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**HBF Financial Services Pty Ltd**

ABN 18 009 123 675

AFSL 236623

FB 3517

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**HBF Service Centre Hours**

Mon to Fri: 9am to 5pm

\*Saturday: 9am to 1pm

+Financial Services only

**Metropolitan Service Centres****Perth**

125 Murray Street

96 William Street

**Booragoon**

Garden City Shopping Centre\*

Gateway Business Centre+

Suite 9 111-173 Davy Street

**Cannington**

Carousel Shopping Centre\*

**Fremantle**

82 High Street

**Hillarys**

Whitford City Shopping Centre

**Innaloo**

Innaloo Shopping Centre

**Joondalup**

Lakeside Shopping Centre

**Joondalup**

115 Grand Boulevard

**Karrinyup**

Karrinyup Shopping Centre\*

**Mandurah**

32 Pinjarra Road\*

**Midland**

Midland Gate Shopping Centre

**Morley**

Galleria Shopping Centre\*

**Rockingham**

Rockingham City

Shopping Centre

**Subiaco**

513 Hay Street

**Regional Service Centres****Albany**

21 Albany Highway

Telephone 9841 2238

**Bunbury**

12 Arthur Street

Telephone 9721 3402

**Busselton**

2/88 Queen Street

Telephone 9754 3011

**Geraldton**

Northgate Shopping Centre

Telephone 9921 5502

**Kalgoorlie Agency**

Amcal Chemist

205 Hannan Street

Mon to Fri: 10am to 3pm

Telephone 9021 8422

**Karratha Agency**

Just Spectacles

Karratha Village Centre

Mon to Fri: 10am to 3pm

Telephone 9185 3575

# financial services guide



important information about HBF financial services

## INTRODUCTION

At HBF Financial Services Pty Ltd, our objective is to provide you with products and services that best suit your individual needs. The relationships HBF has with its members are founded on professionalism, integrity and exceptional client service. These principles are shared by HBF Financial Services Pty Ltd. As part of our relationship with you, it is important to us that you understand the basis of our business before we begin. Our Financial Services Guide has been designed to provide you with the following information:

- **A brief overview of who we are**
- **A list of the financial services and products we provide**
- **Explanation of documentation relating to products and advice**
- **Remuneration paid in relation to the services we offer**
- **Ensuring your privacy**
- **What to do if you have a complaint about our services**

## WHO WE ARE

HBF Financial Services Pty Ltd is an Australian Financial Services Provider and the holder of Australian Financial Services Licence number 236623 under the Corporations Act. Its ultimate owner is HBF Health Funds Inc. We are authorised to deal in and advise on a range of financial products. Whether you have previously received financial services advice or not, HBF Financial Services Pty Ltd can help develop solutions tailored to your circumstances.

## YOUR FINANCIAL ADVISER

Your HBF Financial Adviser is an employee of HBF Health Funds Inc. and a representative of HBF Financial Services Pty Ltd. HBF Financial Services Pty Ltd is responsible for the advice provided to you by our representatives. On request, they can provide you with confirmation of their authorisations, qualifications and experience. Our Financial Advisers are competent and experienced professionals who will work with you to provide advice and services that are appropriate for your needs and circumstances. They will be acting on behalf of HBF Financial Services Pty Ltd when recommending solutions, including securities product, life and other insurance recommendations.

## FINANCIAL SERVICES AND PRODUCTS

HBF Financial Services Pty Ltd holds an Australian Financial Services Licence that allows us to deal in and provide advice for a range of financial products. Our approved portfolio of products is sourced from a broad range of institutions and is selected according to external research, quality, value for money, and, most importantly, our members' needs. We are authorised to deal in and provide advice in relation to the following products:

- **Deposits and payment products**
- **Government debentures, stocks and bonds**
- **Life Products including annuities, life insurance, term, income protection, trauma, needlestick cover, funeral plans, death and total and permanent disability, as well as disability products in general.**
- **Retirement Savings Account products**
- **Securities**
- **Superannuation including allocated pensions, rollovers and personal and Corporate Superannuation products**

In general terms, we can provide you with services such as:

- **Financial planning**
- **Personal budget planning**
- **Financial management training**
- **Personal wealth creation**
- **Estate and succession planning**
- **Direct investments**
- **Retirement planning**
- **Insurance advice**
- **Risk management**
- **Gearing strategies**
- **Debt structuring advice**
- **Redundancy packaging**
- **Self-managed (DIY) superannuation**

In some circumstances, external advice such as legal advice may also be sought to assist in delivering these products and services.

