



Professional
Investment
Services

Financial Services Guide

Professional Investment Services Pty Ltd

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Throughout this Financial Services Guide, Professional Investment Services Pty Ltd is referred to as "PIS", "we", "us", "our" or any variations. All rates and amounts included throughout are inclusive of GST unless otherwise stated.

Key Information Statement

The Financial Services Guide (FSG) is designed to assist you in deciding whether to use any of the services offered in the FSG.

The information in the FSG covers such aspects as:

- Information about PIS as licensee
- Who will be responsible for providing the financial services
- Details of the financial services and/or products PIS can provide as well as details of what services and/or products PIS does not provide
- The financial planning process
- Documents you may receive
- Further important information about the advice/recommendations
- Fees and remuneration received by PIS and your Adviser
- Relationships which might influence PIS or your Adviser in providing financial services
- The complaints procedure and compensation arrangements

When your Adviser provides financial services you may receive either or both a Statement of Advice (SoA), (or other relevant advice document), and a Product Disclosure Statement (PDS).

The SoA, (or other relevant advice document), details the financial advice provided to you, and covers such matters as fees and remuneration payable, risks associated with the advice, and details of any relationships which might influence your Adviser in providing financial advice. The PDS details all aspects of the product and/or investments recommended.

The purpose of these documents is to keep you fully informed in relation to the entire financial planning process.



Professional Investment Services Pty Ltd - Who We Are

Established in 1996, Professional Investment Services Pty Ltd (PIS) (ABN 11 074 608 558/Australian Financial Services (AFS) Licence 234951) is an Australian financial services licensee that offers a broad range of financial services. Core operations include the provision of financial advice and the distribution of investment and risk insurance products to clients who recognise the need to build their wealth and plan for the future.

Since inception, PIS has grown rapidly in a competitive market. PIS (referred to in this document as 'PIS', 'we', 'our' or 'us'), aims to provide you with quality financial advice and a wide choice of products and services to suit your individual circumstances.

PIS became a wholly owned subsidiary of Centrepoint Alliance Limited (CAF), an ASX listed company, in December 2010.

What is the purpose of this Financial Services Guide (FSG)?

This FSG is an important document. It provides you with information about PIS and the advice and financial services we are able to provide.

It is intended that this FSG should assist you in determining whether to use any of the financial services offered by PIS.

The Authorised Representative Certificate, which contains specific information about your Adviser, forms part of, and must be read in conjunction with this FSG. If you cannot verify that your Adviser has an Authorised Representative Certificate, please ask your Adviser for a copy or alternatively contact our Head Office.

Relationship between PIS and your Adviser

Who will be responsible for providing the financial services?

As a Professional Practice of the Financial Planning Association of Australia (FPA), PIS adheres to the FPA Code of Ethics (CoE) and Rules of Professional Conduct (ROPC). As a corporate member of the Australian Association of Financial Advisers (AFA), PIS is also committed to the AFA Code of Ethics.

The principles enshrined in the FPA Code of Ethics, serve as a minimum standard for the professional behavior of our Authorised Representatives, with Advisers required, amongst other things, to act in the best interests of clients, and to act honestly, professionally, fairly and objectively in the provision of financial services.

Your Adviser is an Authorised Representative of PIS, and provides financial services on behalf of PIS. Therefore, PIS will be responsible to you for any financial services that your Adviser provides.

The Authorised Representative Certificate contains important information about your Adviser including details of their Authorised Representative Number and areas of advice they are authorised to provide to you.

PIS has authorised your Adviser to provide this FSG and Authorised Representative Certificate to you.

Financial services and/or products offered

What financial services and products can PIS provide under its AFS Licence?

PIS is authorised to offer services and/or products to you in the following areas:

- Basic deposit products
- Margin lending (N.B. Certain products encompass a residential property loan as well as a margin loan. Accordingly, to be able to recommend this particular type of product, your Adviser is required to be a representative of both an Australian Financial Services Licensee and an Australian Credit Licensee. PIS holds an AFS Licence as well as an Australian Credit Licence.)
- Financial planning
- Superannuation
- Investments
- Personal and business risk insurance
- Estate planning
- Retirement planning
- Social security
- Salary packaging
- Wealth creation and protection
- Gearing strategies
- Share trading facilities

Your Adviser may only be authorised to provide advice in some of the above areas. Please refer to the Authorised Representative Certificate, which sets out those areas in which your Adviser is authorised to advise in.

