

FINANCIAL SERVICES GUIDE

TONGLEE FINANCIAL SERVICES PTY LTD

Date: 1 October 2019

Tonglee Financial Services Pty Ltd (ACN 114011933) is an Australian Financial Services Licensee (AFSL No. 289225). Our contact details are as follows:

67 Sydenham Road Norwood SA 5067
08 8363 7711
ray@tongleemellors.com.au

We appoint Authorised Representatives to act on our behalf for the provision of authorised financial services.

This Financial Services Guide (**FSG**) is provided by:

- Tonglee Mellors Financial Planning Pty Ltd (Authorised Representative No. 290792); and
- Craig Mellors (Authorised Representative No. 239318) Authorised Representative of Tonglee Financial Services Pty Ltd; and
- Raymond Tonglee (Authorised Representative No. 276452) Authorised Representative of Tonglee Financial Services Pty Ltd.

The distribution of this FSG is authorised by the Licensee.

Purpose of FSG

This FSG will inform you of our services and fees, to assist you when deciding whether to use those services. This FSG includes information about:

- the financial services and products we provide;
- the advice and documents you may receive;
- your privacy and how we collect your personal information;
- what to do if you have a complaint;
- the significant relationships and associations we have;
- the remuneration and other benefits that may be received by us or other relevant persons in connection to the financial services we provide to you; and
- fees and charges for our services.

Financial services we provide

Tonglee Financial Services Pty Ltd is authorised to provide financial services including financial product advice (general and personal advice) and deal in financial products including:

- basic deposit products;
- managed investment schemes, including Investor Directed Portfolio Services (**IDPS**);
- securities;
- superannuation;
- standard margin lending facilities;
- retirement savings accounts;
- investment life insurance products, including funeral bonds, endowment policies, allocated pensions and annuities; and
- life risk insurance products, including term life, total and permanent disability, trauma and income protection.

Craig Mellors is authorised to provide advice on all products listed above. Raymond Tonglee is authorised to provide superannuation advice only. Please read Adviser Profiles attached in conjunction with this FSG.

In addition, we provide a suite of professional services to help structure such entities as Self Managed Super Funds (**SMSF**) and Trusts.

Approved Product List (APL)

Our Authorised Representatives can only provide advice on financial products that are on our APL, a copy of which is available upon request. The APL includes a range of investment, superannuation and pension products for our Authorised Representatives to choose from. The products we provide on the APL have been selected based on extensive research on a range of factors including performance, costs and risks.

Documents you may receive

In addition to this FSG, you will receive other important documents. Please refer to the following definitions for a description of the documents you are likely to receive:

Statement of Advice (SOA)

If you request that we provide you with personal financial advice, we will provide you with a SOA. We must give the SOA to you the first time we provide you with personal advice about each type of financial product or where there has been a significant change in your circumstances.

We must give you the SOA before we provide any services recommended in the SOA. We are under a legal obligation to ensure that the advice and recommendations we provide to you are in your best interests.

The SOA will include the following information:

- the nature of the advice given and the grounds for our recommendations;
- information about fees and commissions that may be received for the advice; and
- any associations, relationships or interests that may influence the advice we provide.

Where the personal financial product advice relates to a basic deposit product (bank account, term deposit) an SOA will not be provided.

Record of Advice (ROA)

We may also record our advice through preparing a record of advice in some circumstances instead of providing you with a SOA. If you have not been provided with the ROA, you may request a copy of it free of charge at any time within seven years after the advice was provided to you, by contacting us.

Ongoing Service Agreement

The Ongoing Service Agreement will be tailored to your specific requirements and outlines the benefits, services and support provided by Tonglee Mellors Financial Planning Pty Ltd for you. It will provide an indication of our fees and costs associated with providing and implementing our advice.

Annual Fee Disclosure Statement (FDS)

If we enter into an ongoing fee arrangement with you, we will provide you with an annual Fee Disclosure Statement. The FDS contains information in connection with ongoing fees paid and the services you received or were entitled to receive. The FDS will be provided by us every 12 months or as otherwise permitted under the law.

Product Disclosure Statement (PDS)

The PDS outlines the key features, significant benefits, risks and fees associated with the financial product. If we make a recommendation on certain financial products (other than securities) or arrange the issue of a financial product, you will receive a PDS.

How can you provide us with instructions?

You can give us instructions in writing, by phone, email or any other means that we agree with you from time to time.

Who do we act for?

Authorised Representatives provide financial services on behalf of the Licensee. In providing those financial services, the Licensee acts on its own behalf.

Fees and charges

General advice

We will charge you a fee for any general advice we provide to you. That fee may either be a fixed fee or based on the amount of hours it takes us to prepare and provide you with the general advice.

General advice does not take into account your financial objectives, situation and needs.

Details of these fees will be provided to you in an engagement letter or fee disclosure statement.

You may request particulars of these fees within a reasonable time after receiving this FSG, but before you are provided with any general advice.

Personal advice

We will charge you a fee for any personal advice we provide to you. That fee may either be a fixed fee or based on the amount of hours it takes us to prepare and provide you with the personal advice. These fees will be included in the SOA or ROA which will be provided to you.

Personal advice is based on your personal circumstances and can be given on your complete financial situation or on limited areas you require advice on.

