

## Financial Advisers

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## Frequently Asked Questions

### What is a Financial Services Guide?

A Financial Services Guide is a services and fee disclosure document that all financial services providers are required to provide to their clients. It describes:

- the financial planning and advice services we offer;
- the remuneration we receive for these services; and
- the scope of advice services that we can provide under our authorisation from Securitor
- Securitor's privacy policy
- Securitor's complaints handling process and who you can lodge a complaint with

It also discloses any conflicts of interest our organisation may encounter in the course of our business.

### Why should I have to read the Financial Services Guide (FSG) before I attend an interview with the Gorrell Long Robertson Wealth Team?

Our Australian Financial Service Licensee (Securitor Financial Group), requires us to maintain evidence that you have read and understood the FSG before we provide you with any personal financial advice.

### Does meeting with you or discussing my investments obligate me to pay a fee?

No, you will not be charged a fee unless we give you **specific written advice** (Statement of Advice) and you elect not to proceed with this advice.

### Why you are best placed to be my adviser?

Our comprehensive approach to financial planning, investment and accounting ensures that your investments are made in a tax-efficient manner that meets your goals and fits within the degree of comfort you have for investment risks.

Most importantly, we will communicate regularly with you to keep you updated on any market, economic, or specific individual investment factors that may affect or influence your investments or strategies in any way. Your investments will be reviewed on an ongoing basis to ensure that the outcomes are maximised and your objectives are being met. All factors that may affect these outcomes (including risk, costs of investment, etc) are considered when selecting and reviewing your portfolio investments.

### How do you get paid if you invest funds for me?

Some of the management fee that you would ordinarily pay to a fund manager, called the Management Expense Ratio (MER) or Internal Cost Ratio (ICR), may be set aside as an adviser commission by either a fund manager or product provider. The same MER would be payable if you bought the products directly from the provider (i.e. without seeking advice) through a 'retail' Product Disclosure Statement.

### Will I pay placement fees on investments I already have in place?

No.

## How much will you receive on money you invest for me?

Unless otherwise advised in the Statement of Advice we provide you, our standard fees are:

Investment total	Plan (SoA) preparation (new investments only)	Ongoing advice
Up to \$180,000	1.48% of amount invested	1.19% per annum
Up to \$680,000	0.8% of amount invested	0.99% per annum
Above \$680,000	Nil	0.78% per annum

## What do I pay if you prepare an Investment Plan for me and I do not elect to proceed with the investment?

Investment total	Unexecuted Plan Fee
Under \$180,000	\$825
Up to \$680,000	\$1,260
Above \$680,000	\$1,910

*This fee is only payable if we research and prepare a plan (called a Statement of Advice) and you do not proceed with the investments.*

## Will changing adviser cost me anything

There is no fee payable either to us or to your existing adviser.

There may be fees incurred for changing investments, however we will advise you of these fees at the time of making any recommendation for change and / or implementing any changes.

## Are there any other fees payable?

There may be other administration fees payable to fund managers and portfolio administration providers (Wrap services). You will be fully informed of any of these charges in the Statement of Advice and the associated Product Disclosure Statements.

## Are you owned by Securitor or its parent company?

Securitor's role in our business is in providing our Australian Financial Services License (AFSL), and consequently Securitor is responsible under that license for the advice that we provide. Securitor therefore provides a framework within which we provide advice and conduct our business, and is responsible for monitoring the conduct of our advisers.

Securitor does not hold any ownership stake in our business. Gorrell Long Robertson and GLR Financial Solutions are locally and privately owned and managed businesses.

## What criteria do you use when selecting investments

The investment criteria used is prescribed by Securitor, as they are responsible for the advice that we provide and therefore must approve all investment and insurance products and services which we may recommend.

Broadly, however, we apply the following principles as being the minimum requirement for any investment or product recommended:

Managed funds - Standard and Poors funds rated as more than 'three star'.

Industry super funds – 'four apples' (or more) under the Chantwest rating scheme

Direct share investment - BUY rated stocks from Aegis Research or a recognised comparable research analyst.

We overlay this research with further investigation and our own research as required, which may include evaluating comparable research from alternative sources (such as various broker analysts) to ensure that, as much as possible, an objective and consistent research methodology is used in all cases.

### **What areas are you authorised to advise on?**

As detailed in our Financial Services Guide and Adviser Profile, we are authorised to provide advice in the following areas:

- Managed Investments
- Superannuation, including self managed ('DIY') superannuation funds
- Personal Insurance
- Shares

### **What determines the type of advice I will receive?**

Key factors that we will take into account when assessing your needs and designing advice for you include:

- your personal circumstances (including tax, income and present wealth), your attitudes to risk, and your financial and lifestyle goals;
- the current tax environment;
- current economic and financial market circumstances, particularly as they relate to your investment goals;
- evaluation of "worst case" personal and financial market scenarios, and the effects of such scenarios on our advice and on your personal and financial circumstances;
- providing the best possible value for money

## **YOUR FINANCIAL ADVICE TEAM AT GORRELL LONG ROBERTSON**

Financial advisory services at our practice are provided and managed by an experienced team of professionals who are dedicated to providing you at all times with the best advice and services to meet your needs.

### **Megan Hodge:** Client Service Manager

Megan's experience encompasses client services and credit assessment roles in some of Australia's leading boutique investment and finance firms. She most recently worked at Whittaker Macnaught in Brisbane (Noel Whittaker's firm) where she established a sound reputation for client liaison, procedures management and compliance.

Megan has completed a Certificate in Risk Management and Investment Planning and is currently completing the final stages of her Diploma of Financial Planning.

Megan's key responsibilities in her role with Gorrell Long Robertson include all aspects of general office management and administration, client service and communications, and adviser support.

### **Clare Boardman:** Paraplanner

Clare's specialist expertise is in the field of superannuation and retirement strategies. She is a qualified economist and is currently working towards her Diploma of Financial Planning.

Clare has over 15 years experience in the financial management field. She spent 7 years working as a financial adviser in regional NSW before relocating to Sydney to take on a role as a market analyst for a multi-national company.

Prior to joining Gorrell Long Robertson, Clare was employed by a large Canberra based accounting firm as a superannuation specialist. She has a wealth of knowledge and experience covering superannuation, insurance and financial markets.

Clare's key responsibilities at Gorrell Long Robertson include strategy evaluation and research, preparation of various advice documents (Statements of Advice), and adviser support.

### **Vince Martin:** Senior Adviser

Vince's experience in the financial services industry spans a total of 22 years. His career has included experience with a major bank and with small boutique advisory firms. For the past five years he has been self employed, operating his own small financial advice practice in Canberra.

Vince has attained the Certified Financial Planner (CFP) designation from the Financial Planning Association of Australia (FPA). His other professional and industry qualifications include a Bachelor of Business and Diploma of Financial Planning. He is also an accredited Self Managed Superannuation Fund adviser and holds the FPA's Life Risk Specialist (LRS) designation.

Vince's specialist field of knowledge and expertise is in portfolio construction and management using direct investments, primarily ASX listed investments (shares and other listed securities). From his experience, he is convinced that superior long term investment and tax outcomes can be accomplished at a lower total cost through the active management of a direct investment portfolio. Vince is a strong believer in the principle of providing 'best advice' to clients at all times.