



B.N.C. Financial Services Pty Ltd

ABN: 66 264 769 659

Corporate Authorised Representative

PO Box 1735, Buderim, QLD 4556

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Wayne Platz*

Adv.Dip (FP).Fin.Serv (Fin Plan) Dip.FP

BNC Financial Services is a family business with a strong focus on strategic advice and personal service. We understand how important it is to plan properly for your financial future without risking all that is important to you now.

Wayne Platz established BNC Financial Services in 2003 to provide quality financial advice and services that draw on his extensive experience in strategic planning, corporate superannuation and funds management.

His wealth of knowledge offers a strong foundation for the delivery of tailored advice to achieve your financial and lifestyle goals. Wayne specialises in developing strategic financial plans for families, couples, individuals and small to medium businesses who want to:

- Accumulate wealth
- Protect their income and assets
- Invest a lump sum
- Invest superannuation effectively
- Invest via a Self Managed Super Fund
- Invest in a regular savings plan
- Invest directly into securities

Education and Qualifications

- Diploma of Financial Services (Financial Planning)
- Advanced Diploma of Financial Services (FP)
- Diploma of Financial Planning
- Diploma in Financial Markets

Memberships

- Association of Financial Advisers (AFA)

Australian Unity has been helping Australians to create secure financial futures since 1840

Australian Unity's origins can be traced back to 1840 when one of our forebears Manchester Unity was established as a friendly society whose purpose was to provide assistance to members who suffered financial hardship.

It was a service based on mutual trust and dependability, and it is an ideal Australian Unity still holds true today.

And while we have grown to become a major provider of financial services in Australia with substantial resources, we will always be driven by our community-based values

and our heritage of helping Australians to create secure financial futures.

This, combined with our corporate strength and our leading edge financial planning capability, means we are uniquely placed to offer you high quality personalised financial advice and services... and in so doing ensure you create a secure financial future.



Financial Services Guide

Australian Unity Personal Financial Services Limited

Level 14

114 Albert Road

SOUTH MELBOURNE VIC 3205

ABN 26 098 725 145 AFSL: 234459

Phone: 03 8682-6321

Facsimile: 03 8682-6399

This Financial Services Guide (FSG) contains important information about:

- the services we offer you and information designed to assist you in deciding whether to use any of those services;
- how we and our associates are paid;
- any potential conflict of interest we may have in providing you with the services; and
- our internal and external dispute resolution procedures and how you can access them.

When we give you financial advice – in a *Statement of Advice (SoA)* - we must make reasonable enquiries about your objectives, financial situation and needs in order to ensure advice is appropriate to you.

In the SoA we will, amongst other things, tell you about:

- the basis on which the advice is or was given;
- our fees and commissions; and
- any associations we have with financial product issuers or other parties which may have influenced the advice we give you.

If you apply for or acquire a particular financial product, we will give you a *Product Disclosure Statement (PDS)* prepared by the issuer of that product. The PDS will assist you to make an informed decision about that financial product and whether to acquire it as it contains, amongst other things, product features and benefits and information about your cooling-off rights.

Version: FP245520 V-2

Date: 25 October 2011

Who is my Provider?

The financial services referred to in this FSG are provided by:

Wayne Platz
ASIC Authorised Representative Number: 245520
PO Box 1735
Buderim Qld 4556
Telephone: 07 5456 2947
Fax: 07 5456 1579
Email: info@bncfinancialservices.com

The Provider is an authorised representative of and provides the financial services referred to in this FSG on behalf of Australian Unity Personal Financial Services Limited (AUPFS). The Provider is employed by B.N.C. Financial Services Pty Ltd which is also an authorised representative of AUPFS.

If you do not wish the Provider to advise you in relation to the financial products, the Provider may deal in or arrange those products by carrying out your instructions (ie product placement only). 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?

AUPFS is responsible for the financial services provided by your Provider. AUPFS authorises the distribution of this FSG.

AUPFS is an Australian Financial Services Licensee, (No. 234459) and can be contacted at:
Level 14, 114 Albert Road
South Melbourne Vic 3205
Telephone: 03 8682-6321
Facsimile: 03 8682-6399

Do you have any relationships or associations with financial product issuers?

