

Alliance Partner Program ("APP")

Infocus has entered into arrangements with certain financial product issuers whereby these issuers provide Infocus with certain benefits and assistance such as (i) premium services for Infocus in terms of servicing client enquiries, (ii) data-feed support for Infocus platforms which enhances information available to clients, (iii) financial support for training and skilling of Infocus advisers, (iv) payments to permit preferential access to Infocus advisers at professional development days, and (v) enhanced fee sharing arrangements. These arrangements are referred to as the Alliance Partner Program ("APP"). The value of the benefits provided by financial product issuers is continuously subject to negotiations and varies from time to time. Infocus believe that the value of the benefits is a material factor and therefore discloses this matter to you. In this context the material factor is a benefit in excess of \$6,500 per annum.

Infocus provides a buyer of first resort agreement to the business owners of its offices. This guarantees the business owner a minimum sale value for their financial planning practice. The sale price is based on the practice's annual revenue with additional consideration provided for most APP products.

Please note that the Infocus Approved Product List is subject to rigorous selection criteria and is not subject to the relevant financial product issuer being a member of the APP. In fact, the Approved Product List continues to include financial product issuers who are not members of the APP initiative. In order to make a full disclosure to you and to enable you to make an informed choice, when Infocus provides you with personal financial product advice in the form of a Statement of Advice (SOA) or Record of Advice (ROA), Infocus will specifically identify to you those APP members whose products have been recommended to you, and the means of calculating the APP benefit if it is readily ascertainable.

Please note that you may specifically instruct your Infocus adviser to exclude financial products from APP members from your portfolio.

How will I pay for the services provided?

You may pay us a fee. Alternatively, we may receive a payment called brokerage/commission, which is paid to us by the financial product issuer. We will give you a Statement of Advice containing details of our fees and any payments made to us by a financial product issuer.

The attached Fee/Brokerage/Commission Schedule details the costs that you may incur if you decide to receive personal financial advice from us.

What information is maintained in my file and can I examine my file?

We maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you. We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. Our privacy policy (available at www.infocus.com.au) sets out in detail our policies on the management of personal information.

You can obtain a copy free of charge from any Infocus office or by contacting the Compliance Manager by telephone on (07) 5436 9400 or writing to PO Box 1396, Buddina Qld 4575.

If you wish to examine your file please ask us. We will make arrangements for you to do so.

What should I do if I have a complaint?

If you have any complaints about the service provided to you, take the following steps. Contact your adviser and tell your adviser about your complaint. If your adviser does not satisfactorily resolve your complaint within 3 days, please contact the Infocus Compliance Manager on (07) 5436 9400 or put your complaint in writing and send it to the Compliance Manager, PO Box 1396, Buddina Qld 4575. We will try to resolve your complaint quickly and fairly. If the complaint cannot be resolved to your satisfaction you have the right to refer the matter to the Financial Ombudsman Service of which Infocus is a member. They can be contacted on 1300 780 808 or you can write to them at GPO Box 3, Melbourne Vic 3001. Infocus has Professional Indemnity (PI) Insurance in place. This PI insurance also covers claims in relation to the conduct of Authorised Representatives who are no longer authorised by Infocus, but who were at the time of the relevant conduct.

Is Infocus a member of any associations?

Infocus is a corporate member of the Association of Financial Advisers Limited (AFA). As a member of the AFA, Infocus and all Infocus representatives are required to adhere to the AFA's Code of Ethics.

In addition, Infocus maintains and also requires its representatives to maintain registers for any alternative remuneration received, where such remuneration is material. The register is referred to as the 'Alternative Forms of Remuneration Register'. The register provides for the following:

- It outlines the Alternative Forms of Remuneration which are paid and received from givers and receivers.
- It is maintained by Fund Managers, IDPS (platform) providers, Representatives and Licensees.

Registers are publicly available and will be provided upon request.

If you have any further questions about the financial services Infocus provides, please contact your Financial Adviser.

Portfoliofocus Pty Ltd (ABN 40 098 278 589) is a marketing entity of the Portfoliofocus - Premium Retirement Service and Portfoliofocus - Premium Investment Service, Portfoliofocus - Essentials Super and Pension Service and Portfoliofocus - Essentials Investment Service, which are operated by Navigator Australia Limited (ABN 45 006 302 987; AFSL No. 236466) ("Navigator"). Portfoliofocus is also a marketing entity of a series of separately managed accounts which is operated by Blackrock Investment Management (Australia) Limited (ABN 13 006 165 975; AFSL No. 230523) ("Blackrock"). Portfoliofocus is also a marketing entity of a Self Managed Super Fund Administration Service which is operated by Smartsuper Pty Ltd (ABN 47 003 822 339; AFSL No. 247120) ("Smartsuper"). Portfoliofocus Pty Ltd is also a marketing entity of the Portfoliofocus Investment Service, Portfoliofocus Master Trust and Portfoliofocus Direct Share Trust which is operated by Oasis Asset Management Limited (ABN 68 090 906 371; AFSL No. 221136) ("Oasis"). Infocus Securities Australia Pty Ltd AFSL / ACL No. 236523 ABN 47 097 797 049 trading as Infocus Money Management

Financial Services / Credit Guide (FSG)

Version 3.0 (01/04/2011)



This document and a separate document about your adviser and remuneration make up the Financial Services Guide.

This guide is designed to assist you in deciding whether to use any of the services we offer and contains important information about:

- Who we are
- What services and financial products we are authorised to recommend;
- The costs associated with our services;
- How we and our associates are paid;
- Any potential conflict of interest we may have; and
- Our internal and external dispute resolution procedures and how you can access them.

