

COMMISSION-FREE FINANCIAL ADVICE

Financial Services Guide

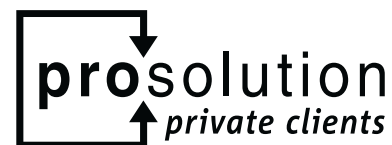
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I confirm that I have received
a copy of this FSG:

Signature

Date: / /

This document has been prepared for financial planning clients of Justine Hendry.
This document explains our philosophy, our method and our fees.
Please feel free to contact us if any aspect of this document is unclear.



Justine Hendry

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About ProSolution Private Clients – Wealth Advisory

ProSolution Wealth Advisory Pty Ltd (herein referred to as “ProSolution Wealth Advisory” or “PWA”) provides financial planning advice to clients. PWA is a corporate representative of Dover Financial Advisers Australian Financial Services, License Number 307248.

In addition to financial planning services, ProSolution Private Clients offers a full range of finance and mortgage broking services (through its Debt Advisory & Broking division). Within PWA, Justine Hendry has many years experience in the development of well-considered and prudent financial strategies that are designed to maximise her client’s financial wellbeing.

Justine can provide assistance and advice on the following aspects of your financial management:

- Investments (residential property, shares, cash and managed investments);
- Superannuation (including self managed superannuation);
- Life Insurances;
- Debt Management;
- Cash flow Management;
- Retirement Planning.

The Corporations Act 2001 defines various financial products and regulates the way in which consumers can be advised about those products. Dover Financial Advisers Pty Ltd has a list of approved financial products which is made available to all authorized representatives. This list of approved financial products is one of the longest of any financial planning service in Australia. PWA’s financial planning practice is independently owned and is not bound in any way to only use financial products provided by a particular product provider. If you would like to view the approved financial products list, please ask Justine.

Unlike other financial planners, PWA is allowed to recommend investments such as directly held residential or commercial property. This means that we are uniquely placed to be able to address all of your financial planning needs.

Through Dover Financial Advisers, PWA maintains professional indemnity insurance at all times.

How we Deliver Our Wealth Advisory Service

A number of elements must come together in order for an effective financial plan to be developed and implemented. We have developed a systematic process which enables us to ensure that our advice is as well-informed and relevant to your situation as it is possible for advice to be. As a client of Justine Hendry, you can expect the following process:

1. Getting to Know You

In order to be able to give you advice that best suits your circumstances, we take the time to gain an understanding of all aspects of your financial profile. We do this by completing, in conjunction with you, the client questionnaire (available on our website).

Many clients complete the full questionnaire before their first meeting with Justine. Other clients prefer to have Justine complete the questionnaire during a meeting. It is really up to you.

When it comes to financial planning, the more information the better. So, please take the time to think about each element of the questionnaire and help us to ensure that we are as well-informed as possible.

As part of the ‘getting to know you’ stage of our work, we will meet with you at least once. Meetings can be more frequent if required.

2. Consideration and Research

Once we have ascertained your financial information, we will take the time to consider your needs and goals and then conduct whatever research is required for us to be able to create a plan that is designed to help you meet those needs and goals.

The amount of time spent at this stage will vary according to your specific needs.

3. Delivery of Advice

Once we have decided on a plan for you, we will take the time to prepare a ‘statement of advice.’ Your statement of advice will contain all the information that you need in order to understand the advice that we are providing to you and the basis upon which we think it will meet your needs.

In addition to the statement of advice, we will provide any other documents which you need in order to fully understand what we are proposing for you. These documents may include educational material or the ‘product disclosure guide’ for any financial products recommended by us.

The statement of advice may be delivered in one of three forms: in a face to face meeting, electronically via email or via the post. It is important that you realise that our service does not end with the delivery of advice. In many ways, the delivery of the advice actually represents the beginning of our service to you.

In conjunction with you, we will decide upon an implementation plan to ensure that our advice becomes more than just a good idea.

