

# WHEEL OF RETAIL DISCLOSURE

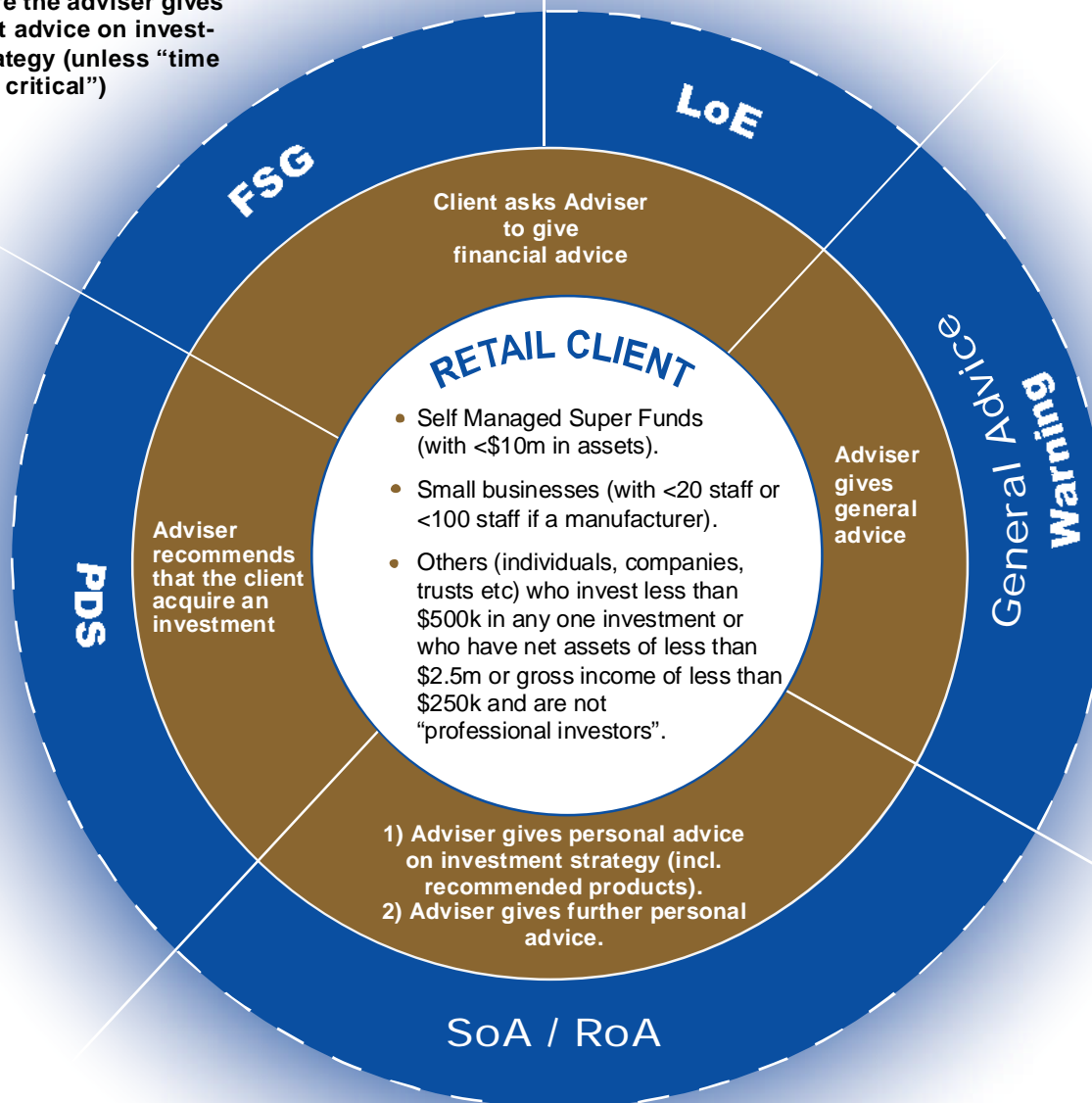
(FINANCIAL PLANNERS)

At the initial client meeting and before the adviser gives the client advice on investment strategy (unless "time critical")

After conducting "fact find" with the client AND before any personal advice is given

At the same time as the SoA/RoA is given to the client AND Before the client acquires the products (unless "time critical")

At the same time that general advice is given (and by the same means)



