

# Financial Services Guide and Credit Guide - Part 1

**Part 1 of this document contains:**

- **Financial Services Guide (Section 1)**
- **RFG's Credit Guide (Section 2)**
- **Privacy Policy (Section 3)**
- **Other Information (Section 4)**





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Roan Financial Group Pty Limited (RFG)

ABN 13 126 956 983

Australian Financial Services Licence No. 326922

Australian Credit Licence No. 326922

Level 1, Suite 2/179A Anson Street, Orange NSW 2800

It is important that you understand this Financial Services Guide and Credit Guide (the 'Guide') as it is a legal document. If any part of this document is not clear please speak to your financial adviser.

**Part 2 of this document forms part of this FSG and is known as the Adviser Profile. The Adviser Profile includes the products and services authorized to be provided to you either as an Authorised Representative (for Financial Services) or, if applicable as a Credit Representative, on behalf of Roan Financial Group.**

**References in this Guide to 'me', 'I', 'we' and/or 'our' should be read as your 'Authorised Representative' or 'Credit Representatives' as the context requires.**

# Section 1 -

## Financial Services Guide

**This Financial Services Guide (FSG) outlines the financial planning services I provide as your financial adviser. I am an authorized representative of Roan Financial Group.**

It is an important document which will help you decide if you want to use the services being offered. It contains information about:

- Roan Financial Group and your financial adviser
- the services offered
- how financial advice is documented
- how your financial adviser, Roan Financial Group and other relevant persons are remunerated in relation to the services
- how we deal with your complaints if you are not satisfied with the services provided.

You must read Sections 1 and 4 in conjunction with the Adviser Profile in Part 2, which gives you more details to make an informed decision about whether to use the financial services we offer. Together these documents form the complete FSG for your Roan Financial Group adviser.

### **Other documents you may receive**

When your financial adviser provides you with financial planning services may also receive:

- A Statement of Advice (SoA) which contains information about the advice provided to you to help you decide whether to act on the advice.
- A Product Disclosure Statement (PDS) which is provided at the time you receive advice and provides information about a recommended product (including the features, benefits, risks and fees associated with the product) to help you decide whether to purchase that product.

# Who is

## Roan Financial Group?

**Roan Financial Group was established in 2008 and has become of one the leading regional financial planning groups with a reputation for client service and technical excellence.**

Roan Financial Group is fully owned by Peter and Toni Roan.

Roan Financial Group holds an Australian Financial Services Licence No. 326922 issued by the Australian Securities and Investments Commission. Roan Financial Group also holds an Australian Credit Licence No. 326922 issued by the Australian Securities and Investments Commission.

Your financial adviser acts on behalf of Roan Financial Group when providing those financial services they are authorized to provide under Roan Financial Group's licence, as set out in the Adviser Profile (Financial Services). Your financial adviser will provide these Financial Services to you as an authorized representative of Roan Financial Group and Roan Financial Group is responsible for these Financial Services.

# Why choose **Roan Financial Group** financial adviser?

## Range of services and products

Your financial adviser is able to provide you with the access to a broad range of financial planning services which may include:

- ▶ investment planning advice
- ▶ tax (financial) advice services:
  - *Any service specified by the Tax Practitioners Board by legislative instrument to be a tax (financial) advice service.*
  - *Personal Advice (as defined in the Corporations Act 2011), including scaled advice and intra-fund advice, which involves the application or interpretation of the taxation laws to a **client's personal circumstances** and it is reasonable for the client to expect to rely on the advice for tax purposes*
  - *Any advice (other than a financial product advice as defined in the Corporations Act 2001) that is provided in the course of giving advice of a kind usually given by a financial services licensee or a representative of a financial services licensee that involves application or interpretation of the taxation laws to the **client's personal circumstances**, and it is reasonable for the client to expect to reply on the advice for tax purposes.*
- ▶ standard margin lending facility advice
- ▶ mortgage loan
- ▶ superannuation and rollover advice
- ▶ retirement planning advice
- ▶ personal insurance advice (for example, life insurance)
- ▶ portfolio review services
- ▶ discretionary account services

Your financial adviser may also provide certain other financial planning services to you such as mortgage broking and finance broking services. These services are provided under Roan Financial Group's licence and Roan Financial Group is responsible for these services, they are provided with Roan Financial Group's support and supervision and must be provided according to Roan Financial Group's policies and procedures.