AUPFS is part of the Australian Unity group of companies and as such is associated with the following product issuers:

- Australian Unity Property Limited (AUPL);
- Australian Unity Investment Bonds Limited (AUIBL) ;
- Australian Unity Finance Limited (AUFL) ; and
- Australian Unity Funds Management Limited (AUFML).

- Lifeplan Australia Friendly Society Limited

What kinds of financial services is the Provider authorised to provide me and what kinds of financial product/s do those services relate to?

Your Provider is authorised by AUPFS to advise on and deal in;

- 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 and life risk insurance products (broking),
- interests in managed investment schemes including investor directed portfolio services,
- retirement savings accounts,
- securities,
- superannuation, and
- self managed super funds.

You should be aware that the Provider operates using a selected range of researched products and cannot advise on products other than from this range. This approved list is extensive and incorporates a range of external fund managers and life companies.

The Provider can provide you a copy of this list upon request.

<p><i>What information should I provide to receive personalised advice?</i></p>	<p>You need to provide us details of your personal objectives and needs, details of your current financial situation and any other relevant information, so that we can offer you the most appropriate advice possible.</p> <p>You have the right not to disclose your personal information to us. However, if you do not provide us with sufficient information, the advice you receive may not be appropriate to your needs, objectives and financial situation.</p> <p>You should read the warnings contained in the SoA carefully before making any decision relating to a financial product/s.</p>
<p><i>What information do you maintain in my file and can I examine my file?</i></p>	<p>We maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations we have made to you and the basis for making them.</p> <p>In order to implement some of the personal advice we provide to you, it may be necessary to collect some personal identification information from you and pass that on to product issuers. This is a requirement of the Anti-Money Laundering/Counter-Terrorist Act.</p> <p>We are committed to implementing and promoting our privacy policy which will ensure the privacy and security of your personal information. A copy of the Australian Unity Privacy Policy is attached for your information.</p> <p>If you wish to examine your file please ask us. We will make arrangements for you to do so.</p>
<p><i>How can I give you instructions about my financial product/s ?</i></p>	<p>You may tell us how you would like to give us instructions. For example by telephone, fax or other means such as e-mail.</p>
<p><i>How will I pay for the services provided?</i></p>	<p>You may pay us a fee and all cheques must be made payable to Australian Unity Personal Financial Services Limited. Alternatively, we may receive a payment called commission, which is paid to us by the financial product issuer/s. We will give you a SoA containing details of our fees and any payments made to us by a financial product issuer/s.</p>
<p><i>How are any commissions, fees or other benefits calculated for providing the financial services?</i></p>	<p>Please refer to the Schedule of Fees for further information.</p>

Who benefits from the fees paid and are there any other factors that could influence the advice I have been given?

AUPFS will retain a portion of the fees or commissions we are paid by you or the product issuer and the remainder is paid to B.N.C. Financial Services Pty Ltd. This may range from 80% to 90% of the **total** fees and commission received, depending on the level of business written.

For example: Let's assume we are paid total fees/commissions of \$1,000 for the financial services provided (as per the previous question). This may be a SoA fee, commissions or a fee for service basis. These fees are initially paid to AUPFS. AUPFS then splits these fees as follows:

Australian Unity Personal Financial Services Limited	(20%)	\$200
B.N.C. Financial Services Pty Ltd	(80%)	\$800

Total Fees Paid		<u>\$1,000</u>
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The Provider is paid a fixed salary and may be entitled to performance bonuses and incentives. The Provider's employer, B.N.C. Financial Services Pty Ltd may pay performance bonuses and incentives. These bonuses and performance incentives may be calculated as follows:

For example, 25% of quarterly profit in excess of budgeted profit -
if quarterly profit is in excess of budgeted profit by say \$10,000
then the bonus would be \$2,500

Other arrangements

AUPFS has entered into arrangements to receive monetary support from various platform providers, master trust administrators and fund managers based on the total funds under management. We will provide specific details of these arrangements in the SoA.

Will anyone be paid for referring me to you?

We may engage in referral practices with external parties. There may be occasions where AUPFS representatives engage in commission sharing and referral arrangements with other AUPFS representatives or external parties. Where this occurs, we will tell you in the SoA who will receive that fee or commission and the amount they will receive.

What should I do if

I have a complaint?

