

## Financial Services Guide

**The financial services referred to in this financial services guide (FSG) are offered by:**

PNO Life insurance  
ABN 72 236 499 266  
AFS License: 472131  
Ground Floor, 1911 Malvern Road, Malvern East, 3145  
Tel: 03 9536 7333  
Email: [pno@pno.com.au](mailto:pno@pno.com.au)

### Welcome

PNOLife Insurance is a privately owned specialised risk advisory firm providing strategic, tailored solutions for the unique objectives, timelines and financial circumstances of our clients.

As a client of PNOLife Insurance we will work with you to develop, implement and maintain a comprehensive financial strategy to meet your personal and business objectives. This will assist you and your family in preserving and growing your wealth, protecting against risks and reaching your chosen goals and objectives.

### This guide contains important information about:

- The licensee of your Adviser,
- the services your Adviser offers you
- how we and our associates are paid
- any potential conflict of interest we may have
- how we handle your personal information
- our internal and external dispute resolution procedures and how you can access them

### About this document

The Australian Securities and Investments Commission (ASIC) is the government regulator for the finance industry. By law, entities who hold an Australian Financial Securities Licence or an Australian Credit Licence are required to produce a Guide to those services (Financial Services Guide) when providing advice. Fourthree Pty Ltd (ABN 12 602 739 471 ) takes its legal and compliance obligations seriously by ensuring that clients understand their role and rights when receiving financial or credit advice and has prepared this Financial Services Guide (FSG) and authorised its distribution.

Please take a moment to read this FSG which explains who we are and our relationship with you before we provide you with financial advice. If you have any questions after reading this brochure, please contact your Adviser (who is an Authorised Representative of Fourthree Pty Ltd) or the Principal Office of Fourthree Pty Ltd, Level 17, 530 Collins Street Melbourne Vic 3000.



The term Authorised Representative means a person whom Fourthree Pty Ltd has authorized to provide financial services (that is, provide advice and deal in financial products) on our behalf under our Australian Financial Services Licence. Throughout this document our Authorised Representatives are described as “Your Adviser” or “Advisers”.

### **Fourthree Pty Ltd**

Our advisers offer you a comprehensive range of financial advice, from wealth creation to self managed superannuation to retirement planning. Fourthree Pty Ltd will tailor financial advice to achieve your specific, agreed financial goals. Starting with an analysis of your current financial position, we will utilise specialised financial research to develop and implement financial strategies, designed specifically to achieve your goals.

### **Your Adviser**

- **AB INSURANCES PTY LTD ABN 72 236 499 266**

Trading As PNOlife Insurance

Corporate Authorised Representative

- **ANTHONY BOURKE**

Authorised Representative 337142

Educational Qualifications and Experience:

Anthony has been advising on Risk Protection exclusively since 1998. Prior to establishing his own business, Anthony was also a Senior Risk Protection Manager with ANZ Private Bank till 2008.

Over his career Anthony has developed a highly skilled risk advice model to deal with the complex estate planning and business succession issues for high net worth individuals and business owners including Doctors, Dentists, Lawyers and Accountants. Anthony also has a vast knowledge of the 'Group Insurance' sector and is able to provide comprehensive advice on this topic.

Anthony has completed his 'Bachelor of Business' and holds a 'Diploma of Financial Planning'.

As a Risk Protection Specialist, Anthony has a specific knowledge of superannuation, trust, tax and estate planning strategies to ensure the insurance proceeds end up in the right hands at the right time.

### **Fourthree Pty Ltd Licence**

Fourthree Pty Ltd holds the Australian Financial Services License No 472131 and is owned by the Advisers and Directors of Fourthree Pty Ltd. We are licensed to provide financial product advice and deal in the following financial products as well as a comprehensive range of credit products:

- Deposit and payment products
- Life Products
- Managed Investment Schemes, including investor directed portfolio services and MDA services
- Securities



- Superannuation
- Retirement Savings Accounts
- Standard Margin Lending

Fourthree Pty Ltd is therefore responsible for financial services we provide on behalf of Fourthree Pty Ltd. Our primary responsibility, and that of your Adviser, is to you.

All Authorised Representatives of Fourthree Pty Ltd are selected for their financial expertise, supported by ongoing professional development and technical and strategic training, to ensure we deliver a service that is appropriate to your needs.

### **Financial Planning Services**

Your Adviser is authorised to provide the full range of services available under our licence. However, the type of services you receive will depend on your individual objectives, financial situation and needs. You can select from the wide range of financial services offered by Fourthree Pty Ltd, however, your Adviser specialises in insurance.

We only recommend products to you after considering their suitability for your individual objectives, financial situation and needs.

Fourthree Pty Ltd offers both personal and general advisory services. You should be aware that where advice has been given without due consideration to your individual objectives, financial situation and needs (general advice) or where your adviser has information that is inaccurate or incomplete, you must assess, in light of your own individual circumstances, whether it is appropriate to act upon this advice.