In most cases, personal advice will be provided. However, if you do not require personal advice, general advice is also available.



What services and/or products does PIS not provide?

PIS is responsible for only those services set out in its AFS Licence. PIS has not authorised your Adviser to provide any other services including:

- Banking services
- Credit assistance and credit activity (N.B. These services are able to be provided in some circumstances via the PIS Australian Credit Licence)
- Loan facilities including residential loan facilities, other than those that encompass both a residential property loan and a margin loan
- General insurance
- Legal advice
- Accounting advice
- Real estate services

The financial planning process

Our aim is to ensure that you are provided with quality advice tailored to your specific requirements. The process that will be followed is set out below:

Step 1

You will be provided with an FSG together with the requisite Authorised Representative Certificate. (In the case of general advice, you will be given the relevant general advice warning).

Step 2

You will be asked to provide information about your relevant personal circumstances (i.e. information about your current objectives, financial situation and needs), so we can provide you with appropriate advice. The information collected is recorded in your Client Data Form and the Client Risk Profile assessment.

Step 3

A solution designed to help you satisfy your relevant personal circumstances will be researched by your Adviser.

Step 4

A Statement of Advice (SoA) or other relevant advice document will be prepared by your Adviser and provided to you. The SoA (or other relevant advice document), sets out the recommendations and the basis for them, and, amongst other things, the fee(s) for providing those recommendations to you.

Step 5

Subject to your agreement, the recommendations will be implemented.

Step 6

The information contained in the SoA or other relevant advice document, will be reviewed and revised at regular intervals, or when circumstances change.

Documents you may receive

You may also receive one or more of the following documents when your Adviser provides financial services to you:

1. Statement of Advice (SoA)

The SoA is a full advice document given to clients where personal advice has been provided, and which takes into account the client's goals, objectives, financial situation and needs.

2. Statement of Advice (Incorporation by Reference) (SoA[IBR])

For further advice, the SoA (IBR) represents a streamlined SoA that avoids unnecessary duplication of information already provided to clients in a previous advice document. In this situation, a SoA (IBR) may be used rather than the Adviser having to prepare another full SoA.

3. Record of Advice (RoA)

If your Adviser has previously provided you with a SoA or SoA (IBR) and then provides you with related additional advice, or a review (which takes into account your relevant personal circumstances), you may receive written confirmation of that advice in the form of a RoA.

If you have not previously been provided with such a record, you may request your RoA either verbally or in writing from your Adviser. Although the request may be made to your Adviser up to seven years after the advice has been provided, we suggest you contact your Adviser as early as possible.



Key information contained in the above advice documents includes:

- Your personal and financial circumstances;
- Your stated goals and objectives;
- The advice given;
- The basis on which the advice and recommendations are given;
- Information about fees or other benefits that may be received; and
- Any benefits, interests or associations that may have influenced your Adviser in the provision of the advice.

4. Product Disclosure Statement (PDS)

Should your Adviser make a recommendation to you about a particular financial product or offer to arrange the issue of a financial product on your behalf, you will receive a PDS (or relevant disclosure document), prepared by the product provider. This will contain information that will assist you in making an informed decision about that product. The PDS usually includes information about product features, risks and costs and details of other fees and charges which may apply, including management expense ratios (MER's) and fee payments to financial advisers. Usually the PDS also contains any application material that may need to be completed in relation to the relevant transaction(s).

Further important information about the advice/recommendations

Will advice be given that is suitable to your needs and financial circumstances?

Yes. Your Adviser is obliged by law to have a reasonable basis for the personal advice he/she provides, but to do so, your Adviser will need to ascertain your objectives, financial situation, and needs before he/she recommends any financial products or services to you.

To assist your Adviser in providing appropriate advice tailored to your individual needs, you will be asked to provide accurate information about your personal and financial situation and to keep your Adviser updated on any changes to your circumstances.

You have the right not to divulge any information should you not wish to do so. In that case, your Adviser will warn you about the possible consequences of not providing your full personal information including limitations on the advice which can be provided. You should thoroughly read the information in your SoA before making any decision relating to a financial product.

What should you know about any risks of the financial products or strategies that are recommended to you?

Please be aware that there are inherent risks associated with investing in financial markets which may adversely affect the value of your investment.