4. Implementation of Advice

In order for our advice to be effective, it needs to be properly implemented. Our statement of advice will contain instructions on how the advice should be implemented. In addition to this, we will continue to work with you to ensure that the advice is properly implemented.

5. Review of Advice

Financial plans should be reviewed on at least an annual basis. We will discuss your desires for ongoing reviews and arrange a service accordingly.

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Getting Started

Getting started with PWA is easy. Simply visit our website and complete either the short or full questionnaire. Alternatively, contact Justine Hendry on (03) 8624 4600 to arrange an appointment.

In order to ensure that this meeting covers all aspects of your financial management, we ask that you at least complete the short questionnaire. Ideally, we would like to receive the more detailed 'full' questionnaire before we meet with you. This will give us the opportunity to review your information and prepare for our initial meeting with you.

The full questionnaire asks for an extensive amount of information and it may take you some time to gather this information. Please take the time to do this. Our experience is that an hour spent in preparation is always an hour well-spent.

In addition to the information requested in the questionnaire, we would appreciate being provided with the most recently completed copies of the accounts and tax returns for you and any entities which you are using (for example a business or a self managed superannuation fund).

Please also feel free to provide us with any other information that you feel is relevant to your circumstances. There is no such thing as 'too much information' when it comes to the provision of financial advice.

Dispute Resolution

All providers of financial services are obliged to offer dispute resolution services to their clients. Dover Financial Advisers is no exception. This obligation is a key tenet of the consumer protection principles of the Australian Financial Services Licensing system.

If you have a complaint about our service, the following process is available to you:

1. Contact Justine Hendry on (03) 8624 4605 or the director of ProSolution Private Clients, Stuart Wemyss on (03) 8624 4610 to explain your situation.
2. If this does not resolve your complaint, please put your complaint in writing to Dover at its head office at PO Box 68, Sandringham, Victoria 3191.
3. If your complaint is not resolved by this stage, you can access our external dispute resolution scheme. Dover Financial Services is a member of the Financial Ombudsman Service (FOS). FOS can be contacted on 1300 780 808. This is a free service to complainants.

Fees

PWA pays a monthly service fee to Dover Financial Advisers. In return for this service fee, PWA retains all fees generated from the service provided to you. These fees are first paid to Dover Financial Advisers, who pass the fees on to PWA once a month.

PWA charges direct client fees for financial planning services. These fees will be communicated to you prior to PWA commencing any chargeable work.

Our advisory fees generally range from \$7,000 to \$12,000 plus GST. It is unlikely that the advisory fee will exceed \$10,000 unless your situation is very complex. GST is payable on financial advice. This fee will cover the preparation of your Statement of Advice. A cost for implementing your plan may be charged in addition to the above advisory fee. Implementation fees can only be ascertained once your Statement of Advice has been prepared. Examples of these costs include:

- Insurance premiums and cost of implementation;
- Legal fees such as company registration charges;
- Payments to service providers such as buyer's advocates, etc.

Sometimes clients 'balk' at the prospect of paying fees directly to their adviser. We can assure you that, in virtually every situation, the impact on your wealth will be less than the impact of using a financial planner who receives a commission. This is true for a variety of reasons, including the fact that there is no incentive for us to recommend products just because they pay a high commission. In addition, the chances of you being able to claim a tax deduction for the fee that you pay is maximised when you pay the fee directly. Commissions are never tax deductible.

Fees – Ongoing Reviews

We recommend that we meet with you at least once a year to review your circumstances and ensure that the advice remains relevant to your circumstances. We can of course meet more often than this if required. In regards to the cost of our ongoing service, this will be outlined in your Statement of Advice and discuss at our meeting.

If, during the course of an annual review, it becomes clear that there is a need for new advice to be written and implemented, we will once again provide a written quote of the cost of this work.

PWA will agree upon a fee basis and amount before providing any chargeable services to you.

It is very important that our clients are aware of all the fees that we are collecting for the work done on your behalf. This is the simplest and best way to ensure that your interests are being maintained at all times. Please feel free to discuss any aspects of our fees at any stage of our association with you.