

World Assets

FINANCIAL SERVICES Guide

Jon Grant of World Assets
Is an Authorised Representative of
ROPAN Licensees Pty Ltd

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ROPAN Licensees Pty Ltd Australian Financial Services License Number: 353890
Jon Grant Authorised Representative Number: 239267

NOT INDEPENDENT

World Assets is not independent, under section 923A (2)(a)(i) of the Corporations Act, because we receive commissions on the sale of life risk insurance products.

This Financial Services Guide (FSG) is an important document which we are required to give you under the requirements of our Australian Financial Services License. It provides you with information about Jon Grant to help you decide whether to use the financial services we provide. This FSG explains the services we can offer to you and the types of financial products we offer. It also explains how we (and other related persons) are remunerated for these services, and includes details of our internal and external complaints handling procedures and how you can access them. Jon Grant of World Assets is required by law to provide you with this FSG.

If you choose to use our services you may also receive from us a Product Disclosure Statement (PDS), Statement of Advice (SoA) and/or Record of Advice (RoA).

To invest in any of our recommended financial products you must complete the application form attached to the relevant PDS. The PDS contains information about the particular financial product and will assist you in making an informed decision about that product.

If we provide you with personal financial product advice rather than general financial product advice we will initially provide you with an SoA. Personal financial product advice is advice that takes into account one or more of your objectives, financial situation and needs. The SoA will contain the advice, the basis on which it is given and information about fees, commissions and any associations which may have influenced the advice.

On an ongoing basis, a RoA will be provided instead of a SoA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SoA was provided. You have the right to request a copy of your RoA at any time.

ROPAN Licensees Pty Ltd is responsible for the advice provided and services offered to clients by Jon Grant of World Assets.

World Assets

Established in 2006, World Assets prides itself on acting in the clients best interests in providing valued advice. As part of its natural evolution, World Assets is committed to building on the hard work of prior years and to offer its clients the same professional service with a greater range of financial products to expand the traditional investment boundaries and offer diverse capabilities.

World Assets Principal, Jon Grant is a highly qualified adviser licensed under ROPAN Licensees Pty Ltd. Jon has over 20 years of experience in the financial services sector. World Assets has clients all over Australia who are using its skills and experience to create wealth, enjoy a comfortable retirement, or both.

Our goal is to help our clients identify the financial and lifestyle goals that are truly important to them and then lay out a strategy to achieve them.

We are committed to facilitating high quality advice and continued excellence in our service to you.

Why we are different?

Unlike most financial planning companies, World Assets is not aligned with, or obligated to any financial institution, bank or insurance company. We are free to recommend financial and investment products that we feel best suit our clients' needs.

We offer personal financial advice to each person who is treated as a valuable individual and client – not just a number.

Jon Grant of World Assets is a member of the Financial Planning Association of Australia (FPA). As a member of that organisation, we are committed to strict industry and ethical guidelines and to providing exceptional service to our clients.

What do we offer?

The services we offer include:

- Financial planning
- Investment strategy
- Superannuation strategies, including self- managed superannuation funds
- Life and disability insurance, including investment life insurance
- Tax effective investments
- Centrelink benefits advice
- Retirement planning advice
- Portfolio review services
- Ongoing advisory services

Whilst in most cases we initially provide advice to you in person, and then act on your instructions, you may also give us specific instructions on how to deal with various transactions/financial products etc, via telephone, fax or email.

World Assets

What are our authorisations?

To provide financial product advice and deal in a financial product by applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of financial products:

- Deposit payment products limited to:
 - Basic deposit products;
- Debentures, stocks or bonds issued or proposed to be issued by a government;
- Life products including:
 - Investment life insurance products;
 - Life risk insurance products;
- Interests in managed investment schemes including:
 - Investor directed portfolio services;
- Retirement savings accounts ("RSA") products (within the meaning of the *Retirement Savings Account Act 1997*);
- Securities;
- Standard margin lending facility; and
- Superannuation;

to retail and wholesale clients.

Who is your Adviser?

For personal information regarding your Adviser, please refer to the Adviser Profile provided with this FSG.

What we will not do?

We will not provide advice on products that are not on our Approved Financial Products List. JonGrant does not have authority to advise on financial products that are not approved by ROPAN Licensees Pty Ltd..

We will not provide advice on classes of financial products other than those identified in ROPAN Licensees Pty Ltd Australian Financial Services (AFS) Licence.

What do we expect from you?

We expect that you will provide us with accurate information that we request so that we have a reasonable basis on which to provide you with advice.

We expect that you will take advantage of our advice to enable you to make informed financial decisions.

We expect that where appropriate you inform your adviser of any changes that may influence your future objectives.

As a financial service provider, we are obliged under the Anti- Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of your funds. This means that we will ask you to present identification documents such as passports and driver's license, etc. We will also retain copies of that information. We assure you that that information will be held securely and is protected by Australian Federal Privacy Law. Please note that we cannot provide you with our services if you are unwilling to provide this information.

How are we paid for the services we provide?

Our initial meeting is free of charge. After the first meeting, your adviser will discuss the fees and charges that will be applicable to your individual circumstances.

In the event that you engage our services, we may charge you a fee for preparing a Statement of Advice (SoA), the cost of which will depend on the complexity of the advice and the time spent in research and preparation. I will inform you of the cost, which may be an estimate, and await your consent before commencing any work. Any fee for service must be paid within seven (7) days of the date of the tax invoice being issued to you and all cheques for financial planning advice fees must be made payable to ROPAN Licensees Pty Ltd.

The range of upfront fees we receive in respect of investment and risk insurance financial products varies depending on the financial product provider. For example. Where the upfront fee to be charged on an investment product is 3.3%, for an investment of \$10,000, you will be charged \$330 (inclusive of GST).

For investment and superannuation products the upfront fee payment is usually deducted from the initial amount invested, whereas the upfront fee for risk insurance products is usually factored into the premium paid by you.

Instead of using the financial product to receive a fee, we may invoice you directly for the work performed. If we agree to this method of billing, the fee will be quoted prior to implementing the advice.

We will typically discuss the suitability of the charge structure for you prior to implementing the advice.

Your ongoing fees, if you choose to retain our services may be charged as either a flat fee payable per month, quarter or year, or as a percentage of the assets on which we are providing advice. For example. Where the ongoing fee is charged on the investment product at 1.2%, for an investment of \$10,000, you will be charged \$120 per year ongoing (inclusive of GST).

Exact amounts for upfront and ongoing fees, where possible, will be clearly identified in your Advice document and agreed with you prior to implementing any financial products or strategies.

What commissions, fees or other benefits are received?

World Assets may from time to time receive a benefit from a product provider by way of sponsorship of educational seminars, conferences, or training days. Details of benefits above \$300 are maintained on a Register.

You have a right to request further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or the authorised representative.

World Assets

Do any relationships exist which might influence the service or advice I receive?

World Assets is not owned by any Fund Manager or Institution and there are no relationships that could influence the advice that you receive from us.

Your adviser may hold an interest in a financial product. Any significant interest/ownership will be recorded in a register of financial product holding and where appropriate, that holding will be disclosed to you in the SoA or RoA.

Will you give me advice that is suitable to my investment needs and financial circumstances?

Yes. However, to do so we need to know your individual investment objectives, financial situation and needs before we recommend any investment or risk strategies/products to you. You have the right not to divulge that information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

What should I know about any risks of the investments or investment strategies recommended to me?

We will explain to you any significant risks of investments, insurances and strategies that we recommend to you. If you are uncertain of the details of such, you should ask us for further clarification.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you. If you wish to examine your file, you should ask us and we will make arrangements for you to do so.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our privacy policy will be provided to you upon request.

Can I tell you how I wish to instruct you to buy or sell my investment?

Yes. You may specify how you would like to give us instructions, e.g. by telephone, fax or other means. But in all cases we must receive written confirmation of those instructions from you.

What kind of compensation arrangements are in place and do those arrangements comply with the Law?

ROPAN Licensees Pty Ltd confirms that it has arrangements in place to ensure that it continues to maintain Professional Indemnity insurance in accordance with S.912B of the Corporations Act 2001 (as amended).

In particular our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum Insured for World Assets and our authorised representatives in respect of our authorisations and obligations under our Australian Financial Services License. This insurance also continues to provide coverage for any authorised representative who has ceased work with World Assets for a minimum of 7 years from the date of ceasing the relationship.

What should I do if I have a complaint?

We are committed to providing quality advice to our clients. This commitment also extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

1. Contact your adviser and tell your adviser about your complaint.
2. If your complaint is not satisfactorily resolved within 7 days please contact ROPAN Licensees Pty Ltd on (03) 5174 6755 or put your complaint in writing and send it to ROPAN Licensees Pty Ltd, PO Box 139, Traralgon Victoria 3844. We will try and resolve your complaint quickly and fairly.
3. If we cannot reach a satisfactory resolution, you can raise your concerns with the Australian Financial Complaints Authority on 1800 931 678. ROPAN Licensees Pty Ltd is a member of that complaint's resolution service. The Australian Securities & Investments Commission (ASIC) also has a free call Infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights.
4. If your concerns involve unethical conduct, you may raise those concerns with the Financial Planning Association of Australia (FPA). The FPA can be contacted at PO Box 109 Collins Street West, Melbourne Victoria 8007.

