

## **Financial Services Guide**

This guide is designed to assist you when deciding whether to use our services. It provides information about who we are, the services we offer, how we and our associates are paid, any arrangements we have that might influence our advice, and who to contact if you have a complaint.

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# About Tynan Mackenzie

At Tynan Mackenzie we help successful people make smart financial decisions.

We'll help you deal with all the complex financial issues that affect your financial situation by investing time and energy in understanding your needs and building an enduring partnership. As a boutique financial advisory firm, we've been providing our clients with rewarding personal service, first-rate technical strategies and specialist investment approaches since 1994.

We have relationships with over 4000 clients nationally and we are currently entrusted with over \$3 billion of our client's funds. Our advisers will help you put plans into action and can provide ongoing advice to keep you on track as your needs and priorities change.

The financial services you will receive are provided by Tynan Mackenzie Pty Ltd and we are responsible for the advice provided by your adviser. We hold Australian Financial Services Licence number 230764 and we are a principal member of the Financial Planning Association.

Areas that we provide advice in:

- wealth creation and preservation
- retirement advice
- retrenchment advice
- superannuation strategies
- tax effective strategies
- investment advice and portfolio management
- estate planning
- inheritance advice
- personal and business insurance
- cash flow management
- gearing strategies and debt management
- Centrelink advice
- employee shares & options
- salary packaging

Tynan Mackenzie has advisers located in Brisbane, Sydney, Adelaide, Melbourne, Toowoomba, Townsville and Wollongong.

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## What to expect when you receive advice

When you meet with our advisers they will ask you to provide details of your financial situation and work with you to discover what your goals and lifestyle aspirations are. This enables them to provide advice that is unique to your circumstances.

You have the right not to divulge this information. However, our advisers will need to warn you about the possible consequences of us not having this information and the impact on our recommendations.

As a new client, if you choose to obtain advice from a Tynan Mackenzie adviser you will receive a Statement of Advice (SoA) that confirms the discussions held with your adviser, what we recommend, the basis for our advice and any risks associated with our advice. Your SoA will explain how our recommendations will work towards achieving your goals and will also contain information about any fees.

As an existing client who has previously received an SoA, when we give you further advice you may receive an additional SoA if there has been a significant change in your circumstances or the basis of our advice. If the refinements to your existing advice do not represent a significant change, you may receive a Record of Advice (RoA). You can obtain copies of all SoAs and RoAs that we have prepared for you at any time, free of charge.

## Product solutions

We are licensed to implement our recommendations to you through the use of:

- superannuation
- managed investments
- cash management trusts
- investor-directed portfolio services
- listed securities
- margin lending
- basic deposit products
- govt debentures, stocks or bonds
- life insurance
- retirement savings accounts
- derivatives

Tynan Mackenzie advisers will only provide advice to you after considering your goals and financial situation. To implement our advice, we will only recommend products on our Approved Product List (APL). While there may be other products and services also suitable for you, we only advise on and deal in products and services that have been researched and approved by us. A copy of our APL can be obtained on request.

When we recommend an investment or insurance product to you, we will also give you a Product Disclosure Statement (PDS). The PDS will tell you about the key features, risks, benefits and fees of the investment or insurance product we recommend and will assist you in making a decision. To invest in any product you must complete the application form attached to the relevant PDS.

Tynan Mackenzie does not produce or issue any financial products.

**Tynan Mackenzie advisers will only provide advice to you after considering your goals and financial situation.**

## Payment for our advice and services

Tynan Mackenzie is paid through a combination of financial planning advice fees and product provider payments. Generally, fees are collected through the products we recommend, or in some cases may be invoiced to you directly. Detailed information about your fees will be disclosed to you in your advice document.

All the fee examples below assume your investment balance stays constant throughout the year and all figures are inclusive of GST.

### Financial planning advice fees

<b>Initial financial advice fee</b>	<p>This fee is based on the time your adviser spends gathering information about your personal and financial needs, developing and researching the recommendations, preparing your advice document and implementing the recommendations. The standard charge is \$275 - \$550 per hour.</p> <p><i>Example: If the time taken is 5 hours, the fee payable would be \$1,375 - \$2,750.</i></p>
<b>Ongoing financial planning advice fee</b>	<p>This fee is for ongoing advice through our Private Client Service. It will be a maximum of 2.2% p.a. of your investments.</p> <p><i>Example: If your advice fee is 1.1%, for every \$100,000 you invest, the fee would be \$1,100 p.a.</i></p>
<b>Referral fees</b>	<p>When we refer you to another service provider, Tynan Mackenzie may receive a referral fee. If you have been referred to us, Tynan Mackenzie may pay the referrer a fee. These fees are not an additional cost to you, but are paid out of the fees that Tynan Mackenzie receives.</p>