Our hourly rate is \$330 (incl GST).

Ongoing

If you enter into an ongoing service arrangement with us, we will charge you a yearly fee. This will be disclosed in the SOA or ROA, engagement letter or Fee Disclosure Statement.

Our ongoing service fee is based on a percentage of the value of your portfolio at the commencement of the annual review period and charged in advance. The ongoing service fee scale (incl GST) is shown below:

The yearly fee is a fixed fee at \$1,100 +

Value of portfolio	Percentage
\$0 - \$1,000,000	0.66% pa
\$1,000,001 - \$2,000,000	0.55% pa
\$2,000,001 and above	0.275% pa

Please contact us if you require any further information about how we or our Authorised Representatives are remunerated.

Remuneration, commissions and other benefits

For some life insurance products owned by our clients we receive ongoing commissions of up to 20% pa of the ongoing premiums.

For some investment, super and pension products owned by our clients we receive grandfathered commissions of up to 0.60% pa of the account balance from some product issuers.

We will provide you with information about how insurance commission is calculated in our SOA.

Our Authorised Representatives are paid a salary which does not change depending on the amount of financial services they have provided.

Associations

We are required to disclose any associations or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide to you.

RJ Tonglee Pty Ltd provides accounting services to the clients of Tonglee Mellors Financial Planning Pty Ltd as part of a holistic suite of services.

Complaints

We are fully committed to providing quality financial services. However if you are unhappy with our services, we have an internal complaint process to deal with your concerns.

Step 1

Please contact us if you have any complaints with respect to our financial services. Please provide us with as much information about the complaint as you can. We will then attend to your complaint, and may contact you for more information. Once we have enough information, we will endeavour to resolve your complaint in five business days.

Step 2

If you are not happy with the outcome, you may request that our compliance officer review your complaint and our proposed resolutions. The compliance officer may contact you for more information. The compliance officer will contact you with his or her decision.

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67 Sydenham Road Norwood SA 5067
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ray@tongleemellors.com.au

Step 3

We will attempt to resolve your complaint efficiently and fairly. If you feel our response is inadequate, or if you have not received a response within 45 days, you can have your complaint reviewed by the Australian Financial Complaints Authority:

Online: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678
Fax: (03) 9613 6399
Mail: Australian Financial
Complaints Authority
GPO Box 3
Melbourne VIC 3001

Compensation arrangements

We hold professional indemnity insurance in respect of our financial services which complies with the *Corporations Act 2001* (Cth). The professional indemnity insurance covers all of the financial services you are provided, even if they were provided by a person who is no longer our Authorised Representative.

Privacy

Australian Privacy Principles apply to how we collect and use personal information. The information you provide to us for the purposes of obtaining financial product advice must only be used to:

- fully understand your financial planning needs;
- provide you with information, products or services that you might reasonably expect or request;

- manage rights under any laws applying to the services provided; and
- conduct research and marketing which includes direct marketing (although you have the right to specifically instruct us not to use your personal information for these purposes).

For details of how we collect and use your personal information, please contact us.

Further Information

If you have any further queries about our financial services, please do not hesitate to contact us.

Contact us

Tonglee Financial Services Pty Ltd
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Adviser profiles

These adviser profiles form part of the FSG dated 13 June 2019.

About Craig Mellors [AR number 239318]

Financial Planning since 1998. Specialising in:

- Investment portfolio advice.
- Superannuation including SMSF.
- Retirement income planning.

Qualifications

Diploma of Financial Advising.

Certificate of completion in Self Managed Superannuation Funds.

Certificate of completion in Margin Lending and Geared Investments.

Financial services Craig Mellors is authorised to provide

Craig Mellors is authorised to provide financial services including financial product advice (general and personal advice) and deal in financial products including:

- basic deposit products;
- managed investment schemes, including Investor Directed Portfolio Service (IDPS);
- securities;
- superannuation;
- standard margin lending facilities;
- retirement savings accounts;
- investment life insurance products, including funeral bonds, endowment policies, allocated pensions and annuities;
- life risk insurance products, including term life, total and permanent disability, trauma and income protection.

Your financial adviser may recommend products from our approved products list, which you may request to see at any time.

Contact Details

67 Sydenham Road Norwood SA 5067

Phone: 08 8363 7711

Email: craig@tongleemellors.com.au

About Raymond Tonglee [AR number 276452]

Certified Practising Accountant since 1987. Principal since 1988.

Qualifications

Bachelor of Arts (Accounting).

Part Diploma of Financial Services (Financial Planning).

- RG 146 Financial Advice Foundation (CPA).
- RG 146 Accountants SMSF Package (Kaplan Professional).

Financial services Raymond Tonglee is authorised to provide

Raymond Tonglee is authorised to provide financial services including financial product advice (general and personal advice) and deal in financial products including:

- Superannuation

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I have received the Financial Services Guide and Adviser Profiles

I confirm that my adviser from Tonglee Financial Services Pty Ltd has given me a copy of the Tonglee Financial Services Pty Ltd Financial Services Guide and Adviser Profiles dated 13 June 2019.

Name

Signature

Name

Signature

Date

Tonglee Financial Services Pty Ltd Adviser