Your Adviser will explain to you and fully outline in the SoA any general and/or specific risks of the financial products and strategies that are recommended to you. The PDS will outline the key risks associated with any product recommended. Accordingly, you should read both the Risks section of the SoA in conjunction with the relevant PDS material before proceeding to purchase any product recommended. If you feel that you need further clarification, please ask your Adviser.

Reviews

Markets, investments, and your personal and financial circumstances will change over time. Reviewing your goals, circumstances, strategy, and investments is vital to ensure that you remain on track to meet your short-term to long-term objectives. A comprehensive personal review service is offered to all clients, which updates the advice in line with your needs, and implements any changes which have been agreed with you.

PIS requires all Advisers to offer and recommend a review to each client at least on an annual basis.

A fee may be charged for the ongoing advice and management of your financial affairs. Your Adviser will provide you with details of the ongoing Adviser Service Fee applicable to you.

Fees and remuneration received by PIS and your Adviser

How is the remuneration shared between PIS and your Adviser?

PIS initially receives all remuneration once the financial service has been provided and/or the business has been lodged with the product provider. PIS then retains between 0% and 30% of the remuneration received and passes to your Adviser between 70% and 100% of these amounts.

For example, if PIS was to receive \$500 in fees from a product provider due to an advice recommendation, PIS will retain between \$0 and \$150, and forward to the Adviser between \$350 and \$500.

The actual split of remuneration between PIS and your Adviser will be fully set out in your SoA or other relevant advice document, and explained by your Adviser at the time of providing an advice document to you.



What remuneration will PIS and your Adviser receive?

The cost of providing our service to you will depend upon the nature of the service provided. PIS and your Adviser may receive some, or all of the following types of remuneration:

1. Fee for Service

Your Adviser may charge you a Fee for Service based on either:

- A fixed dollar amount;
- A percentage of the value of funds invested;
- An amount determined based on the number of hours spent developing your advice document; or
- A combination of these methods.

Your Adviser may provide you with a personally tailored Client Service Agreement, Letter of Engagement and/or Adviser Profile. This Agreement/Letter/Adviser Profile may contain details in relation to the service offering, fees etc.

Alternatively, your Adviser may invoice you or arrange a direct debit facility for an ongoing service (such as portfolio maintenance or regular reviews), which may be calculated as a percentage of your total investment balance. Your Adviser will provide you with further details where relevant.

2. Initial Fee(s)

The Initial Fee is paid to PIS by the issuer of the financial products (e.g. investment or insurance policy), which your Adviser has recommended. This Fee may be deducted from the initial amount you have invested with the product provider at the time the investment is placed and issued to you. With risk insurance products, the Initial Fee is not deducted from the insurance premium. It is paid to PIS by the relevant insurance provider and is calculated on the premium payable.

The range of Initial Fees PIS receives in respect of financial products are set out in the following table:

Product Type	Range of Initial Fees
Structured Products	Up to 6%
Superannuation	Up to 6%
Annuities	Up to 6%
Managed Investments	Up to 6%
Other Investment Products (e.g. Investment Bonds)	Up to 6%
Margin Lending	Up to 3%
Risk Insurance	Up to 130%

For example, on a \$10,000 investment into a managed investment the initial fee received would be between \$0 and \$600. If the actual rate of the initial fee for that product is 4%, PIS will receive an initial fee of \$400 in respect of the \$10,000 investment and your initial investment will be reduced to \$9,600. PIS will then forward \$360 to your Adviser. This example is based on a 90:10 fee split. Please refer to the SoA for detailed information on fees.

The actual rate of Initial Fee(s) we receive will depend on the type of product, the services provided and the amount invested or premium paid. You and your Adviser may agree to the Initial Fee(s) payable.

3. Ongoing Fee

The Ongoing Fee may also be paid to PIS by the product provider for the duration that your financial product is held with the product provider.

The table below outlines the range of ongoing fees PIS may receive in respect of various types of financial products offered.

Product Type	Range of Ongoing Fees
Structured Products	Up to 2%
Superannuation	Up to 2%
Annuities	Up to 2%
Managed Investments	Up to 2%
Other Investment Products (e.g. Investment Bonds)	Up to 2%
Margin Lending	Up to 2%
Risk Insurance	Up to 33%



By way of example, on a \$10,000 investment into a managed investment, the ongoing fee received annually would be between \$0 and \$200. If the actual rate of the ongoing fee for that product is 1%, PIS will receive an ongoing fee of \$100 annually in respect of the \$10,000 investment. PIS will then forward \$90 to your Adviser. This example is based on a 90:10 fee split. Please refer to the SoA for detailed information on fees.