Adviser Profile provided with this FSG includes more information about the financial planning services provided by your financial adviser.

## Locally owned

Your financial adviser operates a privately owned and run business, and is not employee of Roan Financial Group.

Your financial adviser's relationship with you is important to them and they will provide you with the personalized service that is usually associated with small businesses.

While your financial adviser has flexibility in the service they provide to you. Roan Financial Group remains responsible for the quality of service provided by your financial adviser.

Together, with Roan Financial Group will provide your financial adviser with significant support and supervision to ensure the quality of service you receive.

Your financial adviser has completed external assessments and they must complete an annual training program to maintain their knowledge.

Your financial adviser has completed external assessments and they must complete an annual training program to maintain their knowledge.

They are also subject to regular reviews from experienced Compliance professionals who assess the quality of their advice.

Roan Financial Group provides extensive resources and is dedicated to support your financial adviser, including resources in areas such as superannuation and retirement planning.

Roan Financial Group has an extensive Approved Product List. This means your RFG financial adviser can select the right product for you. All products on the Approved Product List are supported by research from experts such as Van Eyk and Aegis Equities Research.

Roan Financial Group ensures your financial adviser:

- Is only authorized to provide services to you where he/she has the appropriate qualifications.
- Stays up to date with relevant industry and legal changes to maintain their qualifications.
- Is provided with high quality financial product research
- Is provided with excellence technical support and tools to provide financial planning advice
- Is monitored and supervised to ensure they comply with requirements of the law and Roan Financial Group's standards.

### **Protecting you and your assets**

Roan Financial Group and your financial adviser promote long-term investment strategies which do not take unnecessary risks with your investments. For this reason, your financial adviser is not permitted to switch your investments frequently or make speculative investments in products such as tax-driven schemes or unregulated product. Your financial adviser is also restricted to RFG's Approved Product List unless they receive special approval from Roan Financial Group to use other products.

To further protect your interests. Roan Financial Group does not allow your financial adviser to:

- Act as a trustee for you or operate a trust account on your behalf
- Hold a Power of Attorney (other than the Asgard Authority to Operate)
- Hold funds or have access to withdraw funds on your behalf
- Act on behalf of any other Australian Financial Services Licence holder
- Act on behalf on any other Australian Credit Licence holder
- Ask you to sign documents which have not been fully addressed or completed

## What you will receive when provided with a Financial Service

When your financial adviser provides you with personal advice as part of Financial Services, your financial adviser will:

- Work with you to understand your needs, objectives and personal circumstances
- Explain to you the scope of advice being provided and importantly what is not being provided
- Provide you with a SoA which is a record of their recommendations to you and explains the basis for the advice, the cost to you of implementing the advice and any commissions or associations which could have influenced the advice.
- Provide you with a PDS containing information about each product recommended to help you to make an informed decision about whether to purchase that product.

### When will I receive a SoA?

Your financial adviser may meet with you several times to discuss possible investment options before finalizing their recommendations. Once they have finalized their advice they will explain their recommendations to you and record it for you in a SoA. You should only implement advice after taking the time to read and understand the SoA.

### When will I receive a Product Disclosure Statement (PDS)?

Together with your SoA, you may also be provided with a PDS at the time you are provided with advice. The PDS includes important information in relation to the product recommended including the features, benefits, risks and fees associated with the product. You should only implement advice after taking the time to read and understand the SoA and PDS and should contact us if you have any questions about the SoA or PDS.

