



FINANCIAL SERVICES GUIDE

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About us

Welcome to 101 Wealth Solutions Pty Ltd (101) one of Australia's leading privately-owned financial advisory firms. Our aim is to help clients generate and maintain wealth. We have clients from all walks of life who are supported by our adviser practices across Australia.

We are united in our commitment to act with the highest standards of ethics and integrity, providing quality financial advice and best-of-breed solutions and services. Being privately-owned, we are free of ownership or control by the large banks and insurance companies that dominate Australian wealth management.

An important task, at the start of our relationship, is to let you know from the outset that you have the right to ask us about our charges, the type of advice we will give you, and what you can do if you have a complaint about our services. This Financial Services Guide (FSG) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service and should assist you in determining whether to use any of the services described within this FSG.

We challenge ourselves to be the best in everything we do with emphasis on research to support the advice.

Responsibility for advice given

101 Wealth Solutions Pty Limited is the holder of an Australian Financial Services Licence (AFSL 338441) and is the licensee.

Your adviser is an authorised representative of 101 Wealth Solutions and is regarded as the 'providing entity' under legislation.

101 Wealth Solutions is a corporate member of the Association of Financial Advisers.

Please refer to the Adviser Profile which forms part of this FSG, for details regarding your adviser. Your adviser operates a privately owned business and is not an employee of 101 Wealth Solutions.

101 wealth Solutions has authorised the distribution of the FSG to you by your adviser.

Financial services we are authorised to provide

101 wealth solutions is licenced to provide financial product advice in respect of the following classes of products:

1. Deposit and payment products, limited to basic deposit products;
2. General insurance products;

3. Life products including:
 - a. Investment life insurance products*;
 - b. Life risk insurance products*;*as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
4. Interests in managed investment schemes including investor directed portfolio services;
5. Retirement savings accounts ("RSA") products;
6. Standard, margin lending facility;
7. Superannuation.

101 Wealth solutions is also licenced to deal in a financial product by:

Applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:

1. Deposit and payment products, limited to basic deposit products;
2. General insurance products;
3. Life products including:
 - a. investment life insurance products*;
 - b. life risk insurance products*;* as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
4. Interests in managed investment schemes including investor directed portfolio services;
5. Retirement savings accounts ("RSA") products;
6. Standard, margin lending facility;
7. Superannuation; to retail and wholesale clients.

101 Wealth Solutions does not authorise, authorised representatives to advise or deal in general insurance products and securities. Please refer to your Adviser Profile for details on the financial products and services that which 101 Wealth Solutions has authorised your adviser to provide to you. In most cases your adviser will provide you with personal advice. However, if you do not require personal advice, general advice is also available. General advice does not consider your personal circumstances.

Your adviser may offer services other than financial services. For example, they may also act as your accountant or legal adviser, or advise you on real estate investments. While your adviser may offer these services you should understand that they are not provided under 101 Wealth Solutions licence. 101 Wealth Solutions does not train, support or supervise your adviser in supplying these services nor is 101 Wealth Solutions liable for these services.

Examples of the services which 101 Wealth Solutions is not responsible for include:

1. Legal services;
2. Accounting and audit services;
3. Taxation services, such as completion of tax returns;
4. Real estate and direct property advice;
5. Finance broking services;
6. Consulting services;
7. Administration and compliance of self-managed superannuation funds, except when offered through a platform/service through a 101 Wealth Solutions endorsed provider.

101 Wealth Solutions does not allow its authorised representatives to:

1. Hold a Power of Attorney; or
2. Hold funds or have access to withdraw funds on your behalf.
3. Act as a Trustee for you or operate a trust account on your behalf;

Our partnership and you

To find out your individual objectives, financial situation and needs, we must ask you to provide certain personal information to your adviser, either in writing or verbally. This may involve a quite detailed process of data collection of your personal and financial situation. Please ensure that your adviser becomes aware of any changes that may be relevant when advice is given in the future.

What information do we retain about you?

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, we may not be able to make any recommendations or the recommendations may not be appropriate to your needs and objectives.

Personal strategic financial advice

Personal financial advice is advice which relates specifically to you and your financial goals and circumstances and is tailored accordingly. Our Representatives may discuss and consider tax, social security and estate planning matters when formulating recommendations. However, they are not professionals in this area and we therefore recommend that you also seek the services of industry professionals if these issues are relevant. If we have insufficient detail we will not be able to provide personal financial advice but may be able to provide some general advice.

General financial advice

We will provide personal recommendations if you give us sufficient information about your circumstances to enable us to do so. Alternatively we may provide general financial advice and it is up to you to determine whether the advice is appropriate in light of your particular investment needs, objectives and financial circumstances.

Privacy for clients

We deal on behalf of clients with other licensed dealers, banks and financial institutions and we have obligations to comply with the National Privacy Principles set down by the Federal Privacy Commissioner. We have adopted these Privacy Principles for the treatment of personal information received from clients and others. Our Privacy Policy is available from our website or from your adviser.

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 driver's licence. We will also retain copies of this information. We assure you that this information will be held securely.

Statements of advice

When, or as soon as practicable after Personal Financial Advice is provided, we will give you a Statement of Advice setting out the advice, the basis on which the advice was given and any remuneration or other benefits 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 the advice.

