



financial services guide

Licensee: Evolution Advisory Pty Ltd

Authorised Representative: Evolution Financial Planning Pty Ltd / James Cruz

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AFSL 412063

ABN 34153228865

providing smart financial advice . . . for life

Why am I receiving this document?

This Financial Services Guide (FSG) is an important document which we are required to provide to you as a condition of our Australian Financial Services Licence (AFSL).

It contains information about:

- Evolution Advisory
- Evolution Financial Planning
- James Cruz
- The services offered and their cost
- Any conflicts of interest which may impact the services
- How we deal with complaints if you are not satisfied with our services.

When we provide you with financial planning services you may receive:

- A Statement of Advice (SoA) or Record of Advice (RoA) which documents the advice we provide to you
- A Product Disclosure Statement (PDS) which explains the products we have recommended.

Information about us

Evolution Advisory Pty Ltd is different to many financial planning practices as it holds its own Australian Financial Services Licence (412063) which has been issued by the Australian Securities and Investments Commission (ASIC).

Evolution Advisory Pty Ltd and Evolution Financial Planning Pty Ltd are owned and managed by James Cruz.

As a licensee we are required to comply with the obligations of the Corporations Act and the conditions of our licence.

This includes the need to have compensation arrangements in place with a Professional Indemnity insurer.

What services do we provide?

Evolution Advisory holds a licence to provide a comprehensive range of services which include:

- Superannuation and Self Managed Superannuation Fund advice
- Managed investment advice
- Direct equity advice
- Retirement planning advice
- Personal insurance advice
- Margin lending advice
- Portfolio review services

These services are provided to both wholesale and retail clients.



Your financial planner

James Cruz (ASIC number 247506) will provide these services to you.

James is a representative of Evolution Financial Planning (287011) which is a Corporate Authorised Representative of Evolution Advisory.

James acts on behalf of the Evolution Advisory who is responsible for the services that he provides.

The financial planning process

We recognise that the objectives and personal circumstances of each client are different.

What is right for one client may not be right for another.

We will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we address all issues.

When we first provide advice to you it will be explained thoroughly and documented in a Statement of Advice which you can take