

Your Financial Services Guide

The Financial Services referred to in this guide are offered by Mohammed Abou-Eid ABN 31 250 995 960, 83 Sydney Road Coburg VIC 3058 on behalf of Apogee Financial Planning Limited trading as Apogee FP.

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The Financial Services that Mohammed Abou-Eid offers are provided by Abou-Eid Holdings Pty Ltd ABN 73 087 486 217 Authorised Representative (AR) number A20672 83 Sydney Road Coburg VIC 3058.

To help you understand the services offered, this guide outlines:

- the services and types of products we are authorised to offer to you
- how we and our associates are paid
- any potential conflict of interest we may have
- details of our internal and external dispute resolution procedures and how you can access them

Please retain this document for your reference and any future dealings with Apogee FP.

What else you will receive

If you obtain initial personal financial advice from us we will provide you with a written *Statement of Advice*. To make sure that advice is appropriate to you we need to make reasonable enquiries about your current financial situation, tolerance to risk and future needs.

The Statement of Advice will include:

- the strategies recommended to help you achieve your objectives
- the financial services or products recommended and the basis for these recommendations taking into account your objectives, financial situations and needs
- our fees and/or commissions, and
- any associations we have with financial product issuers or other parties which may have influenced the advice we give you.

If you receive further personal financial advice, you will receive a written record of that advice (eg another Statement of Advice) or we will keep a written record of the advice. A copy of this will be kept at our offices and you may call your adviser to request a copy.

To help you make an informed decision about any financial product (other than listed securities) recommended to you, you will receive a *Product Disclosure Statement*.

Apogee Financial Planning

Established in 1994, Apogee Financial Planning (Apogee FP) is a leader in the Australian financial services marketplace, offering a range of financial products and services.

As a member of the **nab** Group of companies and managing funds of over \$3 billion, Apogee FP provides your adviser with essential services and resources to ensure you receive sound investment advice.

Apogee FP is responsible for the financial services provided including the distribution of this Financial Services Guide (FSG).

Apogee's associations and relationships

ApogeeFP is associated with the National Australia Bank Limited (NAB) ABN 12 004 044 937 and is a member of the NAB group of companies.

A number of companies within the NAB group of companies are financial product issuers ("providers").

We also arrange the issue of financial products from a range of providers outside of the NAB group of companies.

However, in terms of investment platforms, we choose to use MLC MasterKey and MasterKey Custom.

Services available

We can help you with quality service and advice in the following areas:

- Wealth accumulation
- Income and asset protection
- Tax Strategies
- Superannuation
- Social Security
- Debt management
- Retirement and redundancy planning
- Estate planning

About your adviser

Your financial adviser will be **Mohammed Abou-Eid**. His **Authorised Representative (AR)** number is **A20672**.

Mohammed Abou-Eid has 15 years experience.

Mohammed Abou-Eid is an Authorised Representative of Apogee Financial Planning Limited.

If you have any further questions about the financial services Apogee FP provides, please contact Mohammed Abou-Eid on 03 9384 8000.

We are authorised to provide advice and deal in the following types of financial products:

- | | |
|--|---|
| <ul style="list-style-type: none">• Basic deposit products• Non-basic deposit products• Non-cash payment products• Derivatives• Government Debentures, stocks or bonds;• Life Products -Investment Life Insurance | <ul style="list-style-type: none">• Life Products – Life Risk Insurance products• Managed Investments Schemes, including Investor Directed Portfolio Services (IDPS);• Retirement Savings Account products;• Securities• Superannuation |
|--|---|

About you

So you receive the most appropriate advice, your adviser will need a list of your personal objectives, details of your current financial situation and other relevant information.

You can choose not to tell us if you do not wish to however the advice you receive may not be appropriate.

Please read the warnings contained in the Statement of Advice carefully before making any decision relating to a financial product(s).

Protecting your privacy

Protecting your privacy is a key priority in our business.

Our privacy policy means your personal profile is secure. Your personal profile includes details of your objectives, financial situation and needs.

Recommendations made to you are also maintained on your file.