### You may not receive an SoA in the following circumstances:

- **General advice**—such as advice provided in seminars and through newsletters, which does not consider your personal circumstances.
- **Managed Discretionary Account Services**—Asgard Platform only — which will allow your financial adviser to manage your investments on your behalf.
- **Further advice**—if you previously received advice recorded in an SoA, any further advice which is not significantly different to the initial advice will be recorded in a Record of Further Advice which you can request from your financial adviser.
- **Mortgage Broking** – advice provided as part of mortgage broking or finance broking services) other margin loans.



# Remuneration and benefits

## relating to Financial Services

### **Fees, commissions and incentives**

You will find more detailed information about your particular financial adviser's fees, commissions and incentives in the attached Adviser Profile, and specific details in each SoA you receive.

You can ask your financial adviser for details about fees, commissions and incentives at any time.

### **Initial Consultation Fee**

Your financial adviser may charge an Initial Consultation Fee for your first appointment.

### **What fees are charged for initial advice?**

Your financial adviser may charge a Statement of Advice Preparation Fee for the initial advice they provide for preparing an SoA. The amount charged may be based on the scope and complexity of advice provided to you and/or the value of the funds you invest (or the insurance premium you pay). Your financial adviser will agree the Statement of Advice Preparation Fee with you before starting work on your Statement of Advice. This fee is usually payable in full when you receive your SoA.

Your financial adviser may also charge a Implementation Fee where you decide to implement the advice. The Implementation Fee may be based on the value of the funds you invest and/or the complexity and time taken to implement the recommendations. This fee will be recorded in the SoA.

### **What fees are charged for subsequent services?**

Your financial adviser can provide ongoing administration and advice services to ensure the strategy and products they recommend continue to meet your needs and circumstances.

If you choose to receive ongoing services, you may be charged a fee based on the scope of the services you receive and/or the value of your account balance (or insurance premiums). Your financial adviser will agree to the amount of the fee with you and record it in your SoA.

This fee may be deducted from your account each month or payable directly to your financial adviser. Your financial adviser may continue to charge the agreed ongoing services fee until you notify them that you no longer require ongoing services.

A further fee may be charged for each additional contribution you make to your account. The amount of this fee may be based on the value of the funds you invest and will be agreed with you and disclosed in your SoA.

### **Does my financial adviser receive commissions from product providers?**

In addition to the fees above, your financial adviser may also receive commissions from product providers.

An upfront commission is one-off payment paid by the product provider to your financial adviser based on a percentage of the amount of funds you invest (or the insurance premium you pay). This is paid at the time you purchase the investment or insurance.

Ongoing commissions are monthly payments paid by the product provider to your financial adviser based on a percentage of the amount of funds you invest (or the insurance premium you pay). These are paid to your financial adviser each month for as long as you hold the product and until you appoint another financial adviser.

Where upfront and ongoing commissions are payable, your financial adviser will disclose the specific amount in an SoA when you receive personal advice.

### **Does Roan Financial Group charge any fees?**

Roan Financial Group will not charge you any additional fees. However, Roan Financial Group will receive an amount up to \$36,000 fee from your adviser. **THIS IS NOT A COST TO THE CLIENT.**

### **What other benefits do Roan Financial Group and my financial adviser receive from product providers?**

Roan Financial Group and your financial adviser may receive additional benefits such as help with marketing expenses, complimentary or subsidized attendance at conferences, and other rewards such as gift vouchers, tickets to sporting events and invitations to social events. Benefits greater than \$300 in value are recorded in a Register which meets the requirements of the Financial Planning Association Code of Practice on alternative forms of remuneration. The Roan Financial Group Register is publicly able to be available and requested at any time.

**However, it is Roan Financial Group's policy not to receive any monetary assistance or marketing benefit from any product provider.**

### **Do other companies in the Roan Financial Group receive benefits from product providers?**

No

Roan Financial Group does not have any preferred partners.

## **Further Details on remuneration and benefits relating to Financial Services**

When your financial adviser provides personal advice on specific financial products they will disclose certain details of remuneration (including commission) or other benefits that they receive, or that Roan Financial Group or another associated person receives as a result of that advice (Remuneration or benefits).

