ELKCORP PTY LTD FINANCIAL SERVICES GUIDE

ELKCORP PTY LTD

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Australian Financial Services Licence No. 413980 ABN: 13 154 214 034

ELKCORP: FINANCIAL SERVICES GUIDE

This is the Financial Services Guide (FSG) for Elkcorp Pty Ltd, an Australian Financial Services Licence Holder (Australian Financial Services Licence No. 413980).

Elkcorp: Corporate Authorised Representative Details

Elk Advisory Pty Ltd (ACN: 149 050 288) is a Corporate Authorised Representative (CAR No. 407507) of Elkcorp Pty Ltd (ACN: 154 214), an Australian Financial Services Licence Holder (AFSL No. 413980)

Issue Date

This Financial Services Guide (FSG) is dated 1st July 2013 (version 2) and replaces all previous versions. Elkcorp Pty Ltd authorises the distribution of this FSG.

About This Guide

This Financial Services Guide (FSG) is an important document that is designed to tell you about:-

- Who we are
- How you can contact us
- The financial services we offer so you can make an informed decision whether to use those services
- Information we need from you
- The cost of our advisory services and how we pay our representatives
- What to do if you have a complaint about our services
- If you need further information on any of these matters, please ask.

This FSG does not relate to any services or products we provide that are not financial services or financial products (for example credit & finance products). We will generally provide you with a Product Disclosure Statement (PDS) or other disclosure document (such as a Services Guide & Disclosure Document or terms and conditions) in relation to a financial product if we give you personal financial product advice about a financial product or if we offer or arrange a financial product for you. Personal financial product advice includes advice that takes into account one or more of your objectives, financial situation and needs. In certain circumstances we are not required to provide a PDS (including, for example, where you already have one). The PDS contains information about the financial product and will assist you in making an informed decision about the product. If you are provided with personal financial product advice we may also issue you with a Statement of Advice (SoA). The SoA will contain (amongst other things): the advice; the basis on which it is given; information relating to fees, commissions and other benefits we may receive, as well as any relationships, associations or interests that may influence the advice you receive.

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About Us

Elkcorp Pty Ltd (referred to as “**Elkcorp**”) holds an Australian Financial Services Licence (AFSL No. 413980) and is authorised to provide financial services under this licence.

Elk Advisory Pty Ltd (“**we**”, “**our**” or “**us**”) is a Corporate Authorised Representative (CAR No. 407507) of Elkcorp Pty Ltd, and is a financial services, planning & investment advisory firm. Elkcorp have a record of providing the Australian general public and business community with a credible link to quality advice, and is a platform for the delivery of some of the highest quality financial services advice in Australia. We offer extensive skills which mirror the different needs of clients with a great emphasis placed on research and validation to support the advice.

Our Authorisations

Elkcorp Pty Ltd and Elk Advisory Pty Ltd is authorised to advise and deal in financial products in the following products:

- *Deposit and Payment Products – Basic Deposit*
- *Deposit and Payment Products – Non-basic Deposit*
- *Life Products – Investment Life Insurance Products*
- *Managed Investment Schemes including IDPS*
- *Retirement Saving Account Products*
- *Securities*
- *Superannuation*

To Obtain Services from Us

If you do not have a nominated advisor, you can contact us at:-

Office Address

Elkcorp Pty Ltd
Level 1, West Wing, 65 -67 Thomas Dr
Chevron Island QLD 4217

Postal Address

Elkcorp Pty Ltd
PO BOX 345
Chevron Island QLD 4217

If you request a service that requires us to give you personal financial advice, then we will provide you with a nominated advisor. By personal financial advice, we mean that advice that will take into account your personal objectives, financial situation and needs.

Elkcorp and Elk Advisory has authorised advisors to provide these financial services to you and the details of your nominated advisor can be found in the Advisor Profile given with this FSG where appropriate. The Advisor Profile will outline the advisor contact details together with the training, education, experience and authorisations for that advisor.

As the Licensee, Elkcorp is responsible for the advice you receive from us. If your advisor is unable or unwilling to provide you with advice or services in respect of certain products, the advisor will refer you to another representative of Elkcorp, who should be able to assist you.

General Financial Advice

There may be times we offer you general financial advice. You should note that general financial advice does not relate specifically to you and therefore may not be appropriate to your particular financial needs, objectives and financial circumstances.

You need to take this into account before deciding whether or not to act on it.

Personal Financial Advice

If we provide you with personal financial advice, then you will initially receive a Statement of Advice (SoA) when or as soon as practical after the advice is given. This statement will set out the advice, the basis on which the advice was given and any remuneration or other benefit that we, including our representatives and associates may receive. We will also include details of any matter that might reasonably be expected to be capable of influencing us in providing this advice. If you maintain an advice relationship with us, then generally we will not provide a SoA for further advice situations unless there have been significant changes to either your personal circumstances or the basis of the advice since your last SoA was provided. In these circumstances however, we are still required to keep a Record of Advice (RoA). You have the right to request a copy of your RoA at any time.