Depending on your requirements, HBF Financial Services Pty Ltd can provide different levels of service, from advice on a particular product to the preparation of a comprehensive Statement of Advice. We will explain the available levels of service and the associated fee options and risks to enable you to decide the type of service you require. Based on your circumstances, we will recommend an appropriate level of service.

HBF Mortgage Specialists are not Financial Advisers. They can only give limited advice on deposit products which are issued by Bank of Queensland Limited (BOQ).

You will need to see an HBF Financial Adviser, rather than an HBF Mortgage Specialist, for financial planning or preparation of a Statement of Advice.

## DOCUMENTATION

You may also receive additional documentation including a Statement of Advice, Record of Advice, Product Disclosure Statements or other regulated documents when services or products are provided to you.

### Statement of Advice

A Statement of Advice is a record of the personal advice we give you after taking into account your objectives, financial situation and needs (for example, when a Financial Adviser prepares a financial plan for you). It sets out important and comprehensive information relating to the recommendations we make to you in relation to financial products. Where we are recommending a particular financial product, you will also receive a Product Disclosure Statement for that product.

### Record of Advice

Where HBF Financial Services Pty Ltd has provided you with a Statement of Advice on a previous occasion, and you have subsequently sought additional advice in circumstances where the basis of our previous advice and your personal circumstances, needs or objectives have not changed, we will prepare a record of the further advice provided to you. If we do not provide you with a copy of the Record of Advice, you may request a copy of that Record of Advice at any time within 7 years after the date the advice was provided by contacting us.

### Product Disclosure Statement

A Product Disclosure Statement contains important disclosure information about a financial product. Before you commit to accepting any recommendations made to you, you should be provided with a Product Disclosure Statement (or its equivalent). If you have not been provided with these documents, please contact us on 9265 8822 and we will provide you with these documents. You will also receive a Product Disclosure Statement if you apply for or we offer you an HBF Ezicover Insurance product or a Bank of Queensland deposit product.

## REMUNERATION

HBF Financial Services Pty Ltd has a simple and open fee structure which allows you to choose the payment option that suits you. Full details of the fees and charges will be provided in both the Statement of Advice and the Product Disclosure Statements. In general, HBF Financial Services Pty Ltd may receive remuneration for the provision of financial planning services in one of the following ways:

- A fee for the production of the Statement of Advice will be based on an hourly rate and advised to you before we proceed. The fee will normally be \$800 but may be more or less depending on the complexity and time involved. It is payable upon receipt of the Statement of Advice.
- A placement/implementation fee, commission, or brokerage (which can vary between 1% and 5% and will be charged as a percentage of the amount invested). For example, if you lodge \$10,000 at a 2% placement fee, HBF Financial Services Pty Ltd would receive \$200.
- An ongoing fee or commission (which can vary between 0% and 2% per annum, based on the ongoing value of the investment), as a fee for the provision of ongoing service/advice. For example, if your average balance is \$10,000 for the full year and we receive 0.85% per annum ongoing fee and/or commission, HBF Financial Services Pty Ltd will receive \$85 per year.

- For the provision of a personal life insurance contract (excluding HBF Ezicover Insurance products) HBF Financial Services Pty Ltd will receive from the issuing life company a commission which can vary between 0% and 130% (depending on the type of insurance and the respective issuer) of the premium plus GST for each policy sold. We will clearly outline the cost to you in writing before you commit. HBF Financial Services Pty Ltd may also receive the following remuneration, which is not related to the provision of financial planning services:
- For the provision of HBF Ezicover Insurance products, HBF Financial Services Pty Ltd will receive from Zurich Australia Limited (Zurich) a commission of 20% of the premium plus GST for each policy sold. Full details of the fees and charges will be provided in the HBF Ezicover Insurance Product Disclosure Statements.
- In relation to deposit products issued by BOQ, HBF Financial Services Pty Ltd will receive a commission payment from BOQ. The amount of this commission is not ascertainable in respect of any individual deposit account. The amount of commission we receive is calculated on a monthly basis across the whole portfolio of BOQ loan and deposit products and the amount depends on a number of variable factors.

### **Financial Adviser and Mortgage Specialist Remuneration**

HBF Financial Advisers and Mortgage Specialists are remunerated on a 'salary only' basis and receive no additional incentives in the form of commission from the provision of any service or the recommendation and sale of any product. As an organisation, we manage conflict of interest and promote objectivity by prohibiting our Financial Advisers and Mortgage Specialists from accepting any material, non-cash incentives or gifts that may (or may be seen to) influence their advice to you.

### **Financial Advisers' Conflict of Interest**

We acknowledge that there may be a situation where your Financial Adviser holds an interest in a security or financial product that is contained in their advice to you. In the interest of transparency and objectivity, your Financial Adviser will disclose any relevant interest when making a recommendation to you.