### **The Advice Process**

Fourthree Pty Ltd seeks to deliver professional advice in a very special way. We help you to pinpoint the things you want to do now and in the future. Quite simply, we put people first.

The advice process begins with an initial consultation. This involves getting an accurate picture of where you are now, identifying your goals and looking at broad strategies to help you reach those goals. Your adviser is required by law to record and verify details about your objectives, financial situation and needs. You are entitled to tell us as much or as little as you choose, however should you choose not to provide full disclosure we will be required to take the following actions:

- where the service relates to financial products, we will warn you about possible consequences of the advice limitations so that you can make up your own mind if you will proceed.
- where this service relates to credit products, we are unable to provide assistance.

After our initial consultation, you then will need to decide whether you wish to engage our services which may include advice, implementation or other services designed to meet your individual needs.

Any advice we provide will be presented in a Statement of Advice (SOA) in the first instance. Once you have a chance to review our recommendations, we may mutually decide to undertake some fine tuning to make sure you are absolutely comfortable with our advice. It is important for you to understand and accept the various risks inherent within the investments and strategies recommended before you proceed with implementation. You



should be prepared to seek clarification from your adviser until such time that you understand any implications of the recommendations.

An important part of our service is managing the implementation process to ensure that your personal strategies are set-up and working.

The final stage of the process is to ensure your strategies continue to meet your changing needs and circumstances, taking into consideration financial markets, product developments and any legislative changes by undertaking regular portfolio and strategic reviews.

### **Statement of Advice (SOA) Document**

Because each client has individual needs which affect the structure and detail of their financial situation, the disclosure of all benefits, remuneration or fees specific to your arrangements will be provided to you in the Statement of Advice (SOA) document. This document will confirm the financial advice being given and the basis on which that advice / assistance has been developed. It will also include a disclosure of all benefits and potential conflicts of interest that you need to be aware of in order to make an informed decision.

The financial benefits listed later in the FSG cover the types of rewards and remunerations that Fourthree Pty Ltd, its advisers and associates may receive as a result of the financial planning service provided to you. Specific benefits and amounts can only be calculated once recommendations are made.

The SOA will include all the information presented to you in regards to the advice being provided to enable you to make the choice to implement the advice or not. A fee may be charged for the preparation of the SOA, however, this will be agreed with you beforehand. It is important that you read and understand your SOA document. If you have any questions, please let us know before you proceed.

### **Further Advice**

If we provide further financial advice to you, and that further advice is related to the advice we provided to you in a Statement of Advice and your personal circumstances have not changed, a Record of Advice (ROA) will be used. The ROA will be added to your file and you may request a copy at any time up to 7 years from the date we gave that further advice to you. You can request the ROA by contacting your Adviser or Fourthree Pty Ltd in writing or by telephone or by email.

### **Product Disclosure Statement**

If we recommend a financial product, you will be provided with a Product Disclosure Statement (PDS). The purpose of the PDS is to assist you in making an informed decision whether or not the product is appropriate for you. It contains information about the financial product such as its significant features, benefits, fees and risks. It is therefore imperative that you read and understand any PDS provided by your Adviser before you make any decisions relating to a financial product recommendation.

### **Ongoing Service**

To help ensure that you have peace of mind we suggest that you take advantage of our ongoing service offering. This service is customised to suit your particular needs and will often include an annual review of your portfolio as well as regular reports on investment



performance. The review service is designed to ensure that your investment continues to meet your goals within any legislative changes, market changes and/or changes to your personal circumstances or requirement. Fees are charged for our review service and will be detailed in the SOA and Service Agreement. We are happy to discuss the scope of the services you require and the associated fees.

The amount of any fees charged will be agreed prior to the provision of any services as per the range shown below.

### **Payment for Services**

Fees are generally payable after the service has been provided, however upfront payment may apply in certain circumstances. Ongoing service fees, which are payable in advance, will be agreed between us.

For insurance (personal life risk) products, we will receive up-front commission ranging between 30%-125% based on the annual premium, from product providers or other parties with which Fourthree Pty Ltd has a relationship. This commission is not charged separately to you. It is paid to us by product providers and is a one-off up-front payment.

We will also receive an ongoing commission (often called a trail commission) for insurance ranging between 10%-50% paid by the product provider out of the revenue the product provider earns. This commission is not charged separately to you. It is paid to us by product providers and is payable for the length of time you remain invested in the product or the length of time the product remains in force. The structure of these fees will be disclosed by us in relation to your individual circumstances.

All fees and commissions are fully disclosed in our initial advice and service agreements. Any changes to these fees and commissions are disclosed to you at the time of any further advice/assistance, review of Service Agreements and in additional product material.

### **Fee Structure**

We charge a pre-agreed hourly fee for our initial Advice and we will prepare written recommendations in the form of a Statement of Advice. This agreed fee will be determined by the complexities of the individual client's affairs. This fee will also cover the implementation of our recommendations should the client proceed with our advice.

