

Financial Services Guide (FSG)

and Company Details

IPRAXIS PTY LTD (ABN 39 114 365 007), Australian Financial Services Licensee Licence Number 329337, Level 2, 140 William Street Woolloomooloo NSW 2011, www.ipraxis.com.au

Mr Peter Rheinberger

M.Com(Fin.Plan) SA Fin B.Ed

CEO – Ipraxis Pty Ltd

Authorised Representative

Level 2, 140 William Street Woolloomooloo NSW 2011

Telephone 0455 987 986 or 1300 071 107

Facsimile (02) 8088 6323

Email pr@ipraxis.com.au

Part 1: The iPraxis company

- Education is part of our process
- Are we licensed by ASIC?
- If you have any problems
- Is my money safe?
- Who does my adviser act for?
- Other details

Part 2: The adviser

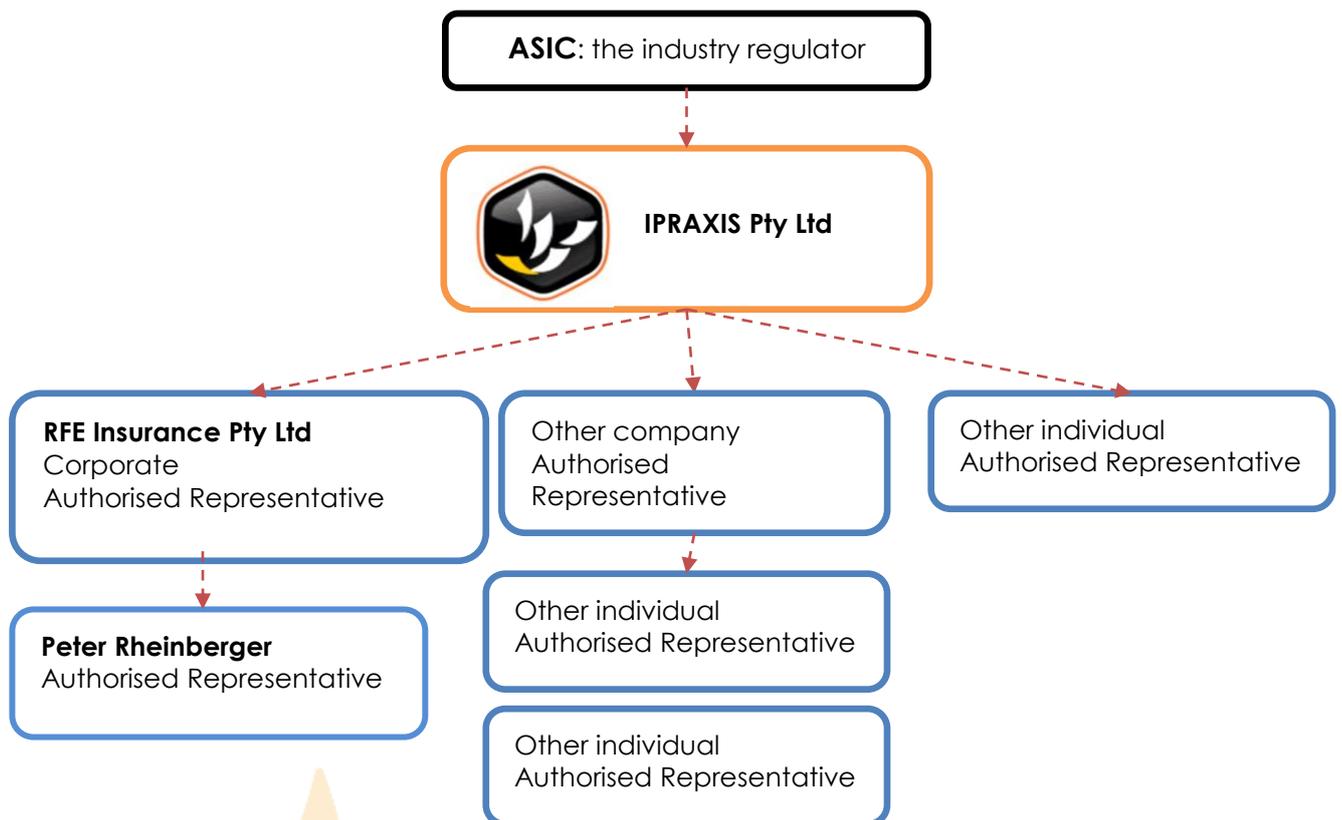
- My contact details
- My experience & education
- My licensed authority to act
- How do I charge for my services
- My advice

An overview

The Australian Securities and Investments Commission (**ASIC**) regulates the provision of financial instruments and financial advice. They believe that for you to make an informed decision about advice that you may receive and products that may be recommended to you, you should know about who is providing the advice and products, their relationships with other institutions, and how they are remunerated.

