

Financial Services Guide

Complete Financial Balance Pty Ltd

Corporate Authorised Representative of Gallagher Benefit Services Pty Ltd

Version 3, Issued 3 November 2017

This Financial Services Guide (FSG) contains important information to help you decide whether to use the financial services we offer. It includes details about: who we are; the advice and services we can provide; information about our licensee Gallagher Benefit Services Pty Ltd; the remuneration we, your adviser, and Gallagher Benefit Services Pty Ltd receive; and our complaints process.

You should read this FSG in its entirety and retain it for your future reference. By engaging, or continuing to engage us you are, in the absence of any formal written agreement with us, agreeing to the delivery of our services and remuneration as described in this FSG.

This document is only part of the FSG and should be read with the relevant Adviser Profile. Together, these documents make up the FSG.

Who we are

Complete Financial Balance Pty Ltd (ABN 83 105 701 871), Corporate Authorised Representative (CAR) Number 253569, is owned by and authorised to provide financial services on behalf of Gallagher Benefit Services Pty Ltd, who have an Australian Financial Services Licence (AFSL) 488001. Our contact details are at the end of this FSG, your adviser's details are within the Adviser Profile attached to this document.

We are part of a group of Australian and international companies owned by Arthur J. Gallagher & Co (Arthur J. Gallagher Group). The Arthur J. Gallagher Group is one of the world's leading providers of insurance broking and risk management services. The parent company, Arthur J. Gallagher & Co., was founded in the United States in 1927 and is listed on the New York Stock Exchange.

In Australia, the Arthur J. Gallagher Group also includes related service providers such as:

- Arthur J. Gallagher & Co (Aus) Limited ACN 005 543 920, AFSL 238312 (AJGCo), a member of the Arthur J. Gallagher Group that provides general insurance broking services.
- Elantis Premium Funding Limited trading as Monument Premium Funding ABN 20 002 543 606 (MPF), which provides premium funding and other credit services.
- Pen Underwriting Pty Ltd ABN 89 113 929 516, AFSL 290518 and Pen Underwriting Group Pty Ltd ABN 80 082 459 372, AFSL 238170 (Pen), Australian underwriting agencies providing access to both the Lloyd's market and local insurers.

For further information about our related entities please visit: www.ajg.com.au/arthur-j-gallagher-co.

About our team

Complete Financial Balance Pty Ltd have a dedicated team of advisers, paraplanners and support staff to help deliver quality financial planning services to you.

Attached to this document is an adviser profile. The adviser profile provides information about your adviser, their contact details, qualifications, experience and any memberships they may hold. It also outlines the strategies and products your adviser can provide advice on.

Why you should choose Complete Financial Balance Pty Ltd

We will provide you with strategies that allow you to take control of your own financial future.

We build relationships with you and your family to secure each generation's financial wellbeing.

We aim to provide personalised and responsible advice suited to your objectives and believe that sound advice and planning is the key to improving your financial position.

We undertake continuous professional development and undertake training programs so we are up to date with legislative changes to superannuation, investment, social security and tax environments.

We have access to technical, risk and investment research professionals who provide us with additional analysis on strategies and products that become available as a result of these changes.

Our financial advisers will help you determine your goals and weigh up different investment strategies to achieve them.

Most importantly, we turn your thoughts into action. There are no secret formulas to achieving financial security. We work with you to get the basics right and ensure you have a plan to achieve your goals over time.

Important relationships and conflicts of interest

In some cases we may refer or advise you to use the services of other companies both inside and outside of the Arthur J. Gallagher Group. These companies may be located in Australia or overseas. We maintain our independence in the market place by ensuring all negotiations with other companies in the Arthur J. Gallagher Group are carried out as if with an unrelated third party.

Where there are potential conflicts of interest in our remuneration arrangements or in our dealings with related parties, they are managed in accordance with our conflicts of interest policy which all staff and representatives must comply with.

Advice and services we can provide

Complete Financial Balance Pty Ltd is a Corporate Authorised Representative of Gallagher Benefit Services Pty Ltd which holds an Australian Financial Services Licence No. 488001, which authorises us to carry on a financial services business and to deal in (including arranging for others to deal in), and provide personal and general advice regarding the following products:

- Deposit and payment products;
- Derivatives;
- Life products including:
 - Investment life 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; and
 - 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;
- Interests in managed investment schemes including investor directed portfolio services;
- Retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997);
- Standard margin lending facility; and
- Superannuation.