If the Remuneration or Benefits can be calculated at the time you receive personal advice, these amounts will be disclosed at that time, or as soon as practicable after that time. If the Remuneration or Benefits cannot be calculated at the time you receive personal advice, your financial adviser will disclose how these amounts will be calculated instead.

These details will only be disclosed when personal advice is given if the Remuneration or Benefits are reasonably capable of influencing your financial adviser in providing the advice.

## **Professional Indemnity Insurance**

Roan Financial Group has Professional Indemnity Insurance in place to cover us for the financial services that we provide. We understand that it is adequate to meet our requirements as a financial services licensee. The policy includes coverage for claims in relation to the conduct of representatives/employees who no longer work for us (but who did at the time of the relevant conduct).

# Section 2 -

## Credit Guide

### Our services

The National Credit Code generally regulates loans to individuals where the loan is provided or intended to be provided wholly or predominantly for personal, domestic or household purposes, or to purchase, renovate or improve residential property for investment purposes (or the refinancing of any such loans). Roan Financial Group provides credit services in relation to loans regulated by the National Credit Code, including:

- Strategic credit advice;
- Referral to a broker or credit provider; or
- Other credit assistance.

Where your financial adviser is a Credit Representative of Roan Financial Group, your financial adviser may provide credit services in relation to credit contracts with a range of credit providers. The credit providers with which Roan Financial Group deals most are:

- Westpac;
- St.George/Bank SA;
- ANZ;
- Bankwest;
- Commonwealth Bank of Australia; and
- NAB.

Not all of Roan Financial Group's Financial Advisers are authorised to use the credit services, please refer to Part 2 of this document - Adviser's Profile which will indicate if your advisor is a Credit Representative of Roan Financial Group and what credit services they can provide in that capacity.

When providing any such credit services, Credit Representatives of Roan Financial Group will not act as your agent, and will not act as agent of any credit provider, except to the extent necessary as part of the application process.

If your financial adviser is not a Credit Representative of Roan Financial Group, any credit services they provide are not provided as a representative of Roan Financial Group, and Roan Financial Group does not train, support or supervise your financial adviser in providing those credit services, and Roan Financial Group is not responsible for the provision of those credit services.

### **Our general obligation**

We will not suggest that you apply, or assist you to apply, for a credit contract or for an increase to the credit limit of a credit contract or suggest that you remain in a credit contract if we assess that the credit contract is unsuitable for you. Roan Financial Group is obligated to assess your suitability for a credit arrangement.

When will a credit contract be unsuitable?

A credit contract will be unsuitable if:

- the credit contract does not meet your requirements or objectives; financial obligations under the credit contract; or
- it is likely that you could only comply with your financial obligations under the credit contract with substantial hardship.

### **What types of fees and commissions do we receive for our services?**

We may charge fees for the preparation, presentation and implementation of our credit advice. These fees will be based on your individual circumstances and the complexity the credit assistance you require. We will discuss and agree to these and any other fees with you before we provide you with credit assistance.

### **Commissions**

If you take out a credit product through us, Roan Financial Group may receive payments in the form of initial commissions and/or ongoing commissions from the credit provider.

Please refer to the Adviser Profile of this document which will contain further details about the commissions Roan Financial Group and your financial adviser may receive.

### **Complaints**

See **Other Information** for more information.

# Section 3 - Privacy Statement

## 1. Introduction

**Roan Financial Group Pty Ltd** we recognise the importance of privacy and is committed to protecting the privacy of individuals when handling their personal information.

This Privacy Policy explains how we collect, hold, use, disclose, protect and otherwise handle personal information in an open and transparent manner in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). By providing us with your personal information you consent to us using, disclosing and otherwise handling it in accordance with this Privacy Policy as updated from time to time.