People that offer advice might do so for only a certain set of products and services. This is entirely acceptable, but you should understand the limitations of the advice that you are provided with to ensure that you are making an informed decision about the suitability of advice and products offered to you.

Authorised Representatives that provide financial advice are called **advisers** or **financial planners**. We use this terminology interchangeably within this and other documents we may issue to you, such as **Statements of Advice**.



Part 1: our company

When **iPraxis**, **we** or **us** are mentioned in the following, they refer to **iPraxis Pty Ltd** as the Licensee.

Client education

The law requires us to provide you with this guide before we provide financial services and we require you to sign the last page confirming you received it before we collect your information.

Before seeking any advice, you probably have a number of questions you would like to ask. You have the right to ask about our charges, the type of advice we will give and what you can do if you have a complaint. If you need more information or clarification, please ask us. This FSG is issued by your adviser as an Authorised Representative of iPraxis and aims to answer these points.

Should you proceed with personal advice, you may also be provided with other documentation including a **Statement of Advice** (SoA, which is also called a **financial plan**) and possibly **Product Disclosure Documents** (PDS).

- ❖ A **financial plan** outlines the scope and basis of our advice, including the information on which we have relied to construct the advice, and it clearly details any fees, as well as other relevant factors that benefit our client. The purpose of such professional advice is to help you make informed financial decisions.
- ❖ A **PDS** is designed to assist you in making an informed decision about financial products. We will provide you with a PDS whenever we recommend that you acquire financial products other than shares.

We are licensed by ASIC

iPraxis is a financial services provider dedicated to tailoring financial solutions to your individual personal circumstances and needs. Our **Australian Financial Services Licence No** is **329337**. This authorises us to operate a financial advice business and provide you with personalised financial solutions. You may enquire directly with ASIC about us by quoting this number.



“

We are distinguished by our commitment to personal service. Whether you have previously received financial advice or not, we can help you develop solutions tailored to your circumstances. We look for long term relationships with all our clients.

”

Your money is safe

You should understand that there is a difference between the loss of funds due to inappropriate advice and the normal variations in investment values due to market movements. Our aim is to give strategic advice that is appropriate for your investment outlook, tolerance for volatility, and timeframe for investment. It is vital that you address issues like risk and liquidity with your adviser to ensure that their recommendations are tailored for your personal needs.

There is always the possibility that misunderstandings in communicating your aims or administrative errors in executing your strategy may undermine the intended outcomes and we aim to avoid these situations by enforcing strict quality-control mechanisms.

Notwithstanding this, we hold **professional indemnity insurance** for the activities conducted under our AFS Licence. The limit of the indemnity is \$2,500,000 for any one claim and \$5,000,000 in the aggregate for all claims arising out of our AFS Licence activities. The insurance will cover claims made in relation to the conduct of authorised representatives and employees of the Licensee, including those that no longer work for the Licensee, but who did at the time of the relevant conduct.

Client duty of care

Your adviser will be acting on behalf of iPraxis, but all advisers have a duty of care to act in the best interests of their clients at all times, providing the most appropriate strategy and product available within their authorisation and education.

The benefit of being independently owned

iPraxis is neither owned nor controlled by any of the major banks or financial product providers so our advice is designed to benefit our clients without a conflict with product providers. This gives our adviser the freedom to choose the right product for our client.

In some circumstances, we may also refer you to preferred professionals for services that we do not offer directly, such as legal services. In some cases, we receive marketing fees for these services, and these companies may charge a fee to you for their services which they will disclose to you independently of us.

Ongoing service

Depending on your requirements, we can provide different levels of service, from advice on a particular product only to the preparation of a comprehensive financial plan. Your adviser will explain the available service levels together with the associated fee options to enable you to decide the types of services you require going forward to maintain your strategy.