Financial Planning Process

When we provide financial advice we will give you an advice / disclosure document that helps you understand and decide whether to rely on our advice. Prior to giving you advice we will make reasonable enquiries about your current financial situation and future needs to ensure the advice is appropriate to your particular circumstances.

Your adviser is required by law to record and verify details about your objectives, financial situation and needs. You are entitled to tell us as much or as little as you choose, however should you choose not to provide full disclosure, we will be required to take the following actions:

- Where the service relates to financial products, we will warn you about possible consequences of the advice limitations so that you can make up your own mind if you will proceed.
- Where this service relates to credit products, we are unable to provide assistance.

The Advice / Disclosure Document will set out:

- Our personal advice and the reasoning which led to the advice
- Our fees and any commissions we may receive; and
- Any associations we have with financial product issuers or other parties which may have the potential to influence the advice we give you.

We will not provide credit assistance where we determine that a credit contract is unsuitable. A contract will be unsuitable if after appropriate investigation we believe either of the following:

- That you will be unable to comply with the obligations under that contract without substantial hardship; or
- That the contract does not meet your particular financial and personal needs and objectives

If you would like a copy of our assessment, at any time up to 7 years, after our assistance, please ask. This can be provided at no cost within 7 business days for requests made within 2 years of our LOE / Service Agreement and 21 business days otherwise.

Letter of Engagement - Service Agreement

To ensure there is clear agreement on the services that will be supplied to you and how they will be delivered, we help you to clearly identify those services that best meet your needs through the completion of a Letter of Engagement (LOE) for the initial advice and a Service Agreement for ongoing advice, which will come into effect once your signature has been applied.

The LOE and Service Agreement outlines the scope of services you have requested as well as any agreed costs of providing that advice.

If we recommend to you a particular financial product we will give you information about the particular financial product by providing you with a Product Disclosure Statement. This will help you make an informed decision about the financial product.

If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions on an “execution only” basis.

If you do not obtain advice, you face the risk that the financial product(s) you select will not fully take into account your objectives, financial situation or needs.

Who is responsible for the Financial Services provided?

Infocus Securities Australia Pty Ltd (Infocus) is responsible for the financial services provided by your adviser including authorising the distribution of this Financial Services / Credit Guide (FSG). Infocus holds an Australian Financial Services Licence and Australian Credit Licence No. 236523. The Infocus head office is located on Level 1, Kawana House, 1 Innovation Parkway, Birtinya Qld 4575 and can be contacted on (07) 5436 9400 or by writing to PO Box 1396, Buddina Qld 4575 or visiting www.infocus.com.au. Information about your adviser is detailed on the insert attached.

How can I give you instructions about services provided to me?

You can generally provide instructions to us either in writing, by telephone, fax or other agreed means such as e-mail. At the time, we will advise you which instructions must be provided in writing.

What kinds of Financial Services and Financial Products are Infocus authorised to provide me and what kinds of Financial Product(s) do those services relate to?

Infocus provides the following services:

Advice	
Wealth Creation	Corporate & Personal Superannuation
Wealth Preservation	Debt Reduction & Mortgage Management
Gearing	Self Managed Superannuation Funds
Retirement Planning	Life Insurance & Income Protection
Estate Planning	Credit Assistance

Infocus provides advice on, and deals in, the following Financial Products:

- Deposit and Payment Products, limited to:
 - Basic deposit products
 - Deposit products other than basic deposit products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life Products, including:
 - Investment life insurance products
 - Life risk insurance products
- Interests in Managed Investment Portfolios, including:
 - Investor directed portfolio services
- Retirement Savings Accounts
- Securities
- Superannuation
- Managed Investment Schemes
- Margin Lending Products
- Credit Services, including:
 - Assistance with mortgages, personal loans & credit cards.

Please refer to the Fee/Brokerage/Commission Schedule which is attached to this FSG, as this will explain any restrictions your adviser has in providing advice to you.

Further advice

Where you are provided with further advice, this may be provided to you verbally and/or in writing as an advice document. An advice document will be in the form of a Record of Advice (ROA) or a Statement of Advice (SOA). Should you require additional copies of advice documents or a copy of a record of the verbal advice given, you may ask your adviser to provide you with a copy either in writing, by telephone, fax or other agreed means such as e-mail at any time within 7 years from the date that further advice was provided.

Does Infocus have any relationships or associations with Product Issuers?

Infocus Securities Australia Pty Ltd is a related company to Infocus Wealth Management Limited (ACN 103 551 015). Infocus Wealth Management Limited is the parent company of Infocus Securities Australia Pty Ltd (Infocus), Portfoliofocus Pty Ltd and Alpha Fund Managers Pty Ltd (Alpha). Alpha Fund Managers Pty Ltd (ACN 124 085 883) is the investment manager of the Alpha fund series of investments and Equity Trustees Ltd (ABN 46 004 031 298) is the responsible entity.

Products approved by Infocus meet rigorous selection criteria. One of the product issuers whose products are recommended by Infocus is Navigator Australia Limited (ABN 45 006 302 987 AFSL No. 236466) (“Navigator”) and Norwich Union Life Australia Limited (ABN 34 006 783 295 AFSL 241686) (“NULAL”) which are ultimately owned by the National Australia Bank Group (“NAB”). MLC Alliance Holdings Pty Ltd, also a member of NAB, holds 25% of the ordinary shares in Infocus Wealth Management Limited.