(1) When personal advice is given AND before the client acquires the investments/products (unless "time critical")

(2) At an annual or other review of the client's investments/ products and strategy (a previous SoA/RoA may be incorporated by reference)

Disclosure Notice	When it must be given	Exceptions	Rules for Exceptions
<b>FSG</b>	<p>Must be given:</p> <ul style="list-style-type: none"> <li>At the initial client meeting or as soon as practicable after it becomes apparent to the adviser that the adviser will be engaged to give investment and risk advice to the client; and</li> <li>Before any financial advice is provided -s941D(1).</li> <li>If the FSG that was given to the client has been updated or replaced with a new version and unless the up to date information is given to the client it will be materially adverse to the client – s941F. In such cases the “new FSG” must be given or the client must be given a Supplementary FSG which updates the “old FSG”.</li> </ul>	<ol style="list-style-type: none"> <li>Client has already been given an up to date FSG – s941C(1).</li> <li>Advice given in a “public forum” e.g. seminar/lecture with more than 10 retail clients, TV, radio broadcast or podcast, internet sites, newspaper and magazine publication – s941C(4)</li> <li>Time critical cases (where FSG is not given at the time the advice is given), i.e.: <ul style="list-style-type: none"> <li>Client instructs that they require the financial services to be provided immediately, or by a specified time; and</li> <li>It is not reasonably practicable to give the FSG to the client before the service is provided as so instructed - s941D(2)</li> </ul> </li> <li>Adviser is dealing in basic deposit products, cash management trusts or facilities for making non-cash payments only, but time critical information must be given – s941(C)(6); Regs. 7.7.02(1); (3A).</li> <li>Media advertisements (including billboards or posters) for a particular product where a s1018A advertising warning has been given – Reg. 7.7.05(2)</li> <li>Client is located outside Australia - Reg. 7.7.21</li> </ol>	<ul style="list-style-type: none"> <li>For “Public Forum” advice, must disclose your name and contact details, remuneration (commission/fees etc.) and relationship /associations with product providers (if any) – s941C(5)</li> <li>For “Time Critical Cases” must: <ul style="list-style-type: none"> <li>Tell the client about remuneration (commission/fees etc.) and your relationship/associations with product providers (if any) -s941D(3); and</li> <li>Give the FSG within 5 business days or sooner if practicable - s941D(4)</li> </ul> </li> <li>For Basic Deposit Products, Cash Management Trusts and Non-cash Payment Facilities give the client the “time critical” information above – s941C(7)</li> </ul>
<b>LOE (Letter of Engagement)</b> (Recommended)	Should be given after the adviser had conducted the “Fact Find” and before any advice is given to ensure the client understands the scope of the services that will be provided to them by the adviser.		
<b>General Advice Warning</b>	<p>At the time you give general advice - warn the client that:</p> <ul style="list-style-type: none"> <li>The advice has been prepared without taking into account the client’s objectives, financial situation or needs;</li> <li>Because of that the client should, before acting on the advice, consider the appropriateness of the advice, having regard to the client’s objective, financial situation or needs; and</li> <li>If the advice relates to the acquisition or possible acquisition of a financial product, the client should obtain a PDS relating to the product and consider the PDS before making any decision about whether to acquire the product – s949A</li> </ul>		
<b>SoA / RoA*</b>	<p>SoA must be given for personal advice:</p> <ul style="list-style-type: none"> <li>When presenting the client with their financial planning investment strategy including your recommendations to acquire or deal with particular investments or life insurance products; and</li> <li>Before any further financial service is provided which arises out of or in connection with that advice (i.e. arranging for the client to apply for or acquire the particular product) - s946C(1)</li> </ul>	<ol style="list-style-type: none"> <li>“Time Critical Cases” (where SoA or RoA is not given at the time the advice is given), i.e.: <ul style="list-style-type: none"> <li>Client instructs that they require the financial service that arises out of, or is connected with, the advice, to be provided immediately, or by a specified time; and</li> <li>It is not reasonably practicable to give the SoA to the client before the service is provided as so instructed - s946C(3)</li> </ul> </li> <li>Adviser gives advice on basic deposit products,</li> </ol>	<ul style="list-style-type: none"> <li>For “Time Critical Cases” must: <ul style="list-style-type: none"> <li>Tell the client at the time of providing the personal advice, about remuneration (commission/fees etc.) in dollar amounts and relationship/associations with the product provider (if any) - s947B(2)(e),(f); and</li> <li>Give the client the SoA or RoA within 5 business days after providing the further service or sooner if practicable. But if the further service is the provision of a financial</li> </ul> </li> </ul>