Product Disclosure Statements

When advice is given, we will also give you, where appropriate, a Product Disclosure Statement issued by the product provider containing information you would reasonably require to make a decision about whether to acquire the financial product. The PDS will disclose details of any fees and charges payable for that product.

Information We Need From You

Depending on the type of service being sought, we may ask you to provide certain personal information to your advisor, either in writing or verbally. This may involve a quite detailed process of both qualitative and quantitative data collection. Please ensure that your advisor becomes aware of any changes that may be relevant when advice is given in the future.

- **What Information Do We Retain About Clients** – We maintain a record of your personal profile which may contain details of your objectives, financial situation and needs. We maintain records of any recommendations made to you, together with summaries of meetings and transactions. All these records are our property and must be retained for production to the regulatory authorities upon their request. If you wish to examine our file, you should ask us and we will make arrangements for you to do so.
- **What Are The Possible Consequences Of Not Providing This Information** – You are of course at liberty to decline to provide some or all of this information, but if you do not provide it, any recommendations we make may not be appropriate to your needs and objectives. In certain cases, your failure to provide information may place us in a position where we cannot provide any advice or any financial services to you.
- **General Advice Warning** – When we provide General Advice (whether or not we have a record of your personal details), our advice will not take into account your personal financial objectives, needs or circumstances and may therefore not be appropriate for you. As we indicated above, in such circumstances you must determine if our advice is appropriate for you.

All information is kept strictly confidential and you can obtain a copy of our Privacy Policy from your advisor or from www.elkcorp.com.au

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and drivers licence. We will also retain copies of this information. We assure you that this information will be held securely.

What Do You Pay For Our Services?

Elkcorp Pty Ltd and Elk Advisory Pty Ltd is remunerated through the fees that we charge you and commissions

that we are paid by product providers for the services and advice provided to you. To assist you in making an informed decision we will discuss with you and agree on any fees payable before providing a service. The Corporations Act requires us to fully disclose all fees and charges, so if you are in doubt please ask us to explain. You may be charged a fee for the services we provide or we may be paid a commission or brokerage or a combination of the two may apply. All fees and commissions are payable to the Licensee.

We may also recommend varying classes of products to you and the fees or commissions will be disclosed to you in a Statement of Advice.

Elkcorp's and Elk Advisory's representatives are remunerated by way of revenue (fees and commissions) sharing, and therefore their remuneration is a percentage of fees and commissions received. Elkcorp Pty Ltd representatives (who are not salaried) may receive between 0% to 85% of all fees and commissions generated from their clients.

How is the remuneration shared between Elkcorp and your Elk Advisory Advisor?

Elkcorp initially receives all remuneration once the financial service has been provided and/or the business has been lodged with the product provider. Elkcorp usually retains between 15% to 100% of the remuneration received and the balance (between 0% to 85%) is distributed between Elk Advisory Pty Ltd and your Elkcorp and / or Elk Advisory Advisor.

What remuneration will Elkcorp and your Advisor receive?

The cost of providing our service to you will depend upon the nature of the service provided. Elkcorp and your Elk Advisory Advisor may receive some or all of the following types of remuneration:

1. Fee for Service

Your Elkcorp and / Elk Advisory Advisor may charge you an upfront Fee for Service based on either:

- the time cost relating to developing your SOA;
- a fixed dollar amount;
- the value of funds invested and / or under advice and / or under management; or
- a combination of these methods.

Your Elkcorp and / or Elk Advisory Advisor may provide you with a personally tailored Client Service Agreement (including a Fee Disclosure Document that requires your “opt in” to accept such agreement, and this agreement and the attached fees must be reviewed no longer than bi-annually – being every two years). This agreement may contain details in relation to the service offering, value proposition, fees and costs payable by you.

If you are charged a Fee for Service, your Elkcorp and / or Elk Advisory Advisor may rebate to you part or all of the commission that Elkcorp and your Advisor would otherwise receive. Your Elkcorp and / or Elk Advisory Advisor will invoice you for the relevant fee when your SOA is prepared.

Additionally, your Elkcorp and / or Elk Advisory Advisor may invoice you for an ongoing service which may be calculated as a percentage of your total funds under advice. Your Elkcorp and / or Elk Advisory Advisor will provide you with further details where relevant.

2. Upfront Fees and Commissions

Upfront Commission is paid to Elkcorp by the issuer of certain insurance products which your Elkcorp and / or Elk Advisory Advisor has recommended. Upfront Fees (in the form of Advice Fees or Fee for Service) may be charged to you and payment facilitated / made by deducting this fee amount from the initial amount you have invested by the product provider at the time the investment or insurance is placed and issued to you.

The actual rate of Upfront Commission and / or Upfront Fee we receive will depend on the type of product and / or the services provided and / or the amount invested or premium paid. The rate of Upfront Commission and Upfront Fee will be clearly disclosed to you and you have the right to discuss / negotiate (and / or not accept) this with your Elkcorp and / or Elk Advisory Advisor.