If an accountant or other organisation or person refers you to HBF Financial Services Pty Ltd, they may receive a referral payment from HBF Financial Services Pty Ltd, in which case you will be advised of the details.

You have the right to know the details of commissions and other benefits your Financial Adviser receives for recommending solutions. Your Financial Adviser will also notify you of any conflicts of interest or if there is anything that may influence their recommendation to you. In addition to the information detailed in this Financial Services Guide, your Financial Adviser will also provide this information to you when they make specific recommendations.

Detailed information regarding their remuneration and how it is calculated may be contained in the Statement of Advice or the relevant Product Disclosure Statement.

## YOUR PERSONAL CIRCUMSTANCES

To tailor the advice for you, we need to understand your personal circumstances. This includes your individual investment objectives, financial situation and needs before we recommend any solutions to you.

To properly consider your needs and objectives and to deliver recommendations that are designed to satisfy your requirements, we will need to obtain from you or your representative key facts as to your individual circumstances. These facts will need to be confirmed by you in the form of a signed acknowledgement. Of course, you have the right not to share this information with us. In this case, we may not be able to advise you, or, if we do, we are required to warn you of the possible consequences. You should read the warnings carefully as the scope of the advice able to be provided to you will be limited as a consequence of you exercising your right not to disclose all the information sought by us. Your Financial Adviser will explain any significant risks associated with recommended solutions, as well the risks associated with not acting on the recommended solutions.

## ENSURING YOUR PRIVACY

We will generally collect your personal information during a face-to-face interview, over the telephone or by way of an application form or online client engagement form. We will use your personal information to provide the services you have requested. We may disclose your information to our related companies including HBF Health Funds Inc and HBF Insurance Pty Ltd. We may also disclose your personal information to regulatory bodies, our agents, representatives and contractors, superannuation fund trustees, insurance providers and product issuers. We may use your personal information for the purpose of providing you with material, such as articles and information about other products and services, that may be of interest to you. Your personal information may be disclosed to our related companies so that those companies may contact you to send you information about other products and services. However, you may request not to receive such information by contacting us by any of the methods detailed overleaf and we will action your request. You must state what information you do not want us or other members of the HBF Group to send to you. Please allow five days for your request to be actioned.

If you elect not to provide us with the personal information we request, we may elect to terminate our relationship with you if we believe we are unable to provide you with a complete service.

We are required by the Corporations Act and the Rules of Professional Conduct of the Financial Planning Association of Australia to collect sufficient information to ensure we can give appropriate advice and recommendations to you.

If you acquire a deposit product issued by BOQ through us then you agree that BOQ and HBF Financial Services Pty Ltd may exchange your personal information. In addition to the purposes outlined above, we will use personal information received from BOQ to administer the deposit product you have acquired and to verify the commission payable by BOQ to us. Please note that if you do not wish BOQ to send marketing information to you, you will need to contact them directly.

If you acquire an Ezicover Life Insurance product issued by Zurich through us then you agree that Zurich and HBF Financial Services Pty Ltd may exchange your personal information. In addition to the purposes outlined above, we will use personal information received from Zurich to administer the Ezicover Life Insurance product you have acquired and to verify the commission payable by Zurich to us.

Please note that if you do not wish Zurich to send marketing information to you, you will need to contact them directly.

In most circumstances you have a right to access any personal information which we collect and hold about you. Please contact us if you wish to access your personal information. We may deny your request in some circumstances and if we do this we will tell you why.

Further details on the way we handle personal information are in our Privacy Policy, which is available on our website [www.hbf.com.au](http://www.hbf.com.au) or by contacting a Member Service Advisor. HBF Privacy Officer GPO Box C101 Perth WA 6809. Phone: 133 423.

## MAKING A COMPLAINT

If you have a complaint about the services provided, you should take the following steps:

1. Contact your Financial Adviser or Mortgage Specialist and tell them about your complaint.
2. If your complaint is not resolved to your satisfaction within three days, please put your complaint in writing and send it to: HBF, Complaints Manager — Financial Services GPO Box C101 Perth WA 6809. We will endeavour to resolve your complaint quickly and fairly.
3. If you are not satisfied with our response, you can contact the Financial Industry Complaints Services (FICS), an independent private complaints body, funded by its corporate members. HBF Financial Services Pty Ltd is a member of FICS. You can call FICS from anywhere in Australia on 1300 780 808, or write to them at: PO Box 579 Collins Street West Melbourne VIC 8007.
4. If you are not satisfied with the complaints resolution rulings there are other remedies available to you about which you should seek independent advice.