### **Education support**

From time to time we may receive payment or sponsorship to subsidise the cost of conferences, training or professional development for our representatives. Product issuers receive a range of benefits including being recognised as a sponsor, attendance at conferences and the right to give speaking/training presentations to advisers.

### **Insurance Portfolio instructions**

You may specify how you would like to give us instructions, for example, by email, telephone, fax or other means. This instruction and any changes to these instructions should be provided in writing to us. If we provide you with a transaction-related related telephone advice, you may request a record of the transaction-related advice at that time or up to 90 days after this advice.



## **Benefits, remuneration and commission arrangements**

We, Fourthree Pty Ltd and any referrers or associates may receive a benefit, commission or fee as a result of the provision of financial services to you. The type of benefit and the amount received will vary depending on the type of Financial Service you require. Gross commission and fees are paid to Fourthree Pty Ltd by Fund Managers. Generally, 100% of these funds are then paid to PNOlife Insurance.

Remuneration of PNOlife Insurance and Anthony Bourke is based on the fees and commissions they are able to generate through their activities as representatives. Full detail of remuneration and changes to these payments are disclosed to you at the time of any advice.

All representatives are required to keep a Register of Alternative Remuneration which shows any payment other than cash which may be received by them from fund managers / product providers. This register is available for inspection with 7 days notice.

You should be aware that where you have been referred to Fourthree Pty Ltd, or where you are referred by us to another service provider, the referring party may receive a referral fee, commission or non-monetary benefit as a consequence of the products or services you purchase. Complete details of any such fee will be disclosed at the time of your advice e.g. in your SOA. We will also disclose details of any sharing of payments that may apply between Fourthree Pty Ltd and us.

Fourthree Pty Ltd has a number of arrangements in place whereby Fourthree Pty Ltd receives additional payments from manufactures when we use their products. This payment does not impact on the cost of delivery of product or service to you and is used wholly to defray the costs of professional development training. Details of any such payments will be disclosed in full when our advice includes these products.

## **Fourthree Pty Ltd Privacy Statement**

Fourthree Pty Ltd is committed to ensuring the confidentiality and security of your personal information. Our Privacy Policy detailing how we manage personal information is available on request. If you wish to obtain a copy, please ask your Adviser or call Fourthree Pty Ltd on [03] 9536 7358.

## **Professional Indemnity Insurance**

We have appropriate Professional Indemnity Insurance in place. This Insurance will cover claims relating to advice provided by your Adviser whilst an authorized representative of Fourthree Pty Ltd. This insurance will also cover claims in relation to the conduct of authorised representatives who are no longer authorised by Fourthree Pty Ltd (but who were at the time of the relevant conduct).

## **Complaints procedure**

In the event that you have a complaint about the service provided by Fourthree Pty Ltd or your adviser you should:

1. Write a letter of complaint to the Complaints Manager, Fourthree Pty Ltd, Level 17, 530 Collins Street, Melbourne VIC 3000.



2. Outline in your written complaint the specific areas of service, which have not met with your satisfaction. Detail in your letter, as simply as possible, all the facts relating to your complaint and how you believe Fourthree Pty Ltd can investigate and resolve this matter to your satisfaction.
3. Fourthree Pty Ltd will investigate your complaint and will make every effort to ensure you receive a fair and prompt reply. Fourthree Pty Ltd will endeavour to resolve your complaint within 30 business days. We will keep you informed of what is happening to your complaint if this investigation cannot be resolved within this time.

If we are unable to resolve your complaint within 30 business days, we may ask you for an extension of time in order to do so. However if you have not received a satisfactory outcome from us within 30 business days, you have the right to take your complaint to the Financial Ombudsman Service (FOS), our external dispute resolution scheme.

FOS provides free advice and assistance to customers not satisfied with the responses provided by member companies to their complaints. FOS may undertake an independent external investigation of the complaint or enquiry. Member companies like Fourthree Pty Ltd are bound by any decisions made by FOS. FOS can be contacted as follows:

Address: GPO Box 3, Melbourne Vic 3001

Phone: 1800 367 287

Fax: 03 9613 6399

Website: You can write to the Financial Ombudsman Service, GPO Box 3, Melbourne VIC 3001 or telephone toll free 1800 367 287.

The Australian Securities and Investments Commission (ASIC) supervise the provision of financial planning and investment advice on securities and regulate the provision of superannuation and life insurance products and services.

You may choose to phone the ASIC toll free Infoline on 1300 300 630. Infoline consultants will talk to you about your rights as well as how to make a complaint which is suspected to be a breach of the law.

### **Additional Services**

It should be noted that we might also undertake work in other capacities than those as a representative of Fourthree Pty Ltd. This may be as a result of having direct associations with other entities. This work is not associated with Fourthree Pty Ltd, and nor is Fourthree Pty Ltd responsible for this work.

### **Contact Us**

To discuss your financial goals, please telephone your Adviser's office for an appointment on [03] 9536 7358.