For example, if Elkcorp were to receive \$500 in commission from a product provider we will retain between \$75 and \$500, and the balance (between \$0 and \$425) is distributed between Elk Advisory and your Elkcorp and / or Elk Advisory Advisor.

The actual split of remuneration between Elkcorp and / or Elk Advisory and / or your Elkcorp / Elk Advisory Advisor will be fully set out in your SOA and explained by your Elkcorp and / or Elk Advisory Advisor at the time of making any recommendation to you.

3. Ongoing Fees and Commissions

Ongoing Commission (also known as trailing or recurring commission) may also be paid to Elkcorp and / or Elk Advisory and / or your Advisor by the product provider for the duration that your insurance product is held with the product provider. Ongoing Fees (also known as ongoing fee for service) may also be paid to Elkcorp and / or Elk Advisory and / or your Advisor by the product provider for the period of your ongoing Client Service, or until you “opt out” of such service. This income remunerates Elkcorp and your Elk Advisory Advisor for the ongoing support that you receive in respect of this advice and financial products. The rate of Ongoing Commission and Ongoing Fees will be clearly disclosed to you and you have the right to discuss / negotiate (and / or not accept) this with your Elkcorp and / or Elk Advisory Advisor.

Generally, the amount of Ongoing Fees and Commissions will be calculated as a percentage of the investable asset balance or as a set fee over an agreed period (with review periods at anniversary milestones) or a percentage of the premium paid for insurance products.

4. Advisor Service Fee

For investments, an Advisor Service Fee may be paid to Elkcorp by the product provider (facilitated by and paid from the investment balance proceeds) for the duration that your investment is held with the product provider. Any Advisor Service Fee payable will be clearly outlined in your SOA where applicable.

Note: Elkcorp and / or Elk Advisory and / or your Advisor may be remunerated by a combination of Commission and Fee for Service.

When will specific details about fees be notified?

The basis and amount of all Fees for Service, Upfront Commission, Ongoing Commission and Advisor Service Fees will be fully set out in your SOA and explained by your Elkcorp and / or Elk Advisory Advisor prior to the implementation of the recommendations.

An explanation of the fees and charges of the product provider will also be outlined in the relevant PDS.

Will any third parties be paid for referring my business?

Should you be referred to your Elkcorp and / or Elk Advisory Advisor by a third party or facilitator, (e.g. an

Accountant), the third party or facilitator may receive a fee, commission or other benefit for the referral (this fee is typically set at 17.50% of the commission and / or fees received by Elkcorp). This fee comes out of the fees received by Elkcorp and your Elkcorp / Elk Advisory Advisor and does not represent an additional cost to you. You will receive more detailed information concerning any referral fee or commission in your SOA.

Other Benefits We May Receive

We may from time to time receive a benefit from preferred product providers by way of sponsorship of educational seminars, conferences or training days. Details of benefits above \$300 will be maintained on a Register.

You have a right to request further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or representative.

Our Associations and Relationships That You Need Know About

The Licensee is part of the ElkCorp financial and professional services platform and is associated with the following companies:-

- Elk Advisory Pty Ltd ATF Elk Advisory Trust
- Elk Credit & Commercial Pty Ltd
- Elk Financier Pty Ltd ATF Elk Financier Trust
- Elk Invest
- The Trustee for the Elk Numbers & Strategy Trust Trading as Elk Numbers & Strategy
- Elk Realty & Capital Pty Ltd ATF Elk Realty & Capital Trust
- ElkCorp House Pty Ltd

These companies / entities / businesses may receive a percentage of the commission, fees, brokerage and other income generated by us relating to transactions carried out for clients, as well as introduce and / or refer potential clients to us, including sharing personal & financial information about client's amongst each entity, authorised corporate representative, and employee amongst the group.

Dispute Resolution

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms. If you have any complaint about the service provided to you, you should take the following steps:-

Contact your advisor and tell your advisor about your complaint. The majority of complaints can be resolved this way.

If you do not have an advisor, or your complaint is not acknowledged within seven (7) days, please contact the Complaints Manager at Elkcorp on 1300 950 833.

You can also put your complaint in writing and send it to **Elkcorp** at –

Elkcorp Pty Ltd
PO Box 345
Chevron Island QLD 4217

Elkcorp will try and resolve your complaint quickly and fairly. You should receive written acknowledgement of your complaint within 5 business days after they have received your complaint in writing.

If your complaint is not satisfactorily resolved within a further 45 days, you can raise your concerns with the Financial Ombudsman Service on 1300 780 808. Elkcorp is a member of this complaints resolution service.

The Australian Securities & Investments Commissions (ASIC) has a freecall Info line 1300 300 630 which you may use to make a complaint and obtain information about your rights.

Professional Indemnity Insurance

Elkcorp confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001. In particular our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity for Elkcorp and our authorised representatives / representatives / employees in respect of our authorisations and obligations under our Australian Financial Services Licence. The insurance will continue to provide such coverage for any authorised representative / representative / employee who has ceased for work done whilst engaged with us.