

Introduction

This Financial Services Guide (FSG) was distributed with the authority of Investory Pty Ltd ABN 69 161 021 941 Australian Financial Services Licence (AFSL) No.432 670 (Investory).

This FSG contains information about:

- Investory, who as the Licensee, is responsible for the financial services;
- Your financial Adviser;
- The financial services and products your Adviser can provide;
- How Investory, your Adviser and other related parties are paid for the financial planning services provided to you;
- Any associations or relationships that could create potential conflicts of interest;
- Details of who to contact should you have a complaint.

Authorised Representative Profile

This FSG must be read in conjunction with Part Two as it forms part of this FSG. It provides detailed information about your Adviser such as their contact details, referral sources and the types of financial products they can advise and deal in.

Please retain both Part One and Part Two for your reference and any future dealings with Investory.

What other documents might you receive?

You might receive the following documents to help you make an informed decision on any financial strategy or recommended financial product.

Statement of Advice (SOA)

All personal advice provided to you will be outlined in an SOA, Record of Advice (ROA) or other forms of documentation.

The SOA is used for initial advice and will contain the commissions and information on relevant associations.

Where further advice is provided that does not involve a significant change, either to your circumstances or basis of advice, your Adviser will provide an ROA. Where there is a significant change you will be provided with a SOA.

Product Disclosure Statement (PDS)

You will receive a PDS if your Adviser has provided advice on a particular product. The PDS will contain the information you need in order to decide whether the financial product is appropriate for you.

Who is Investory?

Investory conducts business through a network of financial Advisers who are appointed as Authorised Representatives under Investory's AFSL.

Where Investory has appointed a corporate entity as an Authorised Representative, employees of that company who give advice will also be authorised by Investory.

Who is your Adviser?

Your Adviser will be the authorised representative listed in Part Two of this FSG.

What kinds of financial services, products and advice are available to you?

Investory can provide advice and strategies on the following, but not limited to:

- Savings and wealth creation
- Financial management
- Investment
- Superannuation
- Pre-Retirement
- Retirement
- Margin lending
- Self-managed superannuation funds
- Financial protection and insurance
- Estate planning
- Centrelink
- Salary packaging
- Business succession
- Finance and gearing

Please refer to Part Two of this FSG for the services which your Adviser is authorised to provide. Investory supports your Adviser by providing financial product research. This helps your Adviser select products that will help you reach your financial goals. Investory's Advisers act for you and not for any life insurance company, fund manager or bank.

How will you pay for the services provided and what do they cost?

As the provider of professional services, your Adviser will charge for the advice and services they provide to you. Depending on the services you require, your Adviser may charge by a variety of methods. Below is a guide as to how fees and commissions may be charged. Specific information on your Adviser's fees and charges can be found in Part Two of this FSG. All fees and charges will be disclosed in the SOA, ROA and/or PDS.

Your Adviser will discuss both the rate and method of payment with you before any financial services are provided, and will confirm any ongoing fees payable and the related services with you, each year.

Fee for Service

Investory may charge a fee for the provision of advice and/or implementation of recommendations. Depending on your circumstances and the complexity of the work involved, this fee may be a fixed dollar amount, a percentage rate based on the value of your proposed investment portfolio, an hourly rate for time spent providing the services, or a combination of these.

Commission

Commissions may be paid from a product provider to Investory and are at no additional cost to you. Initial commission may be paid at the time you obtain the product with ongoing commissions paid during the life of the product. From 1st July 2013 product providers may pay Investory initial commission and ongoing commission only in respect of some life insurance products. Investory may continue to receive ongoing commissions on any investment product that was in existence at 30 June 2013; however there is no commission payable on new investment products from 1 July 2013.

Referrals

If you are referred to a third party provider, the provider may pay your Adviser a referral payment. Likewise, if you have been referred to your Adviser, Investory may pay the referrer a fee. Details of the payment will be disclosed to you in writing. Referrer fees are at no additional cost to you.

Please refer to Part Two of this FSG for details on your Adviser's current referral arrangements.

How are Investory and your Adviser paid?

Except for your investment funds and policy premium payments where these are paid directly to the product provider, all payments are payable to Investory.

Investory will retain between 0% and 10% of these payments and forward the balance to your Adviser. For example, if Investory receives \$100 in fees from a product provider Investory will retain \$10 and forward \$90 to your Adviser.

Your Adviser may also pay Investory a fixed monthly administration fee for providing business support services, and this is at no additional cost to yourself.

What other benefits may product providers give to Investory or your Adviser?

Some product providers may pay Investory allowances which are at no additional cost to you. These are payable to assist Investory with business development, marketing, education, training and professional development expenses for its Advisers.

Investory may receive up to 0.25% per annum from certain service and product providers based on the level of investments placed with them. For example, if you invested \$10,000, up to \$25 per annum may be paid to Investory.

Investory may receive up to \$20 dollars per trade in brokerage. For example, if you invested \$10,000, up to \$20 per trade may be paid to Investory.

In certain restrictive circumstances, Investory may receive benefits in the form of an additional payment of up to 10% per annum from insurance providers based on the amount of premium paid to them.

For example, if you paid \$1,000 in premium for an insurance policy, up to \$100 may be paid to Investory.

Some product providers may give Investory or your Adviser other benefits such as entertainment or sponsorship. Both Investory and your Adviser maintain a Register in line with industry standards to document any benefits received.

You have the right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and other benefits received by Investory and/or your Adviser.

Goods and Services Tax (GST)

All financial payments, commissions and fees are inclusive of GST.

Does Investory have any relationships or associations with financial product issuers?

Investory or its related entities have no affiliations with the investment and product providers that appear on Investory's Approved Product List (APL). Details of any affiliation relative to the advice you will be receiving from your Adviser will be disclosed in your SOA.

