



FENTON  
& ASSOCIATES

## Financial Services Guide

The financial services referred to in this guide are offered by:

**Paul Fenton of  
Fenton & Associates**

**This guide is provided to you by Fenton & Associates**

ABN:	94 304 403 582
AFSL License:	246580
Street Address:	Level 1, 26-28 Market Street, Wollongong
Postal Address:	PO Box 794 Wollongong NSW 2520
Telephone:	(02) 4227 3335
Facsimile:	(02) 4227 5553
Email:	direct@pfenton.com.au

### **Purpose of this Guide:**

The main purpose of this document is to ensure you are given adequate information about the financial services being offered.

It contains information about the services we offer you; how we are paid; any potential conflict of interest we may have; and our internal and external dispute resolution procedures and how you can access them.

This guide should help you decide whether to use any of the financial services we provide.

Should you choose to become a client of our practice, we will provide you with other documents, such as Statements of Advice and Product Disclosure Statements.

These documents are to assist you in making informed choices about your financial situation.

## About Fenton & Associates

Fenton & Associates provide comprehensive, tailored financial planning services.

Fenton & Associates is the holder of an Australian Financial Services Licence. This licence permits our provision of the following financial services:

- Managed Investment Schemes
- Superannuation
- Investor Directed Portfolio Services
- All Securities
- Investment Life Insurance Products
- Deposit & Payment Products – Basic Deposit
- Deposit & Payment Products – Non-basic Deposit
- Government Debentures, Stocks or Bonds
- Retirement Savings Accounts
- Life Risk Insurance Products

Fenton & Associates:

- only employ qualified and experienced financial planners and support staff;
- is a private company - not owned or operated by any financial institution;
- is a Principal member of the Financial Planning Association (FPA); and
- abide by the FPA Constitution, Code of Ethics & Rules of Professional Conduct.

## About Paul Fenton

Paul Fenton has the following Experience and Educational Qualifications:

Experience: Financial Planner since 1986

Qualifications: Diploma in Financial Planning (Dip FP)

Certified Financial Planner (CFP)

Paul is an authorised representative of Fenton & Associates. Paul is permitted to provide the full range of financial services available to Fenton & Associates, as outlined above.

**Please note that whenever these services are provided, we will be acting on your behalf and not on the behalf of any product issuer.**

## Remuneration

The initial consultation with Paul Fenton is at no cost or obligation. After this consultation, written confirmation of the scope of your plan and associated fees is provided. It is not possible to determine fees prior to the initial consultation, as our fees differ according to the nature and complexity of services being provided.

By way of example, our plan preparation fees generally range between \$660.00 and \$3,300.00. *Fenton & Associates rebate 100% of the upfront & exit fee commissions that may otherwise be charged on the placement of investments.*

Fenton & Associates offer a range of ongoing service arrangements, for which an hourly fixed rate consultation fee or ongoing review fees apply.

We will explain the likely remuneration or other benefits we (or an associate) will receive from any transaction or service we offer to you prior to you proceeding with either.

*As a Director, Shareholder and Authorised Representative of Fenton & Associates, Paul Fenton is remunerated by way of Salary and Dividends.*

## Instructions from you

To enable the provision of appropriate and meaningful advice, Fenton & Associates will require your personal details, goals & objectives, financial data and any other relevant information.

You have the right to withhold private information, however, this may compromise the quality and effectiveness of your plan (Statement of Advice).

We will always seek to act on your specific instructions in a timely and efficient way.

You can provide instructions to us verbally and in writing (mail, fax or email), however we reserve the right to request written instructions where we consider it necessary.

## Privacy of client information

In providing our services we will collect personal information about you, including sensitive information (e.g. state of health for insurance purposes).

Please note we treat all information you provide to us in confidence and will take all reasonable steps to ensure non-disclosure to anyone other than for the purpose of fulfilling your instructions.

We treat all client information in accordance with the provisions of the Privacy Act 1988. Do not hesitate to contact our office if you would like a copy of our Privacy Policy Statement.

## Problems with our service

If you ever have a difficulty with our services please be aware we will do everything within reason to address and resolve your concerns.

If you have any complaints about the service provided to you, you should take the following steps:

- 1) Contact Paul Fenton and tell him about your complaint.
- 2) If your complaint is not satisfactorily resolved within 3 days, please contact Lisa Kovacs, Operations Manager of Fenton & Associates, on (02) 4227 3335 or put your complaint in writing and send it to us at PO Box 794, Wollongong NSW 2520. We will try to resolve your complaint quickly and fairly.
- 3) If you do not get a satisfactory outcome, contact the Financial Industry Complaints Service Limited (FICS) on 1300 780 808. Fenton & Associates is a member of FICS and is legally obliged to refer any complaints it cannot resolve to this Scheme for independent resolution.

## Associations

Fenton & Associates currently pay the Global AXA Group for the provision of back office services, inclusive of research, compliance and technical support.

Fenton & Associates use these services in conjunction with information sourced from various other companies such as Morningstar (research), Investor Web (research) and Virtual Broker (stock broking research).

## Client Testimonials

You should carefully consider whom you choose to be your financial planner.

Fenton & Associates has collected numerous client testimonials to reassure you of our ethical standards, and the quality of advice and service we provide. These testimonials are available for inspection at our Wollongong office.

## How to Choose a Financial Planner

When seeking a financial planner, it is important that you ask the right questions. To assist you in this regard, our guide is as follows:

### Licensing Arrangement

- Who is the Licensee, Who is the financial planner acting on behalf of?
- Is the financial planner restricted in providing advice or dealing in certain products?
- Has ASIC imposed restrictions on the Licensee?

### Relationships

- Is the Licensee wholly, or partly, owned by a financial institution?
- Is the financial planner 'tied' to recommending products by particular institutions?

### Complaints Process

- Is there a process in place to deal with complaints?
- Does the financial planner belong to a complaints resolution scheme?
- Does the Licensee carry Professional Indemnity Insurance?

### Fees & Remuneration

- Has the financial planner provided full fee disclosure, in writing?
- Are you able to quantify the costs you will incur?
- Has the financial planner explained how he/she will be remunerated?

### Experience & Qualifications

- What 'relevant' experience does the financial planner have?
- What 'relevant' qualifications does he/she have?
- How does the financial planner maintain and grow his/her knowledge?

### Provision of Advice

- Does the financial planner provide 'generic' advice or 'tailored, personal' advice?
- Are there particular areas of specialisation?
- Will advice be provided in writing, by way of a 'Statement of Advice'?

### Ongoing Service

- Is ongoing service provided?
- If so, is this service tailored to suit the varying needs of clients?
- Does the financial planner have experienced, qualified support staff?
- Who will look after you if the financial planner ceased to exist?

### References & Testimonials

- Are you able to verify the credibility and capabilities of the financial planner?
- Is the company the financial planner represents credible?

### ***Some thoughts to invest by...***

- ▶ Start with a strategy – be clear about your timeframe, goals & risk tolerance
- ▶ Expect to get rich slowly
- ▶ Spread your risk – it comes in many forms, it is inescapable, but it is manageable
- ▶ "Blue Chip" property and shares can both "crash"
- ▶ Human nature will prevail – fear & greed drive markets
- ▶ "Time in the market" works, not "timing the market"
- ▶ Don't buy or sell for tax reasons alone
- ▶ Compounding works dramatically over the long-run
- ▶ Learn from your mistakes but don't panic
- ▶ Expect to pay for quality advice and service.