

FINANCIAL SERVICES GUIDE

VERSION NO: 2

Dated: 11 August 2004

ABN 74 808 036 976
An Australian Financial Services Licensee
Licence Number: 234973



FPA

FINANCIAL PLANNING
ASSOCIATION
of Australia Limited
PRINCIPAL MEMBER

Taggart Nominees Pty Ltd. Suite 41,
8 Victoria Ave,
Castle Hill. NSW 2154
Ph: 02 9894 9155
Fax: 02 9894 8599
Email: taggart@taggartgroup.com.au

At Taggart Nominees Pty Ltd (Taggart Nominees) we aim to make you feel totally at ease with the services we offer. In doing so we are providing you with this easy-to-understand Financial Services Guide, designed to help you understand the financial services we are able to provide and to answer your frequently asked questions. If you'd like more information or clarification, please don't hesitate to contact us at

Address: Suite 41, 8 Victoria Ave, Castle Hill, NSW, 2154
Phone: 02 9894 9155
Fax: 02 9894 8599
Email: taggart@taggartgroup.com.au

We want you to understand the advice and services that we can provide and to equip you with the information to decide whether we can provide you with the advice and service you require. The Australian Securities and Investments Commission (ASIC) requires us to provide you with a Financial Services Guide before we provide financial product advice, and we encourage you to read this document carefully. It's designed to assist you in deciding whether or not to use any of the services offered in the Guide and contains information about remuneration paid in relation to the services offered and contains information on what to do if you have a complaint about our services.

This document comprises the Financial Services Guide.

Should you proceed to deal with us and if we provide you with personal advice, you may also be provided with other documentation including Statements of Advice or Product Disclosure Documents.

- A Statement of Advice is a record of our recommendations that outlines the scope and basis of our advice, including the information on which we've relied, and clearly details any fees, relationships or other relevant factors that may have influenced our advice.
- A Product Disclosure Statement ("PDS") is designed to assist you in making an informed decision about financial products. We'll provide you with a PDS whenever we recommend that you acquire financial products other than shares.

Who are we?

Taggart Nominees is a financial services business dedicated to providing you with services and strategies suited for your personal circumstances and individual needs. Established in 1987, we hold an Australian Financial Services Licence (No. 234973) that authorises us to operate a financial services business and provide you with financial advice and services.

Taggart Nominees is distinguished by our commitment to personal service. Whether you've previously received financial services advice or not, we can help you develop solutions tailored to your circumstances. Taggart Nominees is a Principle member of the Financial Planning Association of Australia.

Our Vision

In today's competitive environment, business relationships are founded on professionalism, integrity and exceptional client service. These are also the principles upon which our business is founded. In our dealings with clients, we and our advisers, aim at all times to be professional, honest, fair and provide excellent service.

Questions you may have prior to receiving our advice

Q. Who is my adviser and who is responsible for the advice I receive?

A. On most occasions, your Financial Adviser is an employee representative of Taggart Nominees. We are responsible for the advice provided to you by our representatives.

Our representatives are competent and experienced professionals who will work with you to provide advice and services that are appropriate for your needs and circumstances. Your Adviser will be acting on behalf of Taggart Nominees when recommending solutions, including securities product recommendations, life and other insurance recommendations.

Q. What advisory services are available to me?

Taggart Nominees Pty Ltd holds an Australian Financial Services Licence that allows us to deal in and provide advice for a broad range of financial products and services. Our approved portfolio of products is sourced from a broad range of institutions and is selected according to external research, quality and value for money and most importantly, our member needs. They include:

- Deposits and payment products
- Government debentures, stocks and bonds
- Life Products including annuities, life insurance, term, income protection trauma, death & total and permanent disability.
- Managed Investment Schemes including unit trusts, investment bonds, direct shares, property trusts, growth funds, balanced funds, indexed funds, cash management accounts
- Retirement Savings Account products
- Securities
- Superannuation including allocated pensions, rollovers and personal and Corporate Superannuation products.

It is important to understand that we are not authorised to provide advice on:

- Tax effective schemes
- Mortgages
- Tax
- Direct property
- Derivatives

Taggart Nominees provides a wide range of services and products including:

- Financial Services planning
- Retirement planning
- Estate and succession planning
- Risk management
- Redundancy packaging
- Margin Lending Advice
- Personal wealth creation
- Direct investments
- Life Insurance Advice
- Salary packaging Advice

Because we are not licensed to provide specific advice relating to issues such as taxation or derivatives, in some circumstances, external advice (eg legal advice) may be sought or recommended to assist the delivery of our service.