AUPFS is a member of the Financial Ombudsman Service Ltd.

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

1. Contact your Provider and tell your Provider about your complaint.
2. If your complaint is not satisfactorily resolved within 7 days, please contact:

Complaints Manager
Australian Unity Personal Financial Services Limited
114 Albert Road South Melbourne Vic 3205.
Telephone: 03 8682-6347

We will endeavor to 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 the relevant External Dispute Resolution Scheme listed below:

Financial Ombudsman Service Ltd
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GPO Box 3 Melbourne Vic 8007 Telephone: 1300 780 808

This External Dispute Resolution Scheme can make a decision that AUPFS is obliged to follow.

4. The Australian Securities and Investments Commission (ASIC) also has a Freecall Infoline on 1300 300 630.

AUPFS has Professional Indemnity Insurance policies in place to cover for the services we provide to you. This includes claims relating to conduct of the provider that is no longer authorised under AUPFS's licence (but who was at the time of the relevant conduct).

If you have any further questions about the financial services AUPFS provides, please contact us.

Retain this document for your reference.

Schedule of Fees

<p>Statement of Advice Preparation Fee</p>	<p>A flat dollar fee for the preparation of a Statement of Advice (financial plan) applies. This fee will be negotiated with you depending on the complexity of the plan and can range up to \$5,500 (including GST). If we provide any services up to and including the preparation of a Statement of Advice but you do not choose to proceed to implement the advice, then our fee to you will be calculated on the basis that the first hour of our consultation is free and for each hour thereafter is charged at the rate of \$250 per hour (incl. GST).</p> <p>You will be informed of the exact fee prior to the preparation of the SoA and subsequently invoiced by AUPFS for this fee.</p>
<p>Upfront Commissions for Financial Products (except Insurance)</p>	<p>Commissions vary from one financial product issuer to another. The financial product issuer pays these commissions to us when we place your investments with them. We rely on these commissions for our income and to meet our expenses.</p> <p>In some instances commissions are paid out of your investment and in other instances the product issuer pays it. The method of the commission payment will be disclosed in the Statement of Advice provided to you when you receive personal advice.</p> <p>For example, if we are to be paid a commission and you invested \$10,000 in a managed fund with a 2% entry fee and if the upfront commission payable to us is equivalent to the entry fee we will receive an initial commission of \$200, calculated as follows: $\\$10,000 \times 2\% = \\200 (incl GST)</p> <p>The cost of establishing a direct share portfolio will be 2% of the value of the shares purchased with a minimum fee of \$250.00 (incl. GST).</p>
<p>Ongoing Commissions for Financial Products (except Insurance)</p>	<p>After we arrange a financial product, the financial product issuer may pay us an ongoing commission each year of up to 0.66% (including GST) of the total value of your investment at the time the ongoing commission is paid. In most cases, this commission continues to be paid for the life of the product. We also rely on these commissions for our income and to meet our expenses.</p> <p>For example, if your investment has grown from \$10,000 to \$12,000 at the time ongoing commission is paid and the ongoing commission rate is 0.50%, we will receive an ongoing commission of \$60 for that year, calculated as follows:</p> $\$12,000 \times 0.5\% = \60 (incl GST)
<p>Ongoing Service Package</p>	<p>The Ongoing Service Package includes ongoing reviews of your portfolio, newsletters and seminar invitations. The ongoing service package costs up to a maximum of 2% (including GST) of the total investment portfolio.</p> <p>In some circumstances, ongoing commission may be payable to us by the financial product issuer. In these circumstances, the ongoing service package fee will be reduced by the amount of the commission payable. For example, where the average ongoing commissions from the product issuers total 0.60%, the ongoing service package fee would be 1.4% of the total investment portfolio (2% less 0.60%). The ongoing service package fee may be deducted from your investment portfolio either monthly, quarterly, half yearly or annually or alternatively paid directly to us by you.</p>
<p>Insurance Commissions only</p>	<p>Where we arrange an insurance product, the insurer pays us an upfront commission and an additional commission when the product is renewed each year. The rate of initial commission payable ranges up to 123.75% of the base premium. The rate of renewal commission ranges up to 35%.</p> <p>For example, if you purchase a life insurance policy with an annual premium of \$1,500 AUPFS may receive an initial payment of up to \$1,857. $\\$1,500 \times 123.75\% = \\$1,857.00$</p> <p>AUPFS may also receive an ongoing commission of up to \$525.00 per annum.</p> $\$1,500 \times 35\% = \525.00
<p>Adhoc/Fee for Service Advice</p>	<p>In some circumstances you may choose to receive ad-hoc advice or receive advice on a fee for service basis. Typically, the hourly fee for such advice is within the range of \$250 and \$440 per hour (including GST) depending on the size and complexity of the portfolio. The hourly rate will be agreed upon prior to commencing the work, and an estimate of the time required will also be provided. You will be invoiced for these fees after the service is provided.</p>
<p>Alternative Remuneration</p>	<p>As a Principal Member of the Financial Planning Association of Australia, AUPFS and its representatives maintain a publicly available register detailing Alternative Forms of Remuneration in excess of \$300 that your provider has received from financial product issuers. If you wish to view your Provider's register please let them know.</p>
<p>Other Arrangements</p>	<p>AUPFS has entered into arrangements to receive monetary support from various platform providers, master trust administrators and fund managers based on the total funds under management. We will provide specific details of these arrangements in the SoA.</p>