On an ongoing basis, a Record of Advice (ROA) will be provided if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last Statement of Advice.

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 for the purpose of making a decision about whether to acquire the financial product. It will disclose details of any fees and charges payable for that product.

What are the risks?

Your adviser will explain to you any significant risks of financial products and strategies that are recommended to you. If you feel that you need further clarification please ask your adviser.

Buying and selling financial products

You may specify how you would like to give us instructions, for example, by telephone, fax or other means. But in all cases we must receive a written confirmation of these instructions.

Research

Insurance and Investment product recommendations will be drawn from our fully researched list that is regularly reviewed. We subscribe to world class research services. The research undertaken by analysts is basically their opinion. It can never be guaranteed and is only valid for a limited time.

The mere fact that any product is recommended by an analyst does not necessarily mean that it is suitable for you and you should consult with your adviser before acting on any research report.

Remuneration and benefits for our services

The Licensee

All fees and charges throughout this FSG are paid to 101 Wealth Solutions Pty Ltd inclusive of GST.

101 Wealth Solutions Pty Limited initially receives all commissions and fees for service amounts and subsequently forwards 100% of these payments to the respective authorised representative. The SOA will disclose the manner in which the commissions and fees are split between 101 Wealth Solutions Pty Limited and the authorised representative, and any referring party where applicable.

101 Wealth Solutions does not charge you any additional fees. However your adviser pays 101 Wealth Solutions a licensing fee of \$1,400 a month to cover the costs associated with being an authorised representative.

The Authorised Representative

Upfront fees - the amount of upfront fees paid to your adviser will vary according to the particular arrangement that 101 Wealth Solutions Pty Limited has with each product provider but will generally be in the range of 0% to 12% per annum of your invested funds, and 0% to 130% of the total premium paid for risk insurance products. For example:

1. Investment Products - if you invested \$10,000 into an investment product and your adviser charges a 5.5% upfront fee, he/she will receive \$550 from the product provider.
2. Risk Insurance Products - if you take up an insurance policy with premium totaling \$250 and your adviser charges an 80% upfront fee, he/she will receive \$200 from the product provider.

These payments are not an additional cost to you but are paid by the product provider to your adviser. Alternatively, your adviser may charge a fee payable by you based on either the time he/she spends developing your SOA or the value of funds invested. If you choose to pay a fee, your adviser may rebate to you part, or the entire fee, 101 Wealth Solutions Pty Limited would otherwise receive. We may receive commissions from fund managers or life insurers when acting on your behalf. These may be calculated as a percentage of the amount invested or paid as a premium and may be deducted from the amount you invest. Additionally, we may receive trailing commissions from a product issuer payable from the fees charged throughout the term of the investment by the fund manager as disclosed in the PDS.

Ownership

Our Directors or Advisers may either directly or indirectly hold an interest in one or more product providers as part of their personal investments. No product provider exercises control over our activities. If a conflict of interest should arise, it will be appropriately disclosed and the interests of clients will prevail in any situation.

Other benefits

In addition to fees and commissions, the advisers may also receive other benefits such as financial, marketing and training assistance from product providers. The Licensee and its advisers may also be entitled to other allowances and incentives including bonuses paid for selling certain amounts of financial products, discounted services, prizes and awards, attendance at overseas and domestic conferences, marketing support and education expense support. Your adviser and 101 Wealth Solutions maintains a conflict of interest register and a soft dollar register which lists any alternative forms of payment or benefits that may be received that is valued in excess of \$300.

If you wish to inspect the Register or ask any questions about this, please contact your adviser.

Professional indemnity insurance

101 Wealth Solutions is covered by Professional Indemnity Insurance satisfying the requirements under the Corporations Act section 912B.

This insurance will continue to provide such coverage for any authorised representative, other representative or employee who has ceased work with us, for work done whilst engaged with us.

Our complaints procedure

We are all aware that circumstances may arise where a client wishes to express an opinion, seek clarification of an issue or simply inform us that expectations were not met. Our Directors will take client complaints as a serious reflection on our standard of service and will attempt to personally resolve all issues. Where necessary a written reply or explanation will be provided to any client.

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

1. Contact your adviser and tell your adviser about your complaint.
2. We will acknowledge your complaint in writing within 5 days.
3. If your complaint is not satisfactorily resolved within 7 days please contact the Complaints Officer on 1300 101 101 or put your complaint in writing and send it to 101 Wealth Solutions Pty Limited, PO Box 8280 Norwest NSW 2153.
4. We will endeavour to reach a satisfactory resolution within 45 days and advise you of our decision in writing.
5. If you are not satisfied with our decision, you can raise your concerns with the Financial Ombudsman Service. (FOS) Contact details are:
Postal: GPO Box 3, MELBOURNE VIC 3001.
Ph: 1300 78 08 08. Web: www.fos.org.au

101 Wealth Solutions Pty Ltd is a member of this complaints resolution service. The Australian Securities & Investments Commission (ASIC) also has a free call Info line on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

This Financial Services Guide Version 4.0 dated July 18th 2011 has been approved for distribution by 101 Wealth Solutions Pty Ltd AFSL no 338441