### Investment product fees

<b>Investment management fees</b>	<p>This fee is charged by the product provider for the day-to-day management of your investments. It is calculated as a percentage of each individual investment in your portfolio and is included in the unit price. The relevant Product Disclosure Statement details these fees and we will disclose these fees to you in your advice document.</p>
<b>Portfolio administration fees</b>	<p>This fee is charged by the product provider for the day-to-day administration of your investments. It is calculated as a percentage of your total portfolio and is paid to the administrator of your portfolio. The relevant Product Disclosure Statement details these fees and we will disclose these fees to you in your advice document.</p>
<b>Other fees</b>	<p>When you invest in or purchase a financial product, the product issuer may charge you other fees for performance, buy/sell spreads, trustee fees, switching fees and guarantee fees. The relevant Product Disclosure Statement details these fees.</p>

## Payments we receive from product providers

These payments are not an additional cost to you but are paid by the product provider to Tynan Mackenzie.

### Personal Financial Service

#### Sponsorship and consultancy fee

Where we recommend a Classic Portfolio we receive a sponsorship and consultancy fee of a maximum of 1.254% p.a. of the value of your investment.

*Example: For every \$100,000 you invest in a Classic Portfolio, the maximum fee would be \$1,254 p.a.*

Where we recommend a non-Classic Portfolio we receive a sponsorship and consultancy fee of a maximum of 0.55% p.a. of the value of your investment.

*Example: For every \$100,000 you invest in a non-Classic Portfolio, the maximum fee would be \$550 p.a.*

#### Service fee

We receive an average service fee of 0.06% p.a. of the value of your investment.

*Example: For every \$100,000 you invest, the average fee would be \$60 p.a.*

### Tynan Mackenzie Managed Account Service

#### Investment and administration fee

We receive an investment and administration fee of a maximum of 0.85% p.a. of the value of your investment.

*Example: For every \$100,000 you invest into the Tynan Mackenzie Managed Account Service, the maximum fee would be \$850 p.a.*

### Other Investment Products

#### Investment product fee

Where we recommend an investment product within the ipac or AMP group of companies, we will not receive any initial or ongoing fees.

Where we previously recommended an investment product external to the ipac or AMP group of companies we may receive ongoing fees of up to 0.60% p.a. of the value of your investment.

*Example: For every \$100,000 you invest in an external investment product, the maximum fee would be up to \$600 p.a.*

### Insurance Products

#### Insurance product commission

We receive an upfront commission on insurance products of up to 130% of the initial premium and ongoing commission of up to 33% p.a. of the annual premium.

*Example: For every \$1,000 of insurance premium you pay, the maximum commission would be up to \$1,300 initially and up to \$330 p.a. for each year you hold the product.*

## How your adviser is paid

Senior Financial Consultants can receive an average of up to 50% of the revenue that Tynan Mackenzie receives as a result of the advice and service they provide to their clients. Senior Financial Consultants may also receive a bonus based on their introduction and retention of clients over a long period of time (generally five to ten years), although it is not possible to determine at any given time whether an adviser will receive such a bonus or to quantify it. Senior Financial Consultants may also be minority shareholders in the Tynan Mackenzie business.

Private Client Advisers receive a salary and may also receive a bonus of up to 20% based on their retention of clients and the standard of ongoing service they provide to their clients. Private Client Advisers may also receive a bonus based on any new monies invested on behalf of their clients, although it is not possible to determine at any given time whether an adviser will receive such a bonus or to quantify it.

The level of revenue paid to Tynan Mackenzie differs depending on the investment or insurance product we recommend to you, which in turn can affect the level of your adviser's remuneration. For example, we receive a higher level of revenue when you invest in a Classic Portfolio via the Personal Financial Service. However our advisers provide you with advice that is appropriate for your needs and will only recommend investment or insurance products that have been thoroughly researched and provide features which will be of benefit to you.

## Alternative remuneration

We maintain a register that records any forms of alternative remuneration. This is available to you upon request.

## Our relationships and associations

Tynan Mackenzie is majority owned subsidiary of the AMP Group of companies, a leading financial solutions provider and investment manager. Minor shareholdings are held by some of our advisers. The following entities are also part of the AMP Group and as such are affiliated with Tynan Mackenzie:

- The National Mutual Life Association of Australasia Limited
- National Mutual Funds Management Limited
- NMMT Limited
- N.M. Superannuation Pty Limited
- AllianceBernstein Limited
- ipac asset management limited
- Multiport Pty Ltd
- AMP Bank Limited
- AMP Capital Investors Limited
- AMP Superannuation Limited
- AMP Life Limited
- AMP Group Financial Services Limited

## Professional indemnity insurance

Tynan Mackenzie maintains professional indemnity insurance policies on behalf of your adviser. These policies cover advice, actions and recommendations which your adviser has been authorised by us to provide to you. These arrangements satisfy the requirements imposed by the Corporations Act 2001 and financial services regulations. This insurance will continue to provide such coverage for any adviser who is no longer authorised by Tynan Mackenzie.

