



financial services guide  
version 7.0

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## The purpose of our Financial Services Guide

The purpose of this Financial Services Guide (FSG) is to explain to you the services Integrity Financial Planners Pty Ltd and Lowe Financial Group Pty Ltd provide, along with any fees or commissions associated with our services.

You may receive other disclosure documents from us which may include;

- Statement Of Advice – This document sets out our understanding of your current circumstances, any financial advice and recommendations made to you along with full disclosure of any fees or commissions that may be charged to you.
- Product Disclosure Statements - These documents provide details regarding the financial products that have been recommended to you. They include any fees and charges associated with particular products.
- Record of Advice - Where we have provided a Statement of Advice and your circumstances have not changed, we may provide further related advice and record this in a Record of Advice.

## About Lowe Financial Group

LFG acts as an authorised representative of IFP and is one of a number of financial planning practices operating under this license.

Any advice given to you by LFG will be provided by a qualified person who is also an authorised representative of Integrity Financial Planners Pty Ltd. The following people are currently employed by LFG to assist you with financial planning advice.

### Gerard Lowe

Authorised Rep. No: 226542

Gerard is authorised to provide you with advice and implementation of financial products in the areas of life risk insurance product, including income protection, superannuation, interests in managed investment schemes and deposit and payment products.

### Kirstel Beckwith

Authorised Rep. No: 1243701

Kirstel Beckwith works in conjunction with the Director Gerard Lowe and is authorised to work with Gerard to assist you with the implementation of Life Insurance products including Income Protection and answer any queries. In addition, Kirstel is the Vitality Coach at LFG, assisting clients to get the most out of their Vitality membership

### Miguel Frances

Authorised Rep. No: 335722

Miguel is authorised to provide you with advice and implementation of financial products in the area of life risk insurance products, including insurances within superannuation funds and income protection.

### Brendan Murphy

Authorised Rep. No: 272961

Brendan is authorised to provide you with advice and implementation of financial products in the area of life risk insurance products, including insurances within superannuation funds and income protection.

No other person is authorised to provide you with financial advice on behalf of LFG.

## About Integrity Financial Planners

IFP is a privately owned financial planning business.

We provide financial advice to help you improve your lifestyle by building wealth and/or producing income, depending on your particular needs.

It is important that you have confidence in your financial wellbeing and in your financial arrangements. IFP will give you that confidence, drawing on the expertise of professional advisers.

IFP has a network of qualified and experienced advisers working in established financial planning and accounting practices in Victoria, New South Wales and Queensland.

Your adviser is an authorised representative of IFP and IFP is responsible for their advice. All authorised representatives have been individually assessed as having the competencies, knowledge, skills and integrity necessary to deliver quality financial services and advice to our clients.

## Services we provide

IFP provides clients with:

- Personal financial advice and recommendations
- Implementation of financial strategies and placement of financial products
- Ongoing financial advice and review of financial strategies

LFG & Gerard Lowe is authorised to provide advice regarding the following financial products and to arrange the placement of these products on your behalf:

- Life insurance and income protection products
- Deposit and payment products Government, Debentures, Securities, Stocks & Bonds.
- Investments in managed funds and managed investment schemes
- Superannuation and rollover funds

Brendan, Miguel are authorized to provide you with advice and implementation of financial products in the area of life risk insurance products, including those within superannuation, and the establishment of superannuation for the purpose the of holding life risk insurance products.

## What else can you expect to receive?

### Personalised advice to suit your needs

Our advice will be tailored to meet your individual situation. We do not use a "one size fits all" formula for our clients. We will strive to provide the advice that we believe is most appropriate to help you achieve your objectives. And as a smaller group we can adapt our services to meet your particular needs.

LFG and IFP are privately owned, with no ownership ties to any fund manager or financial institution. We are not required or influenced through ownership to recommend or direct you toward any particular investments or financial products.

To ensure advice is appropriate to your needs, we will ask you for personal information. Of course you have the right not to divulge information but you should carefully consider any warnings we give you regarding possible consequences of us not having complete knowledge of your circumstances.

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## What else can you expect to receive?

### Clear and documented advice

Advice provided by IFP and its representatives shall be documented in a Statement of Advice ("SoA"). Similarly all instructions from clients are to be confirmed in writing. Note that we will not normally act on telephone instruction unless such circumstances are supported by written instructions.

When we provide you with ongoing advice, if your circumstances and objectives have not changed substantially, we may not be required to provide a new SoA. Where we do not provide a written SoA, we are required to keep a Record of Advice, which is our notes regarding the advice we provided. These notes are available for you to read, upon your request.

### Complete advice

We have access to accountants and taxation experts as well as associations with finance and legal professionals. Whatever your need for financial related advice, your adviser will be able to assist, either directly or through referral to appropriate affiliates.

### Confidence in the advice of experienced and licensed professionals

IFP is responsible for any investment advisory services provided to you by our authorised representative. All our advisers have considerable experience and training. They include people with diverse backgrounds and specialist expertise, including accountants, university lecturers, insurance advisers and investment professionals. The Corporations Act governs activities of investment advisers and only licencees or their representatives may provide financial product advice. IFP holds an Australian Financial Services Licence, issued by the Australian Securities and Investment Commission. Licensing ensures you are advised by an appropriately qualified person, and that advice is properly researched. A copy of our AFS Licence is held in the offices of all representatives and may be inspected on request.

## How will I pay for these services?

IFP will receive commissions and renewal/trail commissions from the insurance companies and fund managers.

