



miPlan

PERSONAL PROTECTION SIMPLIFIED

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Financial Services Guide

ABOUT THIS DOCUMENT

The Australian Securities and Investments Commission (ASIC) is the government regulator for the finance industry. According to ASIC policy, and by law, those entities operating under an Australian Financial Securities License (AFSL) are required to provide clients with a Financial Services Guide (FSG) when providing advice. We take our legal and compliance obligations seriously and have prepared this FSG to ensure you understand your role and rights when receiving financial advice.

This guide contains important information about:

- *the services we offer you*
- *how we are remunerated*
- *3rd party relationships which may influence our advice*
- *what to do if you have a complaint*

Please take a moment to read this guide. If, after reading, you have any questions, please contact miPlan or the Principal Office of The Advice Exchange, Suite 209, 9-11 Claremont Street, South Yarra VIC 3141

miPlan Office

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“ Life is all about mitigation and management of risk, not of its elimination and avoidance ”
- Unknown

ABOUT BHA FINANCIAL SOLUTIONS

BHA Financial Solutions Pty Ltd (ABN 34 143 500 690) is a Corporate Authorised Representative (No. 406517) trading as miPlan Online (miPlan). miPlan is a Financial Services company specialising in risk management. We have created the miPlan site to make it easier for those people who are comfortable managing their own financial affairs to obtain quality, affordable personal protection.

ABOUT THE ADVICE EXCHANGE

The Advice Exchange holds the Australian Financial Services License No 278937 and is licensed to provide financial product advice and deal in a wide range of financial products. miPlan is a corporate authorised representative of The Advice Exchange who has been specifically authorised to provide services in relation to Personal Life Risk products. Our primary responsibility is providing these services to you.

OUR SERVICES

miPlan's service is limited to the sale of Personal Life Risk products, made available to you through its website, and the subsequent support of these products.

For the purpose of communicating with us, our preferred method is via this website or email to inquiry@miplan.com.au, but you can also communicate in writing or by phone. All instructions should be provided in writing.

miPlan is not in the business of providing specific personal advice and the information contained in the website is factual information or information based on general principals. As such, it is at best general advice. It does not take into account your personal circumstances and you should be aware that where advice has been given without due consideration to your unique financial situation and objectives (general advice) you must assess, in light of your own individual circumstances, whether it is appropriate to act upon this advice.

OUR SERVICES (CONTINUED)

You will have the ability to test product features and costs in order to select a product that suits your needs. This choice can then be implemented online simply by following the prompts.

PRODUCT DISCLOSURE STATEMENTS (PDS)

If you select a product, you will be provided with a Product Disclosure Statement (PDS). The purpose of the PDS is to assist you in deciding whether or not to acquire that particular financial product. It contains information about the financial product such as its significant features, benefits, fees and risks throughout the life of the product.

HOW WE ARE PAID

We may receive the following commissions from product providers or other parties with which The Advice Exchange has a relationship:

- a one-off up-front commission of 30% to 125% of the annual premium
- an ongoing commission (often called a trail commission) for insurance of 10% to 30% of the annual premium

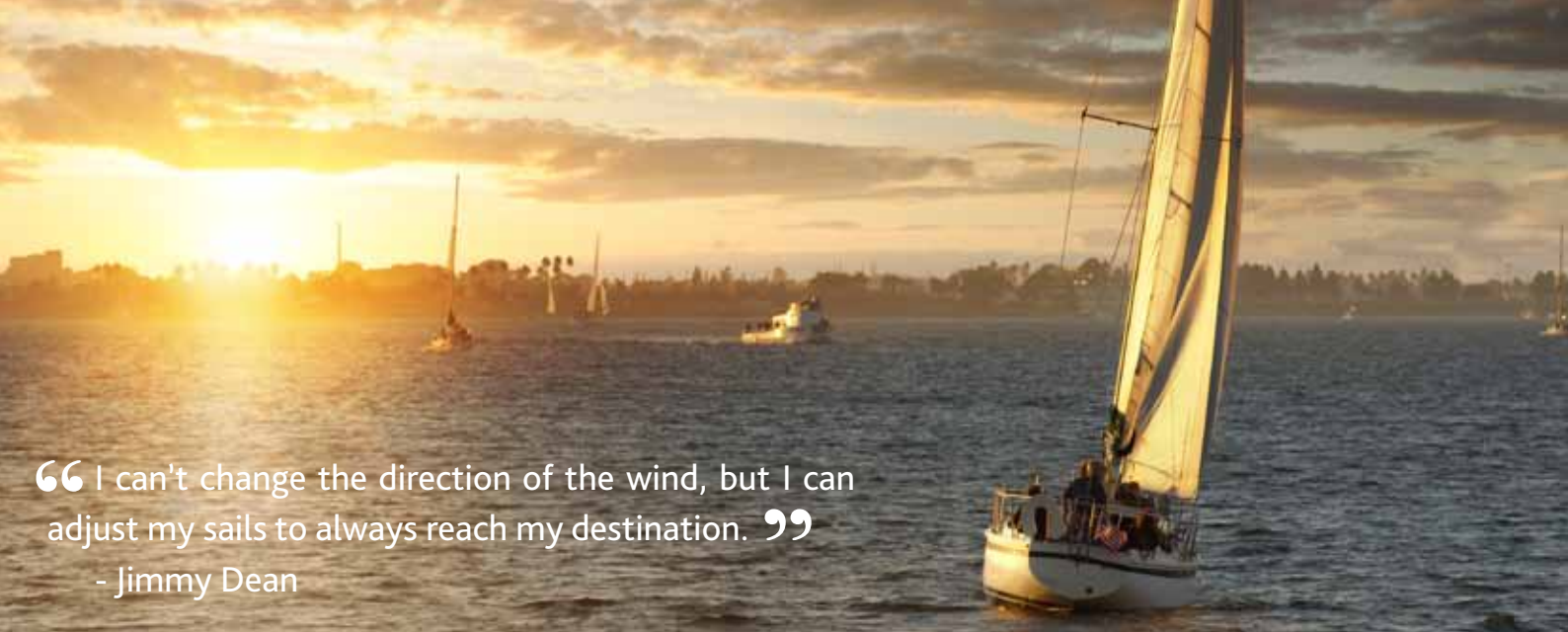
These commissions are not charged separately to you. They are paid by product providers out of revenue collected during the life of the product.