Q. Will the advice I receive be appropriate for my personal circumstances?

A. Yes. But to do so, your adviser needs to understand your personal circumstances including your individual investment objectives, financial situation and needs, before they recommend any solutions to you. Of course, you have the right not to share this information with your adviser. In this case, they may not be able to advise you or, if they do, are required to warn you of the possible consequences. You should read the warnings carefully as the scope of the advice able to be provided to you will be limited as a consequence of you exercising your right not to disclose all the information sought by your Adviser.

You will be provided with comprehensive documentation in addition to this Financial Services Guide, being the Statement of Advice and/or a Product Disclosure Statement (or its equivalent). These documents detail recommended solutions, the basis for the recommendations and the methods of adviser remuneration, as well as other key information.

Q. What should I know about any risks associated with the solutions recommended?

A. Your adviser will explain any significant risks associated with recommended solutions, as well the risks associated with not acting on the recommended solutions. If they don't, you should ask them to explain the risks to you. The Statement of Advice and/or a Product Disclosure Statement will contain important information in this regard.

Q. Are there any relationships that will influence your advice to me?

A. Taggart Nominees Pty Ltd is neither owned nor controlled by any financial product provider and our advice will be always be suitable and appropriate for your needs and circumstances. While we may receive commission and other benefits from product providers (which are disclosed in our documentation) no fund manager, bank, insurance company or other licensee is currently in a position to influence our advice to you.

Q. Will anyone be paid for referring me to you?

A. Taggart Nominees is a financial services business whose success is based on referrals from existing clients and other sources. We have not, and will not, pay anyone for referring you to us. We believe that the quality of the service that we provide and our reputation are reason enough for satisfied clients or professional people (such as your accountant or solicitor) to refer you to us. We welcome your referral and hope that you'll be so impressed with our service that you'll also recommend us to people you know.

Q. Can I instruct you to buy or sell my investment?

A. Yes. Although we focus on providing personalised service, you can instruct us to transact on your behalf. In these circumstances we will only be implementing your instructions and we will not be providing you with financial product advice. Where you direct us to implement your instructions, we will not be responsible for the suitability or appropriateness of the transaction.

We prefer to receive your instructions personally but you may specify how you would like to give us your instructions. For example you are able to give your instructions by telephone, fax or other means. We'll often rely on your signature to verify your instructions but, if you provide your instructions other than in writing, we'll transact where we reasonably consider to have received instructions from you.

Q. What ongoing service is provided?

Depending on your requirements, we can provide different levels of service, for example from advice on a particular product to the preparation of a comprehensive Statement of Advice. Your adviser will explain the available levels of service together with the associated fee options and risks to enable you to decide the type of service you require. Based on your circumstances, your adviser will recommend an appropriate level of service.

Although the success of our business is premised on our commitment to ongoing review of your circumstances, portfolio and strategy, you are able to tell us how often you would like us to undertake a review of your financial situation. We recommend that reviews should be undertaken at least every 12 months.

Your adviser will charge a fee for undertaking the review. The amount of the fee will be agreed with you and will depend on the complexity of the review and the amount of time spent preparing the review.

Our approved portfolio of products is sourced from a broad spectrum of institutions and is selected according to external research, quality, value for money, and most importantly, our clients' needs.

Q. How will I pay for the services? What commission/ fee do you get, and how is it calculated?

A. We have an open, honest fee structure, which allows you to choose the payment option that suits you. You can pay a 'fee for service', which is based on the size and complexity of the job.

This 'fee for service' is intended to cover the costs involved in preparation of a Statement of Advice. In this situation, we charge a **minimum** fee of **\$950.00 (inc. GST)**, however this may be waived if you proceed to implement our recommendations. Our hourly fees range between \$185 and \$275 but we'll confirm the exact fee before you provide us with any services.

Alternatively, if the advice relates to placement of financial, insurance or equities products, you can opt to pay on a commission (brokerage) basis of up to 5.0% (excl. GST) of funds invested. For example funds invested of \$1,000 with an initial upfront commission of 4% would attract an initial up front commission \$40. After the GST amount of \$4 is included the total commission paid would be \$44.

If you opt to pay on a commission basis, the product provider makes the payment from your funds based on the amount you invest through us. The actual amount of commission paid, as well as any fees, will be detailed in the Statement of Advice provided to you. Where appropriate, you can choose a combination of both fees and commissions, which gives you the flexibility you need.

Irrespective of the payment method, we may receive ongoing commissions from the product provider for as long as the investment or policy remains in force.

The product provider pays this ongoing commission out of its own revenue stream, which, in effect, is a form of discounting its own product margin. Product providers are willing to do this because of the competitive nature of the market and such commissions are not a direct cost paid by the investor.

Operating a financial services business involves substantial costs and commission assists us to afford the infrastructure, personnel and systems required to provide you with quality advice.

Questions you may have after receiving our advice

Q. Do I receive information associated with the receipt of advice from my adviser

A. Yes, you may receive either or both of a Statement of Advice and a Product Disclosure Statement. A Statement of Advice sets out important and comprehensive information, relating to the recommendations your adviser is making to you in relation to the provision of Financial Services.