Commission Details	Details of the commissions payable to us from the various financial product issuers are contained in the PDSs of the financial product issuers. If you receive personal advice from us, we will tell you about any commissions, fees and any other benefits, where possible in actual dollar amounts, in the SoA. Our adviser will give you this SoA, before we proceed to act on your instructions.
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You have the right not to disclose your personal information to us. However, this may limit our ability to provide you with the products and services you have requested.



Australian Unity Privacy Policy

Privacy Commitment

Australian Unity and its subsidiaries respect the privacy rights of our members, customers and other organisations with whom we deal. Australian Unity is committed to complying with all applicable privacy laws including the Privacy Act 1988 (Cth) and National Privacy Principles.

Australian Unity and its subsidiaries include but are not limited to our dental and optical centres, investments, financial planning, mortgage broking, private health insurance and retirement living services businesses. References to 'we', 'our', 'us' and 'Australian Unity' within this policy refers to the Australian Unity group of businesses.

What personal information do we collect?

We only collect personal information (including health information if you are a health customer) necessary to manage our relationship with you, administer the products and/or services you request, notify you about our products and services and to comply with applicable Laws. Information collected is only used and disclosed in a manner consistent with applicable Laws and this privacy policy.

The personal information we may collect, hold and/or use about you will depend on the type of product/service you request. Examples of personal information we may collect include, but are not limited to:

- Personal identification and contact details
- Banking, payment and contribution details
- Tax file & Medicare numbers
- Health and claims information
- Records of service contacts, inclusive of voice recorded telephone conversations
- Registration to Wellbeing programs
- Financial situation, needs and objectives
- Employment details and history

We will only collect, maintain and use personal information about you if it is necessary for us to adequately provide you the products and services you have requested, or to meet our obligations under applicable Laws, for example the Anti-Money Laundering and Counter Terrorist Financing Act (2006) (**AML Act**).

We will at all times seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access and disclosure. Additional privacy measures are employed to protect sensitive information (such as health information).

Personal information records are held for a period considered appropriate to provide you with the product/service you require and consistent with applicable Laws and the Privacy Act. Should you cease to be a customer of Australian Unity, any personal information which we hold about you will be maintained for the relevant periods required by Law.

How do we collect your personal information?

We collect personal information from face to face interviews, application forms, claims forms, correspondence (written and verbal) and Wellbeing program registrations.

In most cases, we collect your personal information directly from you. However, if this is not practical, we may collect information about you from another person or entity.

Some examples of where this may occur include:

- Receiving information from a person to whom you have granted a delegated authority.
- Requesting spouse or dependant information related to a family private health insurance cover from the main policyholder.
- Spouse and dependant information in the provision of financial planning services may in some circumstances be collected from one member of a couple.
- When you are admitted to hospital, personal information about you and your condition is provided by the hospital to the private health fund to enable your claim to be paid. We may be assisted with this process via our agent, the Australian Health Service Alliance Limited.

How do we use your information?

