



This Financial Services Guide (FSG) is issued with the authority of Freeman Fox Pty Ltd.

## PURPOSE OF THIS DOCUMENT

This FSG is designed to assist you to make an informed decision on whether to utilise our services and contains important information about:

- Who we are and how we may be contacted,
- The financial services and products we offer you,
- The purpose and contents of Statements of Advice and Product Disclosure Statements.
- How we (and any other relevant parties) are paid,
- Details of any potential conflicts of interest we may have, and
- Our complaints handling procedures and how you can make use of them.

## WHO IS FREEMAN FOX?

Freeman Fox Pty Ltd (Freeman Fox) is a boutique Financial Planning firm and is the holder of an Australian Financial Services licence.

## WHICH FINANCIAL SERVICES AND PRODUCTS ARE WE LICENSED TO OFFER?

Freeman Fox is authorised to advise and deal in the following classes of financial products:

- deposit and payment products;
- government debentures, stocks or bonds;
- life products including investment life insurance products and life risk insurance products;
- interests in managed investment schemes;
- retirement savings accounts;
- securities; and
- superannuation.

to retail and wholesale clients. It is a requirement that Freeman Fox maintain professional indemnity insurance to provide financial services to retail clients.

## HOW DO YOU OBTAIN OUR SERVICES?

**Personal Advice** - Advisers can formulate investment recommendations having regard to your investment objectives, financial situation, needs and objectives. Recommendations will be provided by a Statement of Advice (SOA) or Record of Advice (ROA) and will normally be accompanied by the relevant Product Disclosure Statement (PDS).

**General Advice** – Clients of Freeman Fox can obtain factual information relating to certain investments without providing personal financial details.

**No Advice or Execution Only** – Clients of Freeman Fox can instruct us to transact certain investments on a no advice or execution only basis.

## HOW TO PROVIDE INSTRUCTIONS

Depending on the financial service you require, instructions may be provided in person, by telephone, email, or facsimile. There may be special arrangements for some products, details of which would be explained in the relevant PDS.

For on-market transactions such as dealing in shares, we will only accept instructions when you contact your Adviser in person, by telephone, email, or facsimile. Please note Freeman Fox may

refuse to accept any order and are under no obligation to transact on your behalf.

## WHAT IS THE RELATIONSHIP BETWEEN FREEMAN FOX AND YOUR ADVISER?

Your Adviser will be either an employee of the Freeman Fox Group or a self-employed Freeman Fox Franchisee, who is an Authorised Representative of Freeman Fox.

When providing financial services to you your Adviser acts on behalf of Freeman Fox. Freeman Fox is responsible to you for any services your Adviser provides. Your Adviser's primary duty is to you, the client.

## HOW IS FREEMAN FOX REMUNERATED?

Freeman Fox is remunerated through the fees we charge you. With certain products, we are also remunerated by product providers through Adviser commissions which are not a further charge to you.

### FEES WE CHARGE YOU

Fee#	Silver	Gold
<b>New</b>	\$298	\$1,980 <sup>^</sup>
<b>Review Advice</b>	\$298	\$998

# Fees are inclusive of GST.  
^ Includes Financial Advice Fee of \$998.

## HOW ARE ADVISERS REMUNERATED?

All Advisers employed by Freeman Fox are remunerated by salary. Additionally, they may be eligible for commission and other rewards for the sales and referrals they make. The quantum of these additional payments will usually depend on the type of referral made, the products they have sold, and on the various sales targets that Employees may have. Franchisees are remunerated on a shared commission arrangement. They may receive up to 90% of all fees and commissions paid to Freeman Fox.

### EMPLOYEE AND FRANCHISEE SHARE OF COMMISSIONS RECEIVED BY FREEMAN FOX (Amount Invested \$50,000)

	Commission or Fee#	Employee Share	Franchisee Share
<b>Membership</b>	As above	Up to 30% Up to \$594	Up to 80% Up to \$1,584
<b>Managed Funds</b>			
Upfront	0.25%-4.4%* \$125-\$2,200	Up to 30% \$38-\$660	Up to 90% \$112-\$1,980
Ongoing	1.1% \$550	Up to 30% \$165	Up to 90% \$495

# Commissions and fees are inclusive of GST.

Advisers employed by Freeman Fox and Franchisees may receive minor unquantifiable benefits including business lunches, tickets to sporting and cultural events, corporate promotional merchandise and other minor benefits from Freeman Fox or product providers whose products we recommend.

## POTENTIAL CONFLICTS OF INTEREST

Your Adviser may refer tasks and clients to other companies within the Freeman Fox Group e.g. Freeman Fox Finance Pty Ltd or Financial Co-ordinators Australia Taxation Services Pty Ltd and may recommend any of the following securities, managed funds or services issued by the following companies:

- Excelsa Equities Ltd,
- Excelsa Funds Management Pty Ltd, and
- Freedom Factory Pty Ltd.

As a result of these referrals, commissions or referral fees may be paid i.e. up to 30% for Employees and up to 90% for Franchisees of all fees and commissions paid to Freeman Fox.

Product providers may pay Freeman Fox out of its own funds a volume based incentive fee of up to 25% (including GST) for funds invested in excess of an agreed target. Freeman Fox may have a beneficial interest in recommended funds and receive fees for providing of portfolio management services to these funds.

The exact amount of fees and commissions we and our Advisers receive will be disclosed in the SOA.

## WILL ANYONE BE PAID FOR REFERRING ME TO YOU?

When someone else has referred you to us, if they are paid a fee in relation to the referral, the SOA will inform you who will receive that fee and the amount they will receive. A once only referral fee of up to 30% of the value of Silver (\$89) and Gold (\$594) membership may be paid to approved persons.

## HOW TO MAKE A COMPLAINT

If you are not satisfied with the service or advice you receive from us you are entitled to make a complaint.

1. Contact your Adviser directly and tell them about your complaint. If you prefer, you are welcome to speak to the Complaints Officer by calling freecall 1800 003 369. For more information log on to our website: [www.freemanfox.com.au](http://www.freemanfox.com.au).
2. If your complaint is not satisfactorily resolved within twenty-eight days, we will write to you informing you of the outcome. At Freeman Fox, our philosophy in dealing with complaints is to be "quick and fair".
3. If you still do not receive a satisfactory outcome, you have the right to complain to Financial Ombudsman Service -  
Telephone: 1300 780 808  
Website: [www.fos.org.au](http://www.fos.org.au)

## SAFEGUARDING YOUR PRIVACY

At Freeman Fox we are committed to safeguarding your privacy. We collect your personal information to ensure that we are able to provide you with the products and services most appropriate to your needs. For further information on our Privacy Policy, please refer to our website [www.freemanfox.com.au](http://www.freemanfox.com.au) or ask your Adviser.