A copy of our Privacy Notification Statement is enclosed for your information.

You can access your file by contacting our office.

Making changes

You can give us instructions by using the contact details set out in this FSG. Generally, you need to give us instructions in writing (eg fax, email or letter) or another method as agreed by us.

Complaint resolution

If you are not satisfied with the service or advice provided you can:

1. Write to us and tell us about your complaint
2. If we have not satisfactorily resolved your complaint within three days, please contact the Complaint Resolutions Manager on (02) 9957 8863 or put your complaint in writing. Please mark the envelope "Notice of Complaint" and send it to:

**Complaint Resolutions Manager
Apogee FP**
PO Box 1086
North Sydney NSW 2059

3. If the complaint isn't resolved to your satisfaction within 45 days, you may refer the matter to an independent complaints handling body. We are a member of the Financial Industry Complaints Service Limited (FICS). They can be contacted on 1300 780 808, or you can write to them at:

The Manager
Financial Industry Complaints Service
Limited
PO Box 579
Collins Street West
Melbourne VIC 8007

Cost of services provided

The following options are available to pay for the financial advice you receive:

- Fee for service deducted from your investment as a “one off” payment, annually or in instalments
- Invoice directly for initial and ongoing advice
- Via commission by the financial product issuer(s) at the time you invest or commence an insurance contract
- Ongoing commission and allowances annually or in instalments from the financial product issuer(s), during the life of the investment or insurance contract.

The amount paid will be:

- based on the amount you invest
- based on the insurance premium payable
- based on an hourly rate agreed with you
- an agreed flat dollar fee, or
- a combination of the above.

Details of any payment from financial product issuers are contained in the Product Disclosure Statements provided to you.

If you receive personal financial advice from us, we will provide details of any fees, commissions and any other benefits, where possible in actual dollar amounts, in the written advice. We will provide worked dollar examples if actual dollar amounts cannot be provided.

If you do not receive personal financial advice from us, you can request details of any fees, commissions and any other benefits in relation to any other financial service we provide.

Other Benefits

We may attend subsidised conferences. Eligibility to attend is based on revenue targets and/or being accredited for our internal Quality Advice Programme.

Apogee FP may receive sponsorship payments from product providers subsidising in-house conferences.

Apogee FP provides a buyer of last resort option. This helps us provide continuity of service in the event of death and disablement of an adviser, or if an adviser leaves the industry. We may receive a minimum value for our business if the business is not sold on the open market. The value is based on a multiple of ongoing revenue and will be higher if a larger proportion of revenue comes from clients who hold products offered by the MLC group.

Details of these benefits will be provided in the written advice.

Non-monetary benefits

As a member of the Financial Planning Association, we maintain a register detailing any non-monetary benefit (greater than \$300) that may be received from a product provider. You can review this register via your adviser.

Referrals

If you have been referred to us by someone else, we may pay them a fee, commission or benefit in relation to that referral. This is generally:

- a fixed fee payable if we provide you with paid personal financial advice
- a proportion of the initial and / or ongoing fees or commissions we disclose to you, or
- combination of both.

If applicable, details of any arrangement will be provided in the written advice

Representative Profile

This document forms part of the Financial Services Guide and is designed to clarify who we are, what we do, and aims to help you decide whether to use our services.

Who we are

Your advisers are:

Mohammed Abou-Eid
Authorised Representative No.
A20672

They offer their services on behalf of Apogee Financial Planning Limited.

The Financial Services that the above advisers offer are provided by Abou-Eid Holdings Pty Ltd, ABN 73 087 486 217.

Apogee Financial Planning has authorised them to provide you with this FSG.