## 2. Personal information that we collect and hold

We may collect and hold your personal information for purposes relating to:

Primary activities of financial planning for which personal information collected:

For example, we may collect and hold your personal information to:

- provide you with information about our products and services
- preparation of a financial plan and recommendations

The kinds of personal information that we may collect and hold include your personal information inclusive of:

- Name
- Date of birth
- Telephone number
- Street address
- Postal address
- Email address
- Payment information
- Tax File Number
- Image (Proof of Identification)
- Website address

Where you do not provide us with all or some of your personal information that we request then the consequences of not providing personal information requested are:

1. We cannot legally identify you under Anti-Money Laundering and Counter- Terrorism Finance Act 2006; - AUSTRAC LAW\*Refer Point 5 regarding AML/ACT).
2. We may not be able to provide you with our products or services.

## 3. Click stream data that we collect and hold

We may use cookies, web beacons or similar technologies to collect de-identified information about your visits to our website [www.roanfinancial-group.com](http://www.roanfinancial-group.com) ("Website") for the purpose of improving your experience browsing our Website. For example, when you visit our Website we may collect your server address, domain name, operating system, browser type, pages accessed, documents downloaded, previous visits, referring website, and visit date and time. You may set your browser to disable cookies but some parts of our Website may not function properly if cookies are disabled.

## 4. How we collect and hold personal information

We will usually collect your personal information directly from you. For example, we will collect your personal information when you:

- You make an appointment with our firm.
- Initial appointment we will obtain Proof of Identification under Anti Money Laundering Counter- Terrorism and Finance Act 2006.
- Formulation of a financial plan
- Complete investment/superannuation/insurance applications in your name.
- Request us to provide you with information about our products or services
- Request us to make alterations to existing products
- Request to make alterations to personal information held at Roan Financial Group Pty Ltd.

We may collect your personal information from a third party or publicly available source where it is unreasonable or impracticable to collect the information directly from you.

For example, "we may collect your personal information from fund manager, risk insurance companies, recruitment agencies, ATO and credit reference agencies."

We may hold your personal information that we collect in both physical and electronic storage facilities including e.g. "paper-based files and computer databases".

# Section 3 - Privacy Statement

Continued

## 5. How we use and disclose personal information

We may use and disclose your personal information that we hold for purposes relating to primary activities for which personal information used and/or disclosed e.g. "the promotion and provision of our products and services". For example, we may:

- use your personal information to provide you with information about our products or services
- when you request us your personal information
- disclose your personal information to our suppliers to enable us to provide you with our products or services

We will not use or disclose your personal information for any other purpose without your consent except where required or authorised by law.

For example: we will not sell or rent your personal information to any third party for marketing purposes without your consent.

## 6. How we protect personal information

We will take all reasonable steps to protect your personal information that we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure using both physical and electronic security measure. For example, we will protect your personal information that we hold through the use of our secure premises, locked cabinets, video surveillance, secure databases, password access, anti virus software, data transfer encryption and firewalls".

By providing us with your personal information over the Internet you accept that such information will be transmitted at your own risk as the security of such information cannot be guaranteed.

We will not retain your personal information if we no longer need it for any purpose for which we may lawfully use or disclose it and we are not authorised or required by law to retain it.

## 7. Personal information access and correction

You may request us to provide you with access to any of your personal information that we hold. We may charge a fee for giving you access to your personal information upon request.

You may also request us to correct any of your personal information that we hold which is inaccurate, out-of-date, incomplete, irrelevant or misleading.

You should promptly notify us if you become aware that any of your personal information that we hold is inaccurate, out-of-date, incomplete, irrelevant or misleading."

## 8. Privacy Policy updates

We may update this Privacy Policy from time to time to take into account changes in our practices for the handling of personal information by publishing an amended Privacy Policy on our Website. You should regularly review the most recent version of this Privacy Policy available on our Website.

## 9. Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF)

We are required, pursuant to the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF) and its corresponding rules and regulations, to implement certain client identification processes. We may be required to obtain information about you at the time of providing financial services to you and from time to time in order to meet our legal obligations. We have certain reporting obligations pursuant to the AML/CTF, and information obtained from or about you may be provided to external third parties and regulators in according with the requirements imposed on us.