Although the success of our business is based 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. ”



Cooling-off period

We understand there are circumstances where you may change your mind following our first meeting. For this reason we provide a **5-business-day cooling-off period**. If you do not provide to us with written notice of your intention not to proceed within the 5 business days, then you are legally bound by any agreement that you have made with us. We believe that this is a fair arrangement considering the labour and expense that we will incur in developing strategies, documenting this and preparing paperwork within the 5-day period following our initial interview.

Placing your interests first

Your adviser has an obligation to act in your interest over and above their own, but your adviser needs to build a long term relationship to do this to their best ability and needs to understand your personal circumstances including your particular objectives, financial situation and needs, before recommending any solutions to you.

Of course, you have the right withhold this information from your adviser; but in such a situation, either your adviser may not be able to advise you at all or if the adviser does provide advice to you, there may be limitations of their advice and risks in basing a strategy on incomplete information (which they will warn you of).

Referrals

Our success is based on our happy clients and therefore our referrals from various sources, including accountants and other clients. Any fees or benefits we pay will be disclosed in full in the Statement of Advice (SoA) that we provide to you and you will be able to review these referral fees before you proceed with our advice. The most we may pay to our trusted network of professionals for referrals is a 20% marketing fee. We also offer some clients that refer people to us small gifts like move tickets, wine, flowers, and chocolates.

Safe information

By law we are required to maintain a record of your personal profile for 7 years, which may include details of your financial objectives, financial situation and any other information relating to the advice we may provide you, even if you do not follow through with the recommendation itself. Your adviser will also maintain records of any recommendations made.

If you would like to examine your file, just ask your adviser, who will arrange for you to view the relevant information we have about you.

We are bound by the National Privacy Principles of the Privacy Act (1988). Our Security and Privacy Statement outlines our Privacy Policy and Disclosure Statement and explains how we protect the privacy of your personal information and sets out the matters which we are required to disclose under the National Privacy Principles when you use our services.

Adviser Remuneration

iPraxis, planners & advisers are not allowed to accept gifts from product providers or any value seminars, interstate conferences, lunches, sporting tickets or other events provided at the cost of the product providers. This protects the quality of the advice to our clients.

iPraxis may receive marketing fees for referring you to other services that we approve after research and contracted agreements for our clients.

Our advisers are contractors to iPraxis to ensure a high level of service standard, they may also receive a bonus or other rewards, subject to meeting and satisfying client service standards.

If you have any feedback

We are committed to providing quality advice to our clients. If you would like to say thank you or report amazing service by your representatives please contact us. This commitment extends to providing accessible resolution mechanisms when you not happy as well.

We have established a feedback resolution process. If you have any problems that your representative can't resolve to your satisfaction please contact us and we will aim to resolve any issues as quickly as possible;

Email: feedback@ipraxis.com.au

Mail: **IPRAXIS Complaints Manager, Level 2, 140 William Street Woolloomooloo NSW 2011.**

We endeavour to solve any problems directly with you however if you are not totally satisfied with our outcome, you can contact the **Financial Ombudsman Service (FOS)** which will then investigate the matter.

FOS is a free service for consumers. The contact details for FOS are as follows:

Telephone: 1300 78 08 08 **Fax:** (03) 9613 6399 **Email:** info@fos.org.au **Website:** www.fos.org.au **Postal Address:** GPO Box 3, Melbourne VIC 3001

Part 2: our adviser

Peter Rheinberger

When **I, me, my** or **mine** are mentioned in the following, they refer to **Peter Rheinberger** as a Representative of **Ipraxis Pty Ltd**

My contact details

In person or by post Peter Rheinberger
Telephone 0455 987 986 or 1300 071 107
Email pr@ipraxis.com.au

My experience & education

Experience within the industry:

25 years helping customers with insurance

20 Years as Director of numerous financial services companies

Current – CEO of Ipraxis and RFE Group.

Qualifications:

Master of Commerce Financial Planning

Bachelor of Education (Mathematics/Science)

Other

Senior Associate of Finsia

Advice

There are **two** forms of advice, the first is strategy advice where you can save taxes, reduce costs, plan for deposits, limit capital gains, arrange an investment structure and reduce mortgages. After you have the financial strategy then you may request product advice to make that strategy work, it's at this step that we address fees, returns, benefits, and other factors.

Advice on iPraxis Strategy

I specialise in assisting clients with wealth creation, tax optimisation, retirement planning, personal & family protection, budgeting and goal setting. I am able to assist clients with;

- ❖ Superannuation (including SMSFs)
- ❖ Life insurance products
- ❖ Deposit and payment products
- ❖ Personal superannuation
- ❖ Employer superannuation
- ❖ Investments and savings plans
- ❖ Investment portfolio construction
- ❖ Strategic asset allocation
- ❖ Family Trust Structure advice
- ❖ Retirement planning
- ❖ Budget and cash flow planning
- ❖ Debt management
- ❖ Mortgage and finance broking services
- ❖ Centrelink and other government benefits
- ❖ Salary packaging
- ❖ Insurance (life cover, disability, income protection and trauma)
- ❖ Team Deposit and payment products

Advice on iPraxis Product List

iPraxis has the best list of approved of thousands of investment options, managed funds, and shares selected from the major banks, insurance companies, life and over 100 leading companies, including only the best products from each company;

- ❖ AIA
- ❖ AMP
- ❖ Commonwealth Bank
- ❖ National Bank
- ❖ Zurich
- ❖ Westpac
- ❖ MLC
- ❖ ING / One Path
- ❖ National Australia Bank
- ❖ BT Financial Group
- ❖ Asteron Insurance
- ❖ IOOF
- ❖ Tower Australia
- ❖ AIA Australia
- ❖ AXA
- ❖ Colonial First State
- ❖ Macquarie Bank
- Many More....

Remember product advice is different for each client due to amounts, ages, income, and timeframe, this is where iPraxis advisers have the edge by remaining truly "different from the Banks".



Advice

I will provide you with specialised advice in a tailored financial plan after gathering all required information on your financial circumstances and objectives. Until then, I may only offer general information on products and strategies I have at my disposal, which you should not take as personal advice suitable to your needs until I have provided a written Statement of Advice.

No Advice

At times you may wish to make a financial transaction without using our advice services. In these cases, we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without advice from us, normally we will ask you to confirm your instructions in writing and sign an acknowledgement form.

Our Fees

Service	Information
Introduction	<p>Free Consultation</p> <p>This gives you the opportunity to get to know our company and advisers to decide if our services are right for you, setting your expectations by discussing this Financial Service Guide.</p>
Adviser Meeting	<p>Our Client Data form is available to you to complete before your meeting if this is done there is no charge for this step.</p> <p>To provide advice, your adviser is legally required to collect your Client Data before discussing or advising. This is so that they can add value to your life with the full picture. Before discussing your specific situation they will have to complete, assets, liabilities, income, expenses, and other important issues that are important to your family.</p>
Financial Plan	<p>We are required by law to provide you a written record of any advice, strategy or products that we recommend or discuss. We charge for advice based on an hourly rate including the time required to discuss your situation with you, formulate tax reduction strategies, document the recommendations, and explain our recommendations to you.</p> <p>This process allows you to make smarter and more informed decisions about your financial strategy and we include a strategy recommendation meeting to discuss your various options, rather than expecting you to make a decision from the Statement of Advice document alone.</p> <p>Fees are based on your advisor's assessment of the complexity of your strategy and the time taken in assessing your circumstances and meeting your expectations.</p>
Ongoing Service	<p>Once your plan has been implemented, you measure the progress of your financial plan with your advisor. Our review services for your file are ongoing and charged yearly in arrears at a rate of \$ 250 per hour. If you would like monthly invoices that can be arranged.</p> <p>Fees for review and portfolio management are usually tax-deductible, although you should confirm this with your tax adviser because it depends upon the investment vehicle used.</p>

Receipt of Financial Services Guide (FSG)

It is a requirement for all licensed representatives to prove to ASIC that they have given every client an FSG. Please sign this page to confirm that you were given a FSG by our representative and that you initiated the requested of to discuss parts of my Financial Services on the following date & time:

Date

Time

I have received the FSG document and was advised to read these documents to best understand my rights, my obligations and the advice process.

You also recommend that I retain these documents in a safe place for later reference, but if I need another copy of these documents they can be obtained by contacting my office.

In order for me to refer you to any of our business associates, I need to collect some personal information about you. The information you provide will only be conveyed to the nominated business associate in order to obtain suitable products and services for your needs.

Please tick the following box to confirm that you are happy with our information-sharing arrangement:

Client details

Client Name

Telephone

Mobile

Email Address

Client Signature

Date

Representative details

Representative Name

Mr Peter Rheinberger

Practice Name

lpraxis Pty Ltd and RFE Insurance

Referral Notes

Return by Email pr@ipraxis.com.au