Investory is privately owned and operated, it has no external shareholders (i.e. banks or product providers). Investory shareholders are directors of Investory and practising financial advisers. As shareholders, they are entitled to profit share arrangements.

What information should you provide to receive personal advice?

Your Adviser will complete a Client Questionnaire with you which will record your personal objectives, lifestyle goals, details of your current financial situation and any other relevant information.

The information obtained will be assessed by your Adviser to assist them in providing appropriate advice.

You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive. You should read any warnings contained in the client questionnaire and SOA carefully before making any decision relating to a financial strategy or product.

As a financial service provider, Investory has an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licence. We will also retain copies of this information. Investory assures you that this information will be held securely. Investory cannot provide you with services if you are unwilling to provide this information.

Investory and your Adviser are committed to complying with a privacy policy to protect the privacy and security of your personal information. Our privacy policy contains information on how we manage your information (including collection, use, disclosure and access to information) and how you may complain about a breach of your privacy. Please ask your Adviser if you wish to obtain a copy of our privacy policy.

How can you give instructions to your Adviser about your financial products?

You may specify how you would like to give us instructions. For example you may nominate to instruct us to act by telephone, fax, e-mail or other.

Compensation arrangements

Investory confirms that it has arrangements in place to ensure it continues to maintain professional indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). Our professional indemnity insurance, subject to its terms and conditions, covers Investory and our representatives for claims made against us as a result of provision of financial services. The professional indemnity insurance will cover us for claims relating to the conduct of former representatives who no longer work for us but who did at the time of the relevant conduct.

What should you do if you are not satisfied with our services?

If you have any complaints about the services provided, please take the following steps:

Contact Investory's Compliance Manager by telephone or in writing. Investory will try to resolve your complaint quickly and fairly.

If you do not get a satisfactory outcome, you have the right to escalate your complaint to the Financial Ombudsman Service Limited, GPO Box 3, Melbourne Vic 3001, telephone toll free 1800 367 287, fax 03 9613 6399 or www.fos.org.au. Investory is a member of this service.

For further information about your rights, you may contact ASIC at 1300 300 630 or visit ASIC's website at www.asic.gov.au. If your complaint relates to misconduct, you may also lodge a report on ASIC's website.

Issued By

Investory Pty Ltd

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Introduction

This document is issued by Investory Pty Ltd ABN 69 161 021 941 | AFSL No. 432 670 (Investory). This document is Part Two of a Financial Services Guide (FSG) and should be read in conjunction with Part One. Investory has given permission to Elevation Financials Pty Ltd (Elevation Financials) to provide you with this FSG.

Financial Services are provided to you by:

Corporate Authorised Representative Name	Elevation Financials Pty Ltd ABN 69 615 529 130
Corporate Authorised Representative ASIC Number	1249757
Sub Authorised Representative Name	Matthew David Garrett
Sub Authorised Representative ASIC Number	242509
Business Address	18 Marsden Crescent, Port Macquarie NSW 2444
Postal Address	PO Box 5690, Port Macquarie BC, NSW 2444
Telephone	0477 168 807
Email	matt@elevationfinancials.com.au

Elevation Financials is a Corporate Authorised Representative of Investory. Matthew David Garrett (Matthew) is a Sub-Authorised Representative of Elevation Financials. Matthew is only authorised to advise and deal in the following products:

- Government Debentures, Stocks and Bonds
- Basic and Non-Basic Deposit Products
- Life Insurance (Risk and Investment Products)
- Securities
- Retirement Savings Accounts and Superannuation
- Managed Investment Schemes including IDPS
- Self-Managed Superannuation Funds

Matthew is not authorised to provide you with advice in relation to the following:

- Derivatives
- Managed Discretionary Accounts
- Margin Lending

Remuneration

Investory receives all remuneration paid upon implementation of the products and services provided by Matthew, and under contract pays Elevation Financials 90% of all commissions and fees received. From this, Elevation Financials funds the costs associated with operating the business and pays Matthew a salary.

Below is a guide as to how fees and commissions may be charged. Matthew will provide you with a Statement of Advice, which will outline Elevation Financials fees and commissions. All fees and commissions will be discussed and agreed with you prior to commencing any work.

The scope of work will be provided to you in detail and will be provided in writing prior to the commencement of any work.

Fee for Service

Elevation Financials charge fixed price fees for initial advice and implementation in the range of \$2,200 and \$11,000 inclusive of GST. Elevation Financials charge an ongoing professional investment fee for portfolio management in the range of 0.77% to 1.50% pa inclusive of GST on the value of assets of the investments. Professional investment fees will be billed monthly and deducted from investment capital. Elevation Financials charges per hour for agreed assignments and will be based upon the level of staff and time required to complete, plus out of pocket expenses and GST. A detailed breakdown of the time and costs incurred will be available upon request. Investory will invoice you directly for these services. Currently Elevation Financials charge rates for the different levels of staff are:

	Ex GST	Inc GST
Senior Director	\$350	\$385
Senior Staff Member	\$210	\$231
Assistant	\$140	\$154

Commission

From 1st July 2013 product providers may pay Investory initial commission and ongoing commission only in respect of some life insurance products. Investory may continue to receive ongoing commissions on any investment product that was in existence at 30 June 2013; however there is no commission payable on new investment products from 1 July 2013. Life Insurance commissions - the upfront commission with a life insurance product may be up to 130% of the initial annual premium less policy fees, stamp duty & GST. The ongoing commission may be up to 30% of the ongoing annual premium less policy fees, stamp duty & GST.

Referrals

Matthew may have referral arrangements with selected referral partners. Should you engage the services of any such referral partners Matthew may obtain remuneration in the form of a fee and/or commission. If such arrangement applies to you Matthew will provide the relevant details of any benefit received.