Gallagher Benefit Services Pty Ltd maintains a broad approved list, containing investment and insurance products that have been researched by a number of external research houses as well as our in-house research team.

A copy of the approved list for investment and insurance can be supplied to you upon request.

Please refer to your adviser's profile for a list of strategies and products they can recommend.

Transaction services

If you do not require advice from us, but you would like us to help you complete a particular transaction, we can also arrange for you to apply for the kinds of products referred to in your adviser's profile. In these cases, we can take your instructions and arrange for the transaction to be completed without providing you with personal advice. Fees for transaction services are charged based on an hourly rate as outlined in the 'Advice fees' section of the Adviser Profile.

It is important to understand that in these circumstances we will generally ask you to confirm your instructions in writing and to sign a letter that acknowledges you have declined our offer of advice as well as understand the risks of a transaction service. You will be provided with a copy of the letter for your own records.

You can also contact us directly with any instructions relating to your existing financial products. We will accept instructions from our existing clients via telephone, mail or email.

Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process, to capture each stage of your advice journey.

When we provide personal advice, it will normally be documented and provided to you in a Statement of Advice (SOA), known as a financial plan. The financial plan contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others, will receive as a result of the advice we have provided.

If we provide further personal advice, a financial plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

If we recommend or arrange a financial product for you, we will provide a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Electronic delivery

If you have supplied your email address to us, we will send documents including this FSG, SOAs, PDS' and IDPS' (if required) to that address unless you tell us you would like to receive those documents in a different form (e.g. hard copy by post).

Our financial planning process

Everyone has different circumstances, needs and goals. We treat every client as an individual, but follow a defined financial planning process, to make sure you know what to expect from us.

Identifying where you want to be

We help you identify your financial and lifestyle goals and explain the services we offer to help you achieve them. The type of advice you need could depend on your life stage, the amount of money you want to invest and the complexity of your affairs.

We will help you to identify the range of issues that need to be addressed to meet your goals. You can then decide whether you want our advice to meet a single need or a broad range of issues.

Considering opportunities and risks

Good personal advice starts with having an understanding of your current situation. We take a close look at your current financial

situation – assets, debts, income, expenses and insurance, and explore the options you could use to reach your goals.

Bridging the gap

Based on the research we have conducted, we will recommend a strategy to bridge the gap between where you are now and where you want to be.

Bringing your plan to life

We work closely with you to implement your financial plan. We help you to complete any necessary paperwork and are available to attend meetings with your accountant, solicitor and general insurer so that your strategy is implemented efficiently.

Staying on track with regular ongoing advice

Time goes on and circumstances and needs change. The final step in our advice process ensures your financial plan remains on track, by providing you with regular ongoing advice.

We design an ongoing service programme to ensure your plan remains up to date as your life changes and so you can obtain the benefits of ongoing reliable advice.

Sometimes, life takes us in unplanned directions. When you need a little extra help on top of our initial or ongoing advice, just ask us to provide you with some additional advice. We are there to help you – whatever the occasion.

Advice fees

Our fees and charges and when they are to be paid will be discussed and agreed with you prior to us providing you with a financial service. The fees charged will be based on the scope and complexity of the advice provided to you and/or the value of the funds invested. Table 1 below provides a detailed list of the ways in which we earn our remuneration:

Table 1.

Type & explanation	Paid by	When applied	Amount
Initial Advice	You (client)	After the advice is prepared	Minimum fee: <ul style="list-style-type: none"> • \$880 for insurance advice; • \$3,300 up to \$11,000 for comprehensive advice.
Explanation	The initial advice fee covers the cost of researching and preparing your financial plan and is based on a set dollar amount. Prior to you agreeing to proceed with the preparation of a SOA, the actual fee will be quoted to you. In addition, this initial advice fee will be disclosed in your SOA. The comprehensive advice preparation fee generally falls within the range of \$3,300 to \$11,000 depending on the complexity of your situation and the advice required. In regards to insurance advice the initial advice fee can be deferred on the basis of the successful placement of business as outlined in the Statement of Advice and ensuring the insurance contracts are maintained for a 12-month period. A policy needs to be held for 12 months, otherwise we will bill for the initial advice fee.		
Advice Implementation	You (client)	Upon implementation	Minimum fee \$880
Explanation	The advice implementation fee covers the administrative time spent implementing the recommended strategies and products and is based on a set dollar amount. The implementation fee for investments and superannuation consolidation is up to the financial planner depending on the number of rollovers.		