## 10. Our contact details

If you require access to or seek correction of any of your personal information that we hold, or should you have any queries or require a complaint dealt with about our handling of your personal information, please contact our Privacy Officer using the contact details below:

**Privacy Officer**  
**Toni Roan**

Phone: 0263618100

Email: [compliance@roanfinancial.com](mailto:compliance@roanfinancial.com)

Address: Level 1, Suite 2/179A Anson Street, Orange NSW 2800

**This Privacy Policy is effective as of 12 March 2014**

## Section 4 - Other Information

Roan Financial Group and your financial adviser endeavour to provide the best financial service to you. If you have any complaints, we are committed to resolving them as quickly as possible.

If you have a complaint or concern about the service provided to you, we encourage you to take the following steps:

1. Contact your financial adviser about your complaint.
2. If your concern is not resolved to your satisfaction within five days.

**Contact:**

Compliance Officer on (02) 63618100 or  
**Email:** [compliance@roanfinancial.com](mailto:compliance@roanfinancial.com)

**Writing:**

Compliance Officer  
Roan Financial Group Pty Ltd  
PO Box 2163, ORANGE NSW 2800

Roan Financial Group will aim to resolve your complaint quickly and fairly.

3. If the complaint is not resolved to your satisfaction within 45 days as per Roan Financial Group's Complaints Handling Policy, you can take your complaint to FOS. FOS' dispute resolution processes cover complaints about financial services including banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds and pooled superannuation trusts. You may contact FOS by:

**Writing:**

GPO Box 3  
Melbourne VIC 3001

**Email:** [info@fos.org.au](mailto:info@fos.org.au)

**Web:** [www.fos.org.au](http://www.fos.org.au)

**Phone:** 1300 780 808

4. The Financial Planning Association of Australia (FPA) is the peak professional body for financial planning in Australia. All FPA Members are bound by professional, technical and ethical standards as provided in the FPA Code of Ethics. The FPA has effective and appropriate policies in place to assist you with your complaint and helps protect consumers and planners who are doing the right thing. You may contact FPA by:

**Writing:**

Financial Planning Association of Australia, GPO Box 4284, Sydney NSW 2001.

**Web:** [www.fpa.asn.au](http://www.fpa.asn.au)

**Phone:** 1300 626 393

5. The Australian Securities and Investments Commission (ASIC) is Australia's corporate, markets and financial services regulator. ASIC contributes to maintaining Australia's economic reputation by ensuring that Australia's financial markets are fair and transparent, supported by informed investors and consumers. ASIC seeks to protect consumers against misleading or deceptive and unconscionable conduct affecting all financial products and services. You may contact ASIC by:

**Writing**

ASIC Complaints  
Australian Securities and Investments Commission  
GPO Box 9827  
Your Capital City

**Email:** [info@asic.gov.au](mailto:info@asic.gov.au)

**Web:** [www.asic.gov.au](http://www.asic.gov.au)

**Phone:** 1300 300 630

6. The Tax Practitioners Board considers complaints of alleged breaches of the TASA Code and the other requirements of the Tax Agents Services Act, focusing on both the conduct of the advice provider, and the tax advice provided to the client. Complaints that are handled by the TPB are:

- Disciplinary Action
- Complaints about advice provided (in relation to whether the advice meets the requirements of the TASA\* Code)
- Complaints about Planner Conduct
- Alleged Breaches of the TASA Code and ACT
- Complaints about planners who are not registered with the Tax Practitioners Board

**Writing**

The Secretary  
Tax Practitioners Board  
PO Box 126  
HURSTVILLE NSW 1481

**Email:** [enquirymanagement@tpb.gov.au](mailto:enquirymanagement@tpb.gov.au)

**Web:** [www.tpb.gov.au](http://www.tpb.gov.au)

**Phone:** 1300 362 829

*\*Tax Agent Services Act*





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## Roan Financial Group Pty Ltd

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(02) 63618411 fax