You and your Adviser may agree to the Ongoing Fee(s) payable.

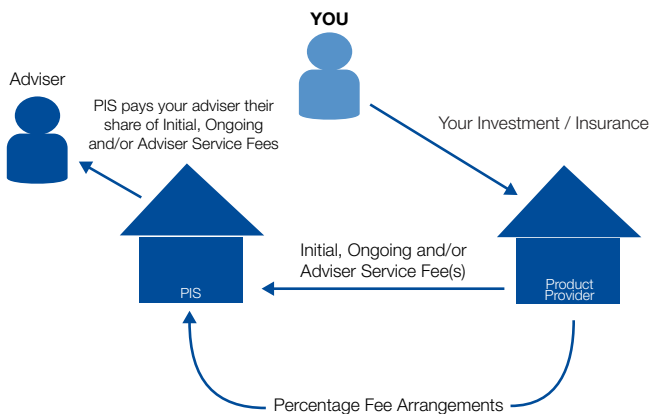
Generally, the amount of the Ongoing Fee will be calculated as a percentage of the investment balance, or a percentage of the premium paid for risk insurance products.

4. Adviser Service Fee

For investments, an Adviser Service Fee (up to 2% maximum) may also be paid to PIS by the product provider for the duration that your investment is held with the product provider. Any Adviser Service Fee payable will be clearly outlined in your SoA, or other relevant advice document.

Note: PIS and your Adviser may be remunerated by a combination of Fee for Service, Initial, Ongoing and/or Adviser Service Fee(s).

The following flowchart is an example of the fee process you may go through with your Adviser.



When will specific details about fees be notified?

The basis and amount of all Fee for Service, Initial, Ongoing Fees and Adviser Service Fee(s) will be fully set out in your SoA, or other relevant advice document, and explained by your Adviser prior to the implementation of the recommendations.

An explanation of the fees and charges from the product provider will also be outlined in the relevant PDS.

Will any third parties be paid for referring business to your Adviser?

Should you be referred to your Adviser by a third party, such as an Accountant or a Mortgage Broker, the third party may receive a fee or other benefit for the referral. This fee comes out of the fees received by PIS and your Adviser and does not represent an additional cost to you.

The actual percentage of revenue payable in any given case will be agreed between the referral party and the Adviser. However, this amount will generally be calculated as a percentage of net revenue received by the Adviser.

You will receive more detailed information concerning any referral fee in your SoA or other relevant advice document.

Relationships which might influence PIS or your Adviser in providing financial services

1. Product Provider Percentage Fee Arrangements

PIS has commercial arrangements with a number of product providers, where PIS receives a payment based on the total volume of funds invested or placed through the relevant product provider's administration platforms/services (Platforms).

Product providers may pay PIS either a:

- Set annual fee; or
- Percentage of the total funds invested with the product provider; or
- Percentage of the administration fees which they charge investors; or
- A combination of these methods

These arrangements do not further increase the administration fee or Management Expense Ratio (MER) amount that would otherwise be charged by the product provider if these percentage fee arrangements were not in place. This additional payment is usually paid by product providers on a quarterly basis and is not an additional cost to you.



These payments are not shared with your Adviser, however your Adviser may receive indirect benefits as described in the Adviser Incentives section set out below.

For a list of product providers PIS currently has percentage fee arrangements with, please visit the PIS website at www.proinvest.com.au/about_us/product_providers/ or contact PIS Head Office.

2. Related Companies and Associated Product Providers

CAF is the holding company of Professional Investment Holdings Ltd (PIH). PIH is the holding company of PIS and has a shareholding in the following companies:

- Investment Diversity Ltd
- Mentor Investment Services Ltd (MIS)
- Ventura Investment Management Ltd (VIML)
- Discovery Investment Services Corporation Ltd
- DKN Financial Group Limited
- All Star Funds Management Ltd

MIS and VIML may receive product fees including referral fees, entry fees, management fees, exit fees or any other fees as specified in the PDS, from your investment in their financial products.

Your Adviser may have a shareholding in any of the abovementioned companies that could be capable or might reasonably be seen to be capable of influencing them in the provision of advice. Your Adviser will disclose all relevant shareholdings in their advice document.

3. Active Sponsors

PIS receives payments or benefits from certain product providers in return for PIS granting rights such as being recognised as a sponsor and the right to promote their product and give presentations at conferences or training days.