We use your information to primarily manage, deliver and administer the products and services you request. Personal information may also be used so that we can offer products and services to you (including special offers and discounts), to extend our relationship with you and to develop products and services better suited to our customers needs. We may also use and analyse your information to meet our obligations under applicable Laws, for example the Know Your Customer requirements of the AML Act.

We respect the rights of our customers to choose the material they want to receive and how they wish to receive it, including by electronic means. You can therefore choose to receive only the materials you want by calling 13 29 39.

Wellbeing Programs

We may use information to develop specific health programs for our health insurance members. Programs may be of a general nature and available to all private health insurance members and some programs may be offered on an invitation only basis (based on a set of criteria) with an aim of treating a specific illness or condition.

Participation in any program is voluntary and conducted on an opt-in basis. Upon opting into a program, you will be advised of any further privacy issues that may relate directly to your participation. You may opt in or withdraw from a program at any stage.

Who do we disclose information to?

Australian Unity will only disclose personal information to third parties for the purposes of managing, delivering and administering the product and/or service you require and in accordance with this policy and applicable Laws.

For example, we may disclose **relevant** personal information to:

- Agents and brokers (intermediaries) to enable them to efficiently answer enquiries and process transactions.
- A person acting on your behalf including a financial advisor, trustee, attorney or person to whom you have granted a delegated authority.
- Service providers engaged to carry out functions on our behalf. For example, mail houses, outsourced administration services, claims or fraud auditors/investigators and internal or external claims assessors for past or pending claims.
- Hospital and other providers may query your level of private health insurance cover including any excess requirement for the purposes of providing services to you and/or enable them to process your claim directly with Australian Unity electronically.
- Your financial planner who in turn may disclose information to superannuation funds, trustees, insurance providers and product issuers for the purpose of giving effect to your financial plan and recommendations made by them.
- Wellbeing programs where you have provided consent for this disclosure to occur.
- For legal reasons, disclosure may need to be made to law enforcement agencies, government agencies, courts or external advisors, for example to meet our obligations under the AML Act.

Website

If you access your account information online through our website (using a registered user identification), we may collect personal information electronically. For example, we may collect information about your visits by using 'cookies'. A cookie is a packet of information which is sent by our website to your computer to track your use of our website and to allow you to efficiently access your account information. Generally, we use cookies for security purposes

and to assess the usage and improve the functionality of our website.

We use both session cookies and persistent cookies. A session cookie is temporary and is automatically destroyed once your web browser is closed. All of the e-commerce and customer service functions of our website rely on session cookies. These web pages will not work if session cookies are explicitly blocked or disabled within a web browser. A persistent cookie is a small text file stored on the user's computer for an extended period of time. Your web browser can be set to reject cookies. To disable cookies, please refer to the help menu within your web browser. If you reject persistent cookies you will still be able to access our website, but may not be able to take advantage of certain features.

We take care to ensure that the personal information you give us on our website is protected. Australian Unity uses a range of security measures to help ensure this security. Our website contains more detailed information on specific privacy and security procedures.

Our website contains links to other sites, which are not subject to our privacy standards policies and procedures. You will need to review those websites directly to ascertain their particular privacy policies and practices.

Access and Correction

You have the right to correct your personal information held by us if you believe it to be inaccurate or out of date. We will then amend your records accordingly. If we disagree with the correction, we will advise you of the reasons for doing so and will make a note on your record of this.

You have the right to access your personal information. This can be arranged so by calling 13 29 39 or writing. Your request should include a detailed description of the information required. To ensure information is only disclosed to those entitled to it you may be asked for identification, or in the case of a telephone call asked to answer a series of questions to verify your identity.

If we are unable to provide you with access to your information, we will inform you of the reasons why.

Privacy Enquiries & Complaints

If you have an enquiry or complaint about our information handling practices, please contact us by calling 13 29 39 or alternatively write to:

Group Privacy Officer
Australian Unity Limited
114 Albert Road
South Melbourne VIC 3205

It is our intention to resolve any complaint as quickly as possible and to your satisfaction. If you are unhappy with the response provided by us, you may refer your complaint to the Office of the Privacy Commissioner for further consideration.

Director, Compliance
Office of the Privacy Commissioner

GPO Box 5218
SYDNEY NSW 2001

This privacy policy is made on behalf of Australian Unity Limited (ABN 23 087 648 888) and its subsidiaries.

Date: February 2008