## Privacy

At Tynan Mackenzie we aim to protect and maintain the privacy and security of the personal and financial information you give us. Keeping this information private is very important to us. If you want to access your personal information at any time, please let your adviser know.

Our Privacy Policy explains in more detail our commitment to protecting your personal information. A copy of our Privacy Policy is available on our website [www.tynanmackenzie.com.au](http://www.tynanmackenzie.com.au)

It is important to note that in order to best meet your needs and provide you with financial services and advice, your adviser may need to disclose your personal information to other parties. Typically these parties may include product providers, related entities and other licensees. Similarly your adviser may bring to your attention products and services or other information which may be relevant to your situation. You will be given the opportunity to choose whether you wish to receive such information.

Tynan Mackenzie reserves the right to appoint another adviser to ensure your ongoing needs are met. In these circumstances we will write to you advising you of the change.

Tynan Mackenzie is required under the Anti-Money Laundering and Counter-Terrorism Financing Act 2007 to implement client identification processes. This means we will ask you to present identification documents such as your passport and driver's licence in order to meet this obligation. We will also retain copies of this information and assure you that this information will be held securely.

## What should you do if you have a complaint?

If you have a complaint about the service provided to you, please take the following steps:

- 1st step Contact your adviser about your complaint.
- 2nd step If your complaint is not satisfactorily resolved within three business days, contact our Professional Standards Manager on 1800 250 444 or by writing to P.O. Box R219, Royal Exchange, NSW 1225.
- 3rd step If you still do not get a satisfactory outcome, you have the right to contact the Financial Ombudsman Service (FOS). Tynan Mackenzie is a member of this scheme. FOS can be contacted by calling 1300 780 808, visiting their website at [fos.org.au](http://fos.org.au), or emailing them at [info@fos.org.au](mailto:info@fos.org.au)

The Australian Securities and Investments Commission (ASIC) also has a freecall infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights. If your complaint is in relation to the handling of your personal information, the Office of the Privacy Commissioner's infoline is 1300 363 992.

If you have any questions regarding this Financial Services Guide, please discuss them with your adviser. For more information on Tynan Mackenzie visit our website [www.tynanmackenzie.com.au](http://www.tynanmackenzie.com.au)

**TYNAN MACKENZIE**

[www.tynanmackenzie.com.au](http://www.tynanmackenzie.com.au)

**ADELAIDE**

Level 1, 135 Fullarton Road, Rose Park SA 5067  
Telephone 08 8333 2211 Facsimile 08 8332 6394  
Toll Free 1800 100 229

**BRISBANE**

Level 14, Commonwealth Bank Building  
240 Queen Street, Brisbane QLD 4000  
GPO Box 3108, Brisbane QLD 4001  
Telephone 07 3223 9300 Facsimile 07 3223 9302  
Toll Free 1800 300 223

**MELBOURNE**

Level 8, 50 Queen Street, Melbourne VIC 3000  
PO Box 305, Flinders Lane VIC 8009  
Telephone 03 9628 2900 Facsimile 03 9628 2902  
Toll Free 1800 073 073

**SYDNEY**

Level 10 Gateway, 1 Macquarie Place, Sydney NSW 2000  
PO Box R219, Royal Exchange NSW 1225  
Telephone 02 8274 1900 Facsimile 02 9251 5755  
Toll Free 1800 250 444

**TOOWOOMBA**

108 Herries Street, Toowoomba QLD 4350  
Telephone 07 4548 0700 Facsimile 07 4548 0719  
Toll Free 1800 300 223

**WOLLONGONG**

Unit 2 "Wave FM Building"  
Corner of Hoskins Avenue and King Street, Warrawong NSW 2502  
PO Box 402, Warrawong NSW 2502  
Telephone 02 4274 9556 Facsimile 02 4274 9561  
Toll Free 1800 250 444

**TOWNSVILLE**

Level 1, Charters Towers Road, Hyde Park QLD 4812  
PO Box 3723, Hermit Park QLD 4812  
Telephone 07 4408 8400 Facsimile 07 4408 8444  
Toll Free 1800 300 223

**Tynan Mackenzie Pty Ltd**

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