Disclosure Notice	When it must be given	Exceptions	Rules for Exceptions
	<p>RoA must be given for personal advice:</p> <ul style="list-style-type: none"> <li>When personal advice has been given in relation to a small investment (i.e. less than \$15,000) excluding super, life risk or derivatives - s946AA(1); Reg. 7.7.09A</li> </ul> <p>An RoA must be retained for 7 years:-</p> <ul style="list-style-type: none"> <li>When personal advice is given and no recommendation is made to purchase or sell a product - s946B(7)</li> </ul>	<p>cash management trusts or a facility for making non-cash payments but must give the time critical information – s946B(5); Reg. 7.7.10</p> <p>3. Client is located outside Australia - Reg. 7.7.21</p>	<p>product and a cooling off period applies, must give the client the SoA or RoA before the cooling off period starts.</p> <ul style="list-style-type: none"> <li>For Basic Deposit Products, Cash Management Trusts and Non-cash Payment Facilities give the client the “time critical” information above – s946B(6)</li> </ul>
<b>PDS</b>	<p>If PDS is published by the product provider, must be given:</p> <ul style="list-style-type: none"> <li>At the same time as the SoA, SoAA or RoA – when the advice recommends the client acquire a particular financial product -s1012A(3)</li> <li>At the time of or before the client applies for the product (if no personal advice is given to the client) -s1012B(3)</li> <li>If the PDS previously given to the client has been updated or replaced with a new version – s941F. In such cases the “new PDS” must be given or the client must be given a Supplementary PDS (prepared by the product provider).</li> </ul>	<ol style="list-style-type: none"> <li>The client has already received an up to date PDS for the product - s1012D(1)</li> <li>The client already holds a product of the same kind and there are reasonable grounds to believe the client has received the PDS information before- s1012D(2)</li> <li>“Time Critical Cases” (where the PDS is not given at the time of the advice), i.e.: <ul style="list-style-type: none"> <li>An application form is not required for the product and a cooling off period applies;</li> <li>Client instructs that they require the financial product to be provided immediately, or by a specified time; and</li> <li>It is not reasonably practicable to give the PDS to the client at or before the time it is required to be given - s1012G</li> </ul> </li> <li>Adviser gives advice on basic deposit products or facility for non-cash payments</li> <li>provided certain information is given – Reg. 7.9.07FA</li> <li>Client is located outside Australia – Reg. 7.9.07FB</li> <li>Client cannot be contacted after making reasonable enquiries to locate the client – Reg. 7.9.07F</li> </ol>	<ul style="list-style-type: none"> <li>For “Time Critical Cases” must: <ul style="list-style-type: none"> <li>Tell the client the name and contact details of the product provider, information about the cooling off period, that the client should consider the information in the PDS;</li> <li>Ask the client whether they would like further information about the product and answer any questions to supply the information requested;</li> <li>Give the PDS as soon as reasonably practicable and no later than the start of the cooling off period - s1012G(3)</li> </ul> </li> <li>For Basic Deposit Products and Non-Cash Payment Facilities give client information about the cost, whether any amounts are payable after acquisition and any further information about those amounts (on request from the client) – Reg. 7.9.07FA</li> </ul>

**NOTE - SUBSEQUENT ADVICE \***

A further SoA must be given for any subsequent personal advice provided to the client (i.e. after the client has received an initial SoA):

- At the time the advice is given;
- When the client’s circumstances have changed; or
- Changes to the investments or insurance are recommended; and
- Before any further financial service is provided in connection with the further advice– s948AC

Where further personal advice is given, an RoA may given in the same circumstances specified under the SoA/RoA section of the table above.

In addition, the Client may also be given an RoA, if the Client:-

- has already been given a SoA or RoA for previous advice; and
- the client’s personal circumstances have not changed significantly; and
- the further personal advice given to the client does not differ significantly from the previous advice previously given – s946B(1)

The RoA in these circumstances must tell the client, at the time of providing the personal advice, about remuneration (commission/fees etc.) in dollar amounts and relationship/associations with the product provider (if any) - s947B(2)(e),(f).