Ongoing Advice	You (client)	Ongoing arrangement	Minimum fee \$600 per year (up to 3.00%)
Explanation	<p>The ongoing advice fee covers the cost to review the strategies and the products recommended in your SOA. An ongoing review helps you take advantage of opportunities as they become available.</p> <p>The ongoing advice fee is calculated as either a set dollar amount or a percentage of your investments.</p> <p>A minimum ongoing advice fee of \$600 per year (up to 3.00%) may be charged. This will be calculated as either a minimum set fee of \$50 per month (indexed annually) for small funds or as a percentage of your total portfolio for larger funds.</p> <p>Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or fixed percentage each year. We will advise you if this fee will increase as a result of CPI.</p>		
Additional Advice	You (client)	After the advice is prepared	Varies depending on scope and complexity of the advice provided.
Explanation	<p>For all other advice, an additional advice fee may be charged based on a set dollar amount. The fees charged may vary for each adviser, so please ensure that you review the specific fees charged by your adviser. This will be detailed in their Adviser Profile which forms part of this FSG and should be read together.</p> <p>If you receive personal advice from us, your adviser will explain to you in writing, details of all fees and charges that apply and the method by which you will pay.</p>		
Insurance Commission	Insurer	At the time you pay the applicable premium	May be up to 130% of the first year's annual premium and then ongoing commission of up to 40% of the annual premium paid.
Explanation	<p>Insurance commission is paid from insurance product providers. The amount varies depending on the product and will be calculated at the time we provide you with personal advice.</p>		
Trailing Commission	Product Provider	Ongoing arrangement	Varies depending on the product but is generally between 0.25% and 1% of the funds invested.
Explanation	<p>Trailing Commissions are only applicable to products effected prior to 1 July 2013. This is an on-going arrangement that varies depending on our agreement with the product provider and is charged as a percentage of the value of your investment balance it is usually calculated at the end of each month in which you hold the investment.</p>		
Contribution Fee	You (client)	Ongoing arrangement	Up to 4% of the contribution
Explanation	<p>Contribution Fees are automatically deducted each time you make a contribution or a certain type of contribution.</p>		
Intra-fund advice	Product Provider	Ongoing arrangement	Varies depending on the provider.
Explanation	<p>Intra-fund advice fees are only applicable to employer/business/corporate superannuation plans. This is an on-going arrangement that varies depending on our agreement with the product provider but is generally up to \$80 per member per annum.</p>		

Benefits from our relationships	Insurer, Product Provider, Third Parties	After you decide to proceed with our advice.	Varies depending on the relationship.
Explanation	<p>From time to time we enter into arrangements with insurers, product providers, and third parties which allow us to earn additional fees or commissions. This may be based upon volume of business, retention of business, and products written. When this is the case a detailed account of the extra fees or commissions will be set out in our advice to you (i.e. in the SOA or ROA). More information about our relationships with third parties can be found in the 'Important Relationships' section of this FSG.</p>		

Payment method & frequency

We offer you the following payment terms:

- EFTPOS (credit card or debit card).
- Cheque or EFT.
- Deduction from your investment.
- Ongoing advice fees may be deducted as an annual instalment or in monthly or quarterly instalments.
- Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or percentage each year. The specific amount will be agreed to by you and outlined in our ongoing advice agreement.

Other benefits we may receive

Complete Financial Balance Pty Ltd and/or Gallagher Benefit Services Pty Ltd may also receive additional benefits such as assistance with marketing expenses, adviser education, complimentary or subsidised attendance at conferences, complimentary or subsidised travel, and other rewards such as gift vouchers, tickets to sporting events and invitations to social events. Individual benefits of \$300 or more in value are recorded in our Gifts Register, a copy of which is available on request. If you request a copy of this register we will provide it to you within 30 days. All other benefits are monitored and managed in accordance with our Conflicts of Interest policy. More information about how we manage Conflicts of Interest is available by contacting your adviser.

Payments from other professionals

You may be referred to an external specialist to receive further advice. We may receive a referral fee or commission for introducing you to the specialist.

Payments to other professionals

Where you have been referred to us by someone else we may pay them a fee, commission, or some other benefit in relation to that referral.

Cross referral relationships

As outlined in the 'Who we are' section of this FSG we are part of the Arthur J. Gallagher Group. You need to be aware that if we refer you to or we receive a referral from another Arthur J. Gallagher Group company, the Arthur J. Gallagher Group benefits from both transactions.