What we do

We are authorised by Apogee Financial Planning to provide financial advice in relation to:

- Wealth Accumulation
- Income & Asset Protection
- Tax Strategies
- Superannuation
- Retirement & Redundancy Planning
- Estate Planning
- Social Security
- Debt Management

and to provide advice and deal in the following financial products:

- Basic Deposit Products
- Non-basic Deposit Products
- Non-cash Payment Products
- Derivatives
- Government Debentures, Stocks or Bonds
- Life Products – Investment Life Insurance
- Life Products – Life Risk Insurance Products
- Managed Investment Schemes, including Investor Directed

- Portfolio Services (IDPS)
- Retirement Savings Account Products

Securities and Superannuation

Mohammed Abou-Eid is not authorised by Apogee Financial Planning to provide financial product advice in the following financial products:

- General Insurance Products

Contact us

For more information on anything you have read in the Financial Services Guide or Representative Profile, or if there is anything else we can help you with, please contact us at:

Address: 83 Sydney Road, Coburg
VIC 3058

Phone: 03 9384 8000

Fax: 03 9384 8099

Email: mo@bmg.net.au

Representative Profile

How we charge for our services

Initial consultation

Free of charge.

Advice preparation

Free of charge, unless you are advised otherwise.

Implementation & ongoing services (commission on **investments**)

Unless you have agreed to a fee for service arrangement we will receive commission for our initial and ongoing services to you. Where we arrange an investment product for you, the relevant product issuer will pay an initial commission to us. The rate of initial upfront commission is between 0% and 5.365% and ongoing commission is between 0% and 0.66% of the value of your investments for as long as you hold the product.

Commissions are collected through the product provider and are not a direct cost to you.

Implementation & ongoing services (commission on **life insurance** products)

Unless you have agreed to a fee for service arrangement for insurance-related advice we will receive commission for our initial and ongoing services to you. Where we arrange a life insurance product for you, the relevant insurer will pay us an initial commission. The rate of commission is between 0% and 130% and is calculated as a percentage of the annual premium you pay.

Annual commission will also be paid when you renew your policy each year. The rate of ongoing commission is between 0% and 33% of the annual premium.

Implementation (fee for service)

If you elect to pay us a fee for service the following fees will apply. The fees will depend on the size of the investment portfolio and the complexity of the advice:

Portfolios less than \$100,000: Implementation fee of between \$330 and \$3,300
Portfolios \$100,000 - \$300,000: Implementation fee of between \$2,200 and \$7,700
Portfolios in excess of \$300,000: Implementation fee of between \$5,500 and \$20,000

Fees may be paid directly by you via credit card, direct debit, cheque or collected through the product issuer.

Ongoing fee for service

If you elect to pay a fee for the ongoing review of your financial planning strategy, the ongoing service fee is based on the complexity of ongoing advice. The minimum fee is \$330 while the maximum is 1.173% of the value of your portfolio each year. We will receive ongoing commission (as detailed above) for any life insurance products you have in addition to this fee.

The ongoing service fee may be collected monthly through the product issuer or paid directly by you via credit card, direct debit or cheque.

Representative Profile

Ad hoc advice

Where you do not wish to participate in an ongoing service fee arrangement but require ongoing advice on an ad hoc basis, an hourly fee of between \$165 and \$330 may apply.

All commissions and fees are inclusive of GST. Fees could be greater than those disclosed above in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

Representative Profile

Benefits we may receive

To be truly open and honest with our clients, we have detailed below how certain product purchases may benefit our business.

Business Equity Valuation (BEV)

In the event of our death or permanent disablement, or if we were to leave the financial planning industry, Apogee Financial Planning provides a buyer of last resort option called BEV. This helps manage the transition of ownership to ensure you continue to receive advice.

The value of a sale under BEV is based on a multiple of ongoing revenue received by the business on an annual basis. The multiple can range from 2.5 to 4 depending on the proportion of the ongoing revenue that comes from clients who hold MLC group financial products.

Here are some examples to help you understand the potential benefit to us of our clients holding MLC group product:

- If the ongoing revenue of the business was \$100,000 and 50% of our clients held MLC group products, the sale value for the financial planning business would be between \$250,000 and \$350,000;
- If the ongoing revenue of the business was \$100,000 and 85% of our clients held MLC group products, the sale value for the financial planning business would be up to \$400,000;

Importantly, BEV is subject to us meeting certain compliance requirements and standards.