



**Standard Pacific.**  
Dedication. Understanding. Clarity.

## Financial Services Guide

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# The Financial Services Guide

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This Financial Services Guide (FSG) is offered by:

Standard Pacific Consulting Limited ABN 84 003 315 802 AFSL 237635  
Level 10, 321 Kent Street, Sydney NSW 2000  
Phone: (02) 8275 3899 Fax: (02) 8275 3820  
Email: advice@standardpacific.com.au

This FSG contains important information in relation to:

- The services and types of financial products Standard Pacific Consulting Limited (“Standard Pacific”, “we” or “our”) can offer to you.
- How we are paid.
- Any potential conflict of interest we may have.
- Our internal and external dispute resolution procedures and how you can access them.

When we give you personal financial advice you are entitled to receive a Statement of Advice (“SoA”) and to make sure that the advice is appropriate to you, we must make reasonable enquiries about your current financial situation and future needs.

In the SoA we will also inform you about:

- Our fees and commissions.
- Any associations we have with financial product issuers or other parties which may have influence on the advice we give you.

If we recommend a particular financial product we will give you information about the particular financial product including the features, benefits, fees and risk associated with that product - a Product Disclosure Statement - to assist you to make an informed decision about the financial product.

## What if I am an existing client?

Once you become a client with Standard Pacific and have received a SoA, going forward you can expect to receive written confirmation of any further advice in the form of a Record of Advice (“RoA”) or Statement of Additional Advice (“SoAA”). These are shorter more concise documents used for existing clients. You may request a copy of our advice records we keep. Any request must be made within 7 years of the provision of such advice and should be directed to your adviser.

However, if you are receiving advice in relation to a different type of financial product or your circumstances have changed significantly then we will provide this advice in a SoA as required by the law.



## A guide to our relationship with you and others

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### Who are my advisers?

Your advisers will be salaried employees of Standard Pacific, Australian Financial Services Licence No. 237635.

All of our advisers are authorised representatives of Standard Pacific who are experienced and qualified to provide financial product advice.

If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions. 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?

Standard Pacific is responsible for the financial services provided to you including the distribution of this FSG.

### Do you have any relationships or associations with a financial product issuer?

Standard Pacific may provide you with financial services and products from both related and non-related product providers.

Asteron Life Limited ABN 64 001 698 228 holds all of the shares in Standard Pacific Financial Services (NSW) Ltd ABN 13 003 280 680 which owns 100% of Standard Pacific Consulting Limited ABN 84 003 315 802. Asteron Life Limited is a wholly owned subsidiary of Suncorp-Metway Limited ABN 66 010 831 722 ('**Suncorp**'). Suncorp is listed on the Australian Stock Exchange. The different entities of the Suncorp Group are not responsible for or liable in respect of products or services provided by other entities of the Suncorp Group.

As a member of the Suncorp Group, we may deal in and advise on products provided from related Suncorp Group companies, which include Suncorp-Metway Bank, Asteron Life Limited, Asteron Portfolio Services Limited, Tyndall Investment Management Limited and Tasman Asset Management.

Standard Pacific may receive a commission payment from the above companies as a result of you investing in one of their products or services.

## A guide to our relationship with you and others

What kinds of financial services are you authorised to provide me and what kinds of financial product/s do those services relate to?

Standard Pacific is licensed by the Australian Securities & Investments Commission (ASIC) to provide personal advice, general advice and deal in managed investment schemes, superannuation, securities, basic deposit and payment products, retirement saving accounts, life risk insurance and investment life insurance products.

You need to provide us with a list of your personal objectives, details of your current financial situation, your needs and any relevant information, so that we can offer you appropriate advice in the SoA.

You have the right not to tell us, if you do not wish to. However, if you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation.

You should read the warnings contained in the SoA carefully before making any decision relating to a financial product/s.

Our role is to understand your financial needs and objectives, and to recommend solutions that help you satisfy those requirements. The process we generally follow includes:

We will have initial discussions with you where we will discuss your personal situation and financial objectives. We will then provide a letter to you: -

- Re-stating the facts gathered.
- Advising of a range of expected fees for preparation of a personal financial plan.
- Requesting that you sign an authority to proceed for Standard Pacific to develop a personal financial plan.

Where we have your authority, we will proceed to develop a personal financial plan for you and document this in a SoA. Note: this step generally does not include implementation of the personal financial plan documented in the SoA.

Finally, we will prepare a Portfolio Management Service Agreement to be signed by you covering implementation and on-going management of all or part of the personal financial plan documented in the SoA.

What information do you maintain in my file and can I examine the 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.

## A guide to our relationship with you and others

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What information do you maintain in my file and can I examine the file? (cont.)

We may be required from time to time to disclose information about you to representatives of Standard Pacific and other companies within the Suncorp Group and to other professionals, insurance providers, superannuation trustees and product issuers in order to provide our services and arrange for the issue of financial products.

If you wish to examine your file, please contact us and we will make arrangements for you to do so.

How can I give you instructions?

You may inform us how you wish to give us instructions, for example by telephone, fax or other means such as e-mail.

If we provide you with execution related telephone advice, you may request a record of the execution related telephone advice, at that time or up to 7 years after receiving the advice.

How will I pay for the services provided?

We generally charge fees for service, as agreed with you, based on either an hourly rate or a percentage of funds under advice. We try to avoid commission-based remuneration on investment products. If we do receive commissions paid by investment product providers we will rebate these to you or offset them against our agreed fees.

Commission-based remuneration may be received by us on life risk insurance products.

How are fees calculated for providing financial services?

Our fees depend entirely upon our recommendations and your instructions to implement. You will be notified of our fees in advance and details will be contained in a SoA, RoA, SoAA or a Portfolio Management Service Agreement provided to you before we proceed with your instructions.

- Standard Pacific does not charge for the initial consultation between you and the adviser.
- Time based fees are currently charged at the rate of \$385 per hour inc. GST.
- We may invoice you for a fee when you receive advice or written recommendations. For example, a comprehensive SoA would incur a minimum fee of \$2,200 inc. GST.
- You may pay us a fee to manage your portfolio including written recommendations and regular review meetings. The fee is specified in a Portfolio Management Service Agreement and is generally based on funds under advice, paid quarterly in advance and would incur a minimum quarterly fee of \$1,375 inc. GST.

## A guide to our relationship with you and others

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What commissions or fees do you receive from the issuer of the financial product/s you recommended?

We try to avoid commission-based remuneration on investment products we recommend by generally recommending wholesale products which do not pay commission. If we do receive commissions paid by investment product providers we will rebate these to you or offset them against our agreed fees.

If however, we were to recommend a life risk insurance product we would receive commission from the financial product issuer based on the premiums that you pay. Typically, commission may range from an up front commission of 50% to 130% and an ongoing commission of 0% to 11% of net annual premium. For example, for an initial commission rate of 75% and ongoing commission of 5% on a net annual premium of \$1,000, the amount of commission would be \$825 incl. GST upfront and \$55 inc. GST each year ongoing.

How will I know what fees you may charge me and when I have to pay?

We will inform you in writing in the SoA, the RoA, the SoAA or the Portfolio Management Service Agreement what fees we may charge you and when you have to pay. The SoA, the RoA, the SoAA or the Portfolio Management Service Agreement will also inform you of what commission we may receive from a financial product issuer and whether any of this commission is rebated to your account.

Who benefits from the fees paid and is there any other factor that could influence the fees?

Our advisers are remunerated on a salary basis by Standard Pacific. Standard Pacific will therefore retain 100% of the fees that you pay and for commission received from financial product issuers.

Any of the benefits provided by product providers such as entertainment (e.g. lunches, sporting events etc.) or professional partner sponsors at financial planning conferences and professional development days received by Standard Pacific or our advisers are outlined in our Alternative Forms of Remuneration Register. This is in accordance with industry requirements as outlined in the Financial Planning Association Alternative Remuneration Code of Practice. If you would like to obtain a copy of our register or this Code of Practice please let your adviser know or contact Standard Pacific.

Will anyone be paid for referring me to you?

Where you have been referred to us by someone else, if we pay them a fee or commission in relation to that referral, we will inform you in the SoA, the RoA, the SoAA or the Portfolio Management Service Agreement who will receive that fee or commission and the amount they will receive.

## A guide to our relationship with you and others

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

Your concerns can be expressed verbally or in writing. If you have any concerns about the service provided by us, you may take the following steps.

1. In the first instance, you may wish to contact your adviser to discuss your concerns.
2. If your complaint is not satisfactorily resolved within 5 business days, please contact our Complaints Officer on (02) 8275 3899 or put your complaint in writing and send it to:  
Standard Pacific Consulting Limited  
GPO Box 1576  
Sydney NSW 2001

We will try and resolve your complaint quickly and fairly.

3. If the complaint can't be resolved to your satisfaction you have the right to refer the matter to:  
Financial Services Complaints Service  
PO Box 579, Collins Street West  
VIC 8007  
Phone: 1300 78 08 08  
Email: [fics@fics.asn.au](mailto:fics@fics.asn.au)

Retain this document for your reference and any future dealings with Standard Pacific Consulting Limited. If you have any further questions about the financial services that Standard Pacific Consulting Limited provides, please contact us on (02) 8275 3899 or visit [www.standardpacific.com.au](http://www.standardpacific.com.au)

## Adviser Profile

This information is provided with Standard Pacific Consulting Limited's Financial Services Guide and should be read in conjunction with that document.

### Eric Moses

Eric Moses is an Authorised Representative (No. 308283) and full time salaried employee of Standard Pacific Consulting Limited ("Standard Pacific").

### Financial Planning

Eric is experienced and qualified to provide financial product advice in the following classes of financial products:

- Superannuation
- Securities
- Retirement savings accounts
- Interests in managed fund investment schemes including investor directed portfolio services
- Life products including investment and risk insurance products
- Government debentures, stocks or bonds
- Deposit and payment products

### Services Offered

Services offered by Standard Pacific through Eric include:

- Retirement Planning Advice
- Investment Advice
- Portfolio Management
- Direct Share Advice and Trading
- Self Managed Superannuation Fund Administration
- Tax and Accounting
- Estate Planning Advice

### Contact:

**Standard Pacific Consulting Limited**

Level 10, 321 Kent Street,  
Sydney NSW 2000  
GPO Box 1576 Sydney NSW 2001

Part of the Suncorp Group

**Freecall** 1800 232 001

**Tel:** (02) 8275 3899 **Fax:** (02) 8275 3820

**Email:** [advice@standardpacific.com.au](mailto:advice@standardpacific.com.au)

**Web:** [www.standardpacific.com.au](http://www.standardpacific.com.au)

Australian Financial Services Licensee

**AFS Licence No:** 237635

**ABN:** 84 003 315 802

## Adviser Profile

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### Helen Clare Wood

Helen Wood is an Authorised Representative (No. 317495) and full time salaried employee of Standard Pacific Consulting Limited ("Standard Pacific").

### Financial Planning

Helen is experienced and qualified to provide financial product advice in the following classes of financial products:

- Superannuation
- Securities
- Retirement savings accounts
- Interests in managed fund investment schemes including investor directed portfolio services
- Life products including investment and risk insurance products
- Government debentures, stocks or bonds
- Deposit and payment products

### Services Offered

Services offered by Standard Pacific through Helen include:

- Retirement Planning Advice
- Investment Advice
- Portfolio Management
- Direct Share Advice and Trading
- Self Managed Superannuation Fund Administration

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## Adviser Profile

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### Michael North Ash

Michael North Ash is an Authorised Representative (No. 278389) and full time salaried employee of Standard Pacific Consulting Limited ("Standard Pacific"). Michael is a CFP® Practitioner.

### Financial Planning

Michael is experienced and qualified to provide financial product advice in the following classes of financial products:

- Superannuation
- Securities
- Retirement savings accounts
- Interests in managed fund investment schemes including investor directed portfolio services
- Life products including investment and risk insurance products
- Government debentures, stocks or bonds
- Deposit and payment products

### Services Offered

Services offered by Standard Pacific through Michael include:

- Retirement Planning Advice
- Investment Advice
- Portfolio Management
- Direct Share Advice and Trading
- Self Managed Superannuation Fund Administration
- Tax and Accounting
- Estate Planning Advice

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