FEE EXAMPLE

Assume you have taken out a Life Insurance policy and the agreed premium is \$300 per year. If we received 125% up front and 11% ongoing commission, then we would receive the following:

- An up-front commission of \$375
- An ongoing trail commission of \$33 per annum

Please note that premiums may be subject to change on renewal of the policy.



“ I can't change the direction of the wind, but I can adjust my sails to always reach my destination. ”

- Jimmy Dean

EDUCATION SUPPORT

From time to time we may receive payment or sponsorship to subsidise the cost of conferences, training or professional development for our representatives. Product issuers receive a range of benefits including being recognised as a sponsor, attendance at conferences and the right to give speaking/training presentations to advisers.

REMUNERATION ARRANGEMENTS

miPlan, The Advice Exchange and any referrers or associates may receive a benefit, commission or fee as a result of the provision of financial services to you. The type of benefit and the amount received will vary depending on the type of Financial Service you require. Gross commission and fees are paid to The Advice Exchange by product manufacturers. 100% of these funds are then paid to miPlan.

Remuneration of miPlan is based on the fees and commissions generated through its activities as a representative.

Our representatives are required to keep a Register of Alternative Remuneration which shows any payment other than cash which may be received by them from fund managers/ product providers. This register is available for inspection with 7 days notice.

PROFESSIONAL INDEMNITY INSURANCE

We have appropriate Professional Indemnity Insurance in place. This Insurance will also cover claims in relation to the conduct of authorised representatives who are no longer authorised by The Advice Exchange (but who were at the time of the relevant conduct).

COMPLAINTS PROCEDURE

If you have a complaint about the service provided by The Advice Exchange or your adviser you should:

1. Write a letter of complaint to the Directors, The Advice Exchange, Suite 209, 9-11 Claremont Street, South Yarra, VIC 3141.
2. Outline in your written complaint the specific areas of service, which have not met with your satisfaction. Detail in your letter, as simply as possible, all the facts relating to your complaint and how you believe The Advice Exchange can investigate and resolve this matter to your satisfaction.
3. The Advice Exchange will investigate your complaint and will make every effort to ensure you receive a fair and prompt reply. The Advice Exchange will endeavour to resolve your complaint within 30 business days. We will keep you informed of what is happening to your complaint if this investigation cannot be resolved within this time.

If you still do not get a satisfactory outcome, you have the right to take the complaint to the Financial Ombudsman Service (FOS). The Advice Exchange is a member of the external complaints resolution scheme operated by FOS. FOS provides free advice and assistance to customers not satisfied with the responses provided by member companies to their complaints. FOS may undertake an independent investigation of the complaint or enquiry. Member companies like The Advice Exchange are bound by any decisions made by FOS. You can write to the Financial Ombudsman Service, GPO Box 3, Melbourne VIC 3001 or telephone toll free 1300 780 808.

The Australian Securities and Investments Commission (ASIC) supervise the provision of financial planning and investment advice on securities and regulate the provision of superannuation and life insurance products and services.

You may choose to phone the ASIC toll free Infoline on 1300 300 630. Infoline consultants will talk to you about your rights as well as how to make a complaint which is suspected to be a breach of the law.