### Initial consultation

Your initial consultation will be free. This will include a discussion of your financial circumstances and requirements and possible solutions for your situation. During this discussion we will agree whether or not to proceed with the development of written recommendations.

### Insurance advice

You do not pay us for this advice; we receive commission from the insurance provider.

### Implementation of our recommendations

When you decide to proceed with our recommendations and the insurance provider has issued a policy document, IFP will receive a commission for the establishment of this policy.

The commission is 75% - 110% of the premium and varies from provider to provider and is set down by the product provider. We do not add to the premium. As an average we would receive 80% of the first year's premium, after fees and charges. For example on a term life product with a premium of \$300.00, this would equate to \$180.00.

### Ongoing advice and recommendations

We provide you with the ability to review your insurance and/or investment portfolio as often as required and would recommend that a review be conducted at least every 2 years.

There is no fee charged for the ongoing advice and recommendations, although we will receive a trail/renewal commission from the product providers. This would be 5% - 23%, after fees and charges, of the premium and varies from Provider to Provider. For example, at a trail commission rate of 20%, if the premium was \$300.00 per year, this would equate to \$45.00 per year (net of policy fees).

### Who has an interest in these services?

Fees paid by you for our services and commissions and brokerage paid by product providers or intermediaries, shall be paid to IFP. These amounts shall then be paid by IFP to LFG or associated entities. IFP may retain an amount agreed with LFG to meet licensing costs.

Gerard and Kirstel are employees of LFG as such are paid a salary from LFG and will participate in profits of LFG. Miguel Frances and Brendan Murphy receive a share of the commission received by LFG. They receive 50-70% of commissions received by LFG.

IFP and its representatives may receive profit share of volume based remuneration from some product suppliers. This may result in payments to IFP and your adviser based on the overall level of business or funds placed with IFP or its representatives in particular products or with particular product providers. Any such interest in recommended products shall be disclosed in the Statement of Advice.

LFG and IFP both maintain a register of Alternative Benefits outlining any such benefits that may be received. We also maintain a register of any potential conflicts of interest that we may have. These registers may be viewed on request.

IFP and its representative may participate in ongoing cumulative reward programs and receive cash and non-cash benefits in relation to specific products. Non-cash benefits may include attendance at functions, conferences and training sessions provided by product suppliers or the provision of business services to IFP or your adviser at reduced cost. If applicable, the products and associated benefits shall be disclosed in the Statement of Advice. GST may be paid in addition to the amounts shown above.





## Resolving a complaint or concern

If you have a concern about services provided by Integrity Financial Planners or one of our representatives we will try and resolve your issues quickly and fairly. To allow us to do so you should take the following steps.

1. Contact your adviser about your concerns.
2. If a complaint is not satisfactorily resolved in 3 days, contact :  
The Compliance Manager  
Integrity Financial Planners  
PO Box 1140, CROYDON, VIC 3136  
Phone: (03) 9723 0522
3. Integrity Financial Planners is a member of the Financial Ombudsman Service (FOS). If the outcome of the above steps is not satisfactory you may lodge your complaint in writing with FOS. FOS will undertake an independent review of your concerns and we are bound by their determination.

Financial Ombudsman Service  
GPO Box 3, Melbourne Vic 3001  
Phone: 1300 78 08 08  
[www.fos.org.au](http://www.fos.org.au)

Integrity Financial Planners Pty Ltd (IFP) currently holds professional indemnity insurance for activities conducted in accordance with our AFS License. Professional indemnity insurance helps reduce the risk that IFP might not have sufficient resources available to compensate clients for losses they incur as a result of certain breaches of the Corporations Act by IFP or its representative.

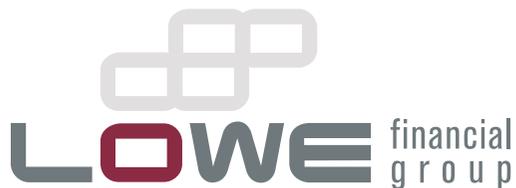
The limit of indemnity is as prescribed under ASIC Regulatory Guide 126. Subject to the terms and conditions of the policy, the professional indemnity insurance extends to cover claims made in relation to the conduct of Authorised Representatives and employees of the Licensee including cover for those Authorised Representatives and employees who no longer work for the Licensee (but who did at the time of the relevant conduct). This insurance does not cover any actions by the representative acting in any other capacity or acting beyond the scope of IFP's AFS License.

Low Financial Group operates under the privacy policy of Integrity Financial Planners Pty Ltd. This is available from your adviser on request or from [www.iplan.com.au](http://www.iplan.com.au).

**Integrity Financial Planners Pty Ltd**  
Australian Financial Services License # 225051

Represented by:  
Low Financial Group Pty Ltd  
Authorised Representative No: 246851

Authorised and issued by Integrity Financial Planners Pty Ltd  
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... because we are the specialists

ABN 59 553 212 367

### Melbourne

3 Citrus Street  
Braeside VIC 3195

### Sydney

Level 11  
111 Elizabeth Street  
Sydney NSW 2000

### Contact Details

t: (03) 9587 5188  
f: (03) 9587 9954  
e: [info@lowefinancial.com](mailto:info@lowefinancial.com)

All correspondence to: PO Box 278 BRAESIDE VIC 3195

[www.lowefinancial.com](http://www.lowefinancial.com) Priority: 1300 725 996



ABN 71069 537 855  
Suite 2, 1 Railway Crescent  
Croydon Vic 3136  
T +61 3 9723 0522  
F +61 9724 9518  
[integrity@iplan.com.au](mailto:integrity@iplan.com.au)  
Australian Financial Services License: 225051