4. Adviser Incentives

Subject to having satisfied any relevant accreditation pre-requisites that may apply, your Adviser is able to recommend any product on the PIS Approved Product List. However, PIS advisers may receive some additional payments for recommended Platforms. For example, where your Adviser accumulates and maintains a level of funds under management within a Platform, PIS may forward, without retaining its usual percentage of remuneration, (i.e. split), 100% of all Ongoing Fees that relate to investments in that particular Platform. These payments do not represent an additional charge to you.

5. Alternative Remuneration

In accordance with industry requirements, and as outlined in the Investment & Financial Services Association/FPA Industry Code of Practice on Alternative Forms of Remuneration in the Wealth Management Industry, PIS and your Adviser each maintain an Alternative Remuneration register that contains information about any alternative forms of payments or benefits over a specified dollar amount that may be received, (e.g. lunches, gifts, tickets to events and conferences).

If you wish to inspect the Alternative Remuneration register or ask any questions about this, please ask your Adviser.

6. Professional Development Conference Sponsorship

PIS may receive conference sponsorships from various product providers. Fees associated with these sponsorships help PIS offset the organisational and running costs of its conferences and serve as a valuable education and training tool for our Advisers.

What information does PIS maintain in your file and can you examine the file?

Your Adviser maintains a physical or electronic record of your personal profile, which includes details of your relevant personal circumstances. He/she also maintains records of any recommendations made to you in the course of taking instructions from you, as well as any SoA, or other relevant advice document he/she has provided to you.

If you wish to examine your file, you will need to contact your Adviser.

Can you provide your Adviser with instructions about how you wish to buy or sell financial products?

Yes. Generally you need to provide your instructions to your Adviser in writing or by electronic means.

How does PIS deal with the Anti-Money Laundering/Counter-Terrorism Financing Act 2006 as amended (AML/CTF Act)?

PIS has an obligation under the AML/CTF Act to verify your identity before any financial products and/or services can be provided to you. Your Adviser will let you know what documentation you will need to present to satisfy the customer identification requirements of the AML/CTF Act.



Privacy considerations

PIS is committed to implementing and promoting a Privacy Policy which will ensure the privacy and security of your personal information. A copy of the Privacy Policy is available from your Adviser and on the PIS website – <http://www.profinvest.com.au/privacy/>

Complaints procedure and compensation arrangements

What should you do if you have a complaint?

If you have a complaint about any service provided by your Adviser, you should take the following steps:

1. Contact the Client Relations Team to discuss your complaint.

Phone	1800 653 244
Online	www.profinvest.com.au/complaints/
Email	complaints@profinvest.com.au
Mail	Client Relations Case Manager Professional Investment Services Pty Ltd Level 14 Corporate Centre One Cnr Bundall Road & Slatyer Avenue Bundall, Queensland 4217

The Client Relations Team will acknowledge the complaint within 48 hours.

2. A response letter prepared by the Client Relations Team will be issued to you within 45 days detailing the proposed resolution.
3. If you are not fully satisfied with this response, you have the right to present your complaint to the External Disputes Resolution Scheme that PIS is a member of the Financial Ombudsman Service (FOS).

The contact details for FOS are:

Phone	1300 780 808
Fax	(03) 9613 6399
Online	www.fos.org.au
Email	info@fos.org.au
Mail	GPO Box 3 Melbourne, Victoria 3001

This service is provided to you free of charge. The Australian Securities and Investments Commission also has a freecall Infoline on 1300 300 630 which you may use to obtain information about your rights.

What compensation arrangements does PIS have?

The Corporations Act 2001 (Cth) requires PIS to operate a compensation arrangement which is designed to compensate retail clients for losses they suffer as a result of a breach by PIS or its Advisers of the obligations outlined in Chapter 7 of the Corporations Act.

To this end, PIS has comprehensive Professional Indemnity Insurance in place which covers both PIS and our Advisers (including the conduct of those Advisers who are no longer authorised by PIS, but were so at the time of the relevant conduct).

These compensation arrangements meet the requirements specified by the Corporations Act.

Pre-requisite to further advice

Where your Adviser provides you with further advice, a new FSG may need to be provided.

Any questions?

Please contact your Adviser in the first instance if you have any questions about this FSG or the financial products and/or services we provide. This FSG should be retained by you in a safe place for future reference.



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