How detailed information about remuneration will be provided to you

If we provide you with personal advice, we will give you documents explaining what fees, commissions, benefits, bonuses, payments or other remuneration will be received in relation to your advice, if you accept it.

If we refer you to an external specialist, we may receive a referral fee or commission for introducing you to the specialist. If the value

of a referral fee is not known to us until we provide you with advice, this will be disclosed in your SOA if applicable.

If you were referred to us we will give you documents explaining what fees and payments or other remuneration we will pay to third parties in relation to your advice, if you accept it.

General information about our remuneration is available in this FSG and attached Adviser Profile attached which contains additional general information about your Adviser's remuneration.

Relationships and associates

Your adviser can provide advice on products from a wide range of financial product providers.

Any personal financial advice we give you in relation to the purchase of investment products or insurance cover will be considered in light of your relevant personal financial situation, objectives and needs, and any advice of this nature will not be influenced in any way by these arrangements.

Product providers

Gallagher Benefit Services Pty Ltd may have arrangements with certain product providers to revenue share based on the total volume of funds that the clients of Gallagher Benefit Services Pty Ltd and other specified associates invest through the product.

The amount paid is calculated as a percentage of all funds invested for the relevant agreed period and is paid out of the product provider's own administration fee or management expense ratio (MER) amount. The arrangement does not increase the cost of the product or increase the administration fees that would otherwise be charged by the product provider if this remuneration arrangement were not in place. Gallagher Benefit Services Pty Ltd retains the funds that may be received.

As at 3 November 2017, we have an existing strategic preferred partnership arrangement with the following organisation:

- Colonial First State

Life insurance companies

Gallagher Benefit Services Pty Ltd may have arrangements with certain life insurance companies where they receive from the insurance companies an amount based on the total volume of premium that clients of Gallagher Benefit Services Pty Ltd and other specified associates subscribe for the purchase of insurance cover. This only applies to the retention of existing insurance policies not new insurance policies.

The amount paid to Gallagher Benefit Services Pty Ltd is based on the total 'in-force premiums' for the relevant agreed period and is paid out of the life companies' own resources. The arrangement does not increase the cost of the insurance cover or increase the administration fees that would otherwise be charged by the life insurance company if this remuneration arrangement were not in place. Gallagher Benefit Services Pty Ltd retains the funds that may be received.

As at 3 November 2017, we have an existing strategic preferred partnership arrangement with the following organisations:

- AIA
- Asteron Life
- OnePath
- TAL
- Zurich

Privacy

We are committed to protecting your personal and sensitive information (together referred to as Personal Information). When we collect, hold, use, disclose, or otherwise handle your Personal Information we must comply with the Privacy Act 1988 (Cth), which

includes the Australian Privacy Principles. We collect, hold, use and handle your Personal Information to perform our functions of providing, managing and administering the financial planning services outlined in this FSG. If you do not supply the Personal Information we request, we may not be able to provide our services to you. For example, we may not be able to arrange insurance cover or manage your claim.

We provide your Personal Information to insurers, insurance intermediaries or product providers to allow them to determine whether to insure you and if so on what terms.

In facilitating the services outlined in this FSG, we may also need to provide your Personal Information to our outsource providers. Occasionally this may involve providing your Personal Information to overseas recipients located in the United States of America, the United Kingdom, New Zealand, Singapore, Malaysia, Indonesia, Philippines or India. Prior to disclosing your information to overseas recipients, we will, where required by law, take steps to ensure that the recipient does not breach the Privacy Act 1988 (Cth).

From time to time and where we are permitted by law to do so, we may also use or disclose your Personal Information for the purpose of marketing our services, or the products and services of related entities and third parties, to you. Please tell us if you do not want us to use or disclose your Personal Information for marketing purposes. To nominate preferred days and times for receiving marketing calls or to opt-out of receiving marketing information altogether, please email us at GBSAU_admin@ajg.com.au or call us on 1300 850 757.

For detailed information about how we handle your Personal Information, please see our Privacy Policy which is available on our website, www.completefinancialbalance.com.au or call us on 1300 850 757. Our Privacy Policy also contains information about how you may access, update and correct the Personal Information you have provided to us or how you may make complaints in relation to the handling of your Personal Information and how we will deal with your complaint.

Your Duty of Disclosure and when we rely on you

We rely on you

It is important you understand that we will rely on the accuracy and completeness of the information you provide to us. We do not independently verify the information you provide before sending it to the insurer or the product provider.

Keeping your information up to date

If you agree to proceed with our advice, you should tell your adviser about any changes to your circumstances when they occur. This will allow us to ensure our advice remains appropriate to your needs.

Your duty of disclosure

Before you enter into an insurance contract with an insurer, you have a duty under the Insurance Contracts Act 1984 to disclose information to the insurer. The Duty of Disclosure applies until the insurer agrees to insure you or renew your insurance. The Duty of Disclosure also applies before you extend, vary or reinstate your insurance.

You must tell the insurer all information that is known to you, that a reasonable person could be expected to know or that is relevant to the insurer's decision to insure you and on what terms. You do not need to tell the insurer anything:

- that reduces the risk it insures you for;
- is common knowledge;
- that the insurer knows or should know; or
- which the insurer waived your duty to tell it about.

If the insurance is for the life of another person and that person does not tell the insurer everything he or she should have, it may be treated as a failure by you to tell the insurer something that you must tell them.

Non-disclosure

In exercising its rights, the insurer may consider whether different types of cover can constitute separate contracts of life insurance. If they do, the insurer may apply its rights separately to each type of cover.

The insurer's rights are that if you fail to comply with your Duty of Disclosure, and the insurer would not have insured you if you had complied, the insurer may void the contract within 3 years of you entering into it. In the event of fraud, the insurer may void the contract at any time.

If the insurer chooses not to void the contract, it may, at any time, reduce the amount you have been insured for. This would be worked out using a formula that takes into account the premium that would have been payable if you had told the insurer everything you should have. However, if the contract has a surrender value, or provides cover on death, the insurer may only exercise this right within 3 years of entering into the contract.

If the insurer chooses not to void the contract or reduce the amount you have been insured for, it may, at any time vary the contract in a way that places the insurer in the same position it would have been in if you had told it everything you should have. However, this right does not apply if the contract has a surrender value or provides cover on death. If your failure to comply with the Duty of Disclosure is fraudulent, the insurer may refuse to pay a claim and treat the contract as if it never existed.

People you represent

You must make sure you explain the Duty of Disclosure to any person you represent when we arrange any insurance cover for you. Alternatively, you may ask any person you represent to contact us and we will explain their Duty of Disclosure to them directly.

Contact your adviser

If you are unclear about your Duty of Disclosure or require more information about how to comply with your Duty of Disclosure, please refer to the information provided by the relevant insurer in relation to your Duty of Disclosure in the relevant PDS or policy wording. Alternatively, you can call your adviser on 1300 850 757.

Professional indemnity insurance

Professional indemnity insurance is maintained by Gallagher Benefit Services Pty Ltd to cover advice, actions and recommendations which have been authorised by Gallagher Benefit Services Pty Ltd and provided by your adviser. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations. The insurance covers claims arising from the actions of former employees or representatives of Gallagher Benefit Services Pty Ltd, even where subsequent to these actions they have ceased to be employed by or act for Gallagher Benefit Services Pty Ltd.

What should you do if you have a complaint?

If you have any complaints about the services provided to you, you should take the following steps:

- Contact your financial adviser and tell them about your complaint.

- If your complaint is not satisfactorily resolved within three days, please contact Gallagher Benefit Services Pty Ltd on 1800 240 432 or put your complaint in writing and send it to:
Gallagher Benefit Services Pty Ltd
Level 9, 60 Miller Street, North Sydney NSW 2060

Gallagher Benefit Services Pty Ltd will try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following table.

Type of complaint	External complaints service
Financial advice, investments, superannuation or insurance matters	Financial Ombudsman Service (FOS) on 1300 780 808
Personal information held	The Privacy Commissioner on 1300 363 992

The Australian Securities and Investments Commission (ASIC) may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.

Our contact details

Complete Financial Balance Pty Ltd

This FSG was prepared on 3 November 2017 and is issued by Complete Financial Balance Pty Ltd, ABN 82 105 701 871, CAR No. 253569. The distribution of this FSG is authorised by Gallagher Benefit Services Pty Ltd.

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Gallagher Benefit Services Pty Ltd

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Email: sydney@ajg.com.au

Website: www.ajg.com.au

Changes to this FSG

Information in this document may change from time to time. We may make such changes by amending the FSG and publishing an updated version on our website. You may also obtain a printed copy of the updated information by calling 1300 850 757.

Thank you for taking the time to read and understand this important document. This guide helps form the basis of what we hope will be a long and satisfying relationship. We look forward to providing you with exceptional service both now and in the future.