Where your Adviser is recommending a particular financial product, you should also receive a Product Disclosure Statement (or its equivalent for instance under former legislation). A Product Disclosure Statement contains important disclosure information about the financial products being recommended.

If you have not been provided with these documents, please consult with your Adviser, or alternatively please contact us on (02) 9894 9155 and we shall endeavour to provide you with these documents.

It is important to receive either or both of a Statement of Advice and a Product Disclosure Statement before you commit to any recommendations made to you.

Q. Do I receive information about commissions and other benefits my adviser gets for making recommendations?

A. Yes. You have the right to know the details of commissions and other benefits your adviser receives for recommending solutions. Your adviser will also notify you of any conflicts of interest or if there is anything that may influence their recommendation to you. In addition to the information detailed in this FSG, your adviser will also provide this information to you, when they make specific recommendations. Detailed information regarding the remuneration and how it is calculated will be contained in the Statement of Advice or the relevant Product Disclosure Statement.

Q. What documentation will I need to complete?

A. To properly consider your needs and objectives and to deliver recommendations that are designed to satisfy your requirements, your adviser will need to obtain from you or your representative, key facts as to your unique circumstances. These facts will need to be confirmed by you by way of your signed acknowledgement of your key facts. Your Adviser shall provide you with a document entitled "Client Needs Analysis" which summarises your circumstances. This document will be required to be signed.

In addition a document confirming receipt of this Financial Services Guide will need to be signed by you.

Q. What information is maintained in my file, and can I examine it?

A. Your adviser will maintain a record of your personal profile, including details of your investment objectives, financial situation and needs and any other information relating to your specific financial situation. They will also maintain records of any recommendations they make.

We are committed to ensuring the privacy and security of your personal information in accordance with the principles of the Privacy Amendment (Private Sector) Act 2001 (Privacy Act).

You have a general right to examine the relevant contents of your file and you should have been provided with our privacy statement, which details our approach to privacy.

Should you wish to examine your file just ask your adviser and they will make all necessary arrangements to provide you with relevant information. Further details on our information handling policy can be obtained by contacting our Compliance Manager on (02) 9894 9155.

Questions you may have if you have a complaint

Q. Who can I talk to if I have a complaint about the advisory services?

A. If you have a complaint about the services provided, you should take the following steps:

1. Contact your adviser and tell them about your complaint.
2. Your complaint will be acknowledged. If your complaint is not satisfactorily resolved by the Financial Planner within five business days, please put your complaint in writing and send it to us at:

Complaints Manager
Taggart Nominees Pty Ltd
Suite 41, 8 Victoria Ave
Castle Hill NSW 2154

They will investigate your complaint and attempt to fairly resolve your complaint within 14 business days.

If you are not satisfied with our handling of your complaint or our decision, you may contact the Financial Industry Complaints Service (FICS). FICS is an independent body set up by the Financial Planning Association of Australia to assist members to resolve certain types of complaints with Licensees.

FICS may be able to assist you to resolve your complaint, but only if you are not satisfied with the response received from our handling of your complaint. If FICS accepts your complaint, it will attempt to resolve the matter through conciliation, which involves assisting you and us to come to a mutual agreement. If conciliation is unsuccessful, the complaint is referred to an independent adjudicator for a determination that is binding, should the investor accept.

If you wish to find out whether FICS can handle a complaint and the type of information you would need to provide, you may contact them on 1800 335 405 or by fax on (03) 9621 2291 or alternatively, at the following address:

Financial Industry Complaints Service Limited
PO Box 579
Collins Street West
Melbourne Vic 8007
Email: fics@fics.asn.au

4. Alternatively, you can contact the Australian Securities & Investments Commission (ASIC) on their Freecall Infoline, 1300 300 630 to find out which industry complaints scheme can help you settle your complaint.

AS A PROFESSIONAL FINANCIAL SERVICES BUSINESS, WE ARE COMMITTED TO ACTING EFFICIENTLY, HONESTLY AND FAIRLY. WE VALUE YOUR SUPPORT AND APPRECIATE ANY FEEDBACK THAT WILL HELP US TO MEET YOUR EXPECTATIONS AND NEEDS.

TO BE RETAINED ON FILE:

Taggart Nominees Pty Ltd
ABN 74 808 036 976
An Australian Financial Services Licensee
Licence Number: 234973

FINANCIAL SERVICES GUIDE

VERSION NO: 2

Dated: 11 August 2004

I HAVE READ AND UNDERSTOOD THE FINANCIAL SERVICES GUIDE PROVIDED TO ME.

SIGNED:..... DATED

NAME:

SIGNED:..... DATED

NAME: