

## Our financial planning process

At Fenton & Associates, we follow a defined financial planning process so that you can achieve all of the benefits of financial planning advice.

Of course, everyone is different, with different circumstances, needs and goals. We treat every client as an individual, but by following a defined process, you know what to expect from us.

The initial advice process covers our first appointment all the way through to the implementation of your financial plan. We do this by:

### Identifying where you want to be

Initially, we help you identify your financial and lifestyle goals. This ensures we understand your needs and you can understand what to expect from us.

### Considering the opportunities and risks

We assess your current situation and investigate the range of financial options available for you to reach your goals.

### Bridging the gap

Based on discussions with you and research we conduct, we will devise 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 strategy. 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.

As time goes on and circumstances change, your financial plan will need to be changed to keep up to date with your changing needs. The final step in our advice process ensures your financial plan remains on track, by providing you with regular ongoing advice.

### Staying on track with regular ongoing advice


Finally, 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.

## About Paul Fenton

Paul Fenton has the following Experience and Educational Qualifications:

Experience: Financial Planner since 1986

Qualifications: Diploma in Financial Planning (Dip FP)  
Certified Financial Planner (CFP) 

Paul is an authorised representative of Fenton & Associates – ASIC number 249892.

Paul is permitted to provide the full range of financial services available to Fenton & Associates, as outlined on the following page.

**Please note that whenever these services are provided, we will be acting on your behalf and not on the behalf of any product issuer.**

## Advice we can provide

Paul can provide you with advice on the following strategies and products:

Strategies	Products
<ul style="list-style-type: none"><li>• Guidance on budgeting and goal setting</li><li>• Savings and wealth creation strategies</li><li>• Investment planning</li><li>• Superannuation planning</li><li>• Pre-retirement planning</li><li>• Retirement planning</li><li>• Estate planning considerations</li><li>• Centrelink planning</li><li>• Risk and insurance analysis</li><li>• Business succession planning</li><li>• Salary packaging advice</li><li>• Gearing strategies</li></ul>	<ul style="list-style-type: none"><li>• Cash management trusts</li><li>• Retirement income streams</li><li>• Fixed Interest products</li><li>• Retail &amp; wholesale managed investment schemes</li><li>• Socially responsible investments</li><li>• Hedge funds</li><li>• Master trust products</li><li>• Superannuation products</li><li>• Personal and Group insurance</li><li>• Business succession insurance</li><li>• Self managed super funds</li><li>• Australian &amp; International Shares</li></ul>

## Documents you may receive

Our initial advice will be provided to you in a financial plan, known as a Statement of Advice (SOA). The financial plan contains a summary of your goals and our advice to help you achieve them. You will also receive records of any further advice, if applicable, which you should retain for your information.

You will also receive Product Disclosure Statements (PDS) if we recommend you invest or purchase financial products. The PDS contains key features of the recommended product, significant benefits, risks and the fees you pay the product provider to professionally manage your investment or insurance.

You should read any warnings contained in your financial plan or the PDS carefully before making any decision relating to a financial strategy or product.

## Advice fees

The initial consultation with Paul is at no cost or obligation.

If you decide to acquire advice from us, we will advise you of the fee for your Statement of Advice (SOA) prior to our proceeding with its preparation. It is not possible to pre-empt fees, as these differ according to the nature and complexity of services being provided. Our fee generally ranges between \$660.00 and \$4,400.00.

To streamline our services, we may recommend AXA products. As a consequence, we participate in the Value Participation Scheme (VPS). VPS is a cash payment based on total funds under management for AXA products.

We offer a range of ongoing service arrangements, for which an hourly fixed rate consultation fee or ongoing review fees apply. We will explain these fees in your Statement of Advice, for your consideration.

*As a Director, Shareholder and Authorised Representative of Fenton & Associates, Paul Fenton is remunerated by way of Salary and Dividends.*

If you were referred to us by a third party, Fenton & Associates may forward referral payments to the third party. These amounts do not involve additional costs to you and will be disclosed in your Statement of Advice.

Authorised Representatives of Fenton & Associates may be offered other benefits from third parties such as invitations to golf events, tickets to sports/entertainment events. When accepted, the details of these benefits are fully disclosed in our Public Register, which you may inspect at any time.

## Privacy

In providing our services we will collect personal information about you, including sensitive information (e.g. state of health for insurance purposes). You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

Please note we treat all information you provide to us in confidence and will take all reasonable steps to ensure non-disclosure to anyone other than for the purpose of fulfilling your instructions.

We treat all client information in accordance with the provisions of the Privacy Act 1988, which ensures the privacy and security of your personal information.. Do not hesitate to contact our office if you would like a copy of our Privacy Policy Statement.

## Professional Indemnity Insurance

Professional indemnity insurance is maintained by Fenton & Associates to cover advice, actions and recommendations which have been authorised by Fenton & Associates and provided by Paul Fenton. This insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

## Problems with our service

If you have difficulty with our services please be aware we will do everything within reason to address and resolve your concerns.

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

- 1) Contact Paul Fenton and tell him about your complaint.
- 2) If your complaint is not satisfactorily resolved within 3 days, please contact Lisa Kovacs, Practice Manager of Fenton & Associates, on (02) 4227 3335 or put your complaint in writing and send it to us at PO Box 794, Wollongong NSW 2520. We will try to resolve your complaint quickly and fairly.
- 3) If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Scheme listed in the following table.

Type of complaint	External complaints service
Financial advice, investments, superannuation or insurance matters	Financial Ombudsman Service (FOS) on 1800 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.

## Associations

Fenton & Associates currently pay the Global AXA Group for the provision of back office services, inclusive of research, compliance and technical support.

Fenton & Associates use these services in conjunction with information sourced from various other companies such as Morningstar (research), Investor Web (research) and Virtual Broker (stock broking research).

## Client Testimonials

You should carefully consider which financial planning practice to employ.

Fenton & Associates has collected numerous client testimonials to reassure you of our ethical standards, and the quality of advice and service we provide. These testimonials are available for inspection at our Wollongong office. A sample is provided on our website at [www.fentonandassociates.com.au](http://www.fentonandassociates.com.au)



FENTON  
& ASSOCIATES

Australian Financial Services Licence Holder  
Licence Number: 246580 ABN: 94 304 403 582

Level 1, 26-28 Market Street  
Wollongong NSW 2500  
Tel: 0242 27 3335  
Fax: 0242 27 5553  
E: [direct@fentonandassociates.com.au](mailto:direct@fentonandassociates.com.au)  
W: [www.fentonandassociates.com.au](http://www.fentonandassociates.com.au)

# Financial Services Guide

Version 10 - February 2011

The financial services referred to in this guide are offered by Paul Fenton

This guide is provided to you by Fenton & Associates



## Important

Before we provide you with financial advice, you should read this Financial Services Guide (FSG) as it contains important information designed to help you decide whether to engage our services.

It contains information about the services we offer, how we are paid, any potential conflicts of interest, our internal and external dispute resolution procedures and how you can access them.

Should you become a client of our practice, we will provide you with other documents such as Statements of Advice and Product Disclosure Statements.

These documents are to assist you in making informed choices about your financial situation.



## About Us

*Fenton & Associates specialise in the provision of comprehensive, tailored financial planning services.*

- Fenton & Associates*
- is privately owned and licensed
  - was established by Paul Fenton & Lisa Kovacs in November 1999
  - employ qualified and experienced advisers & support staff
  - is a Principal member of the Financial Planning Association (FPA)
  - is a member of the Financial Ombudsmen Service
  - Hold Professional Indemnity Insurance

*At Fenton & Associates, our clients best interests are of foremost importance. We strive to provide exceptional advice and service, and we are committed to educating ourselves as knowledge is vital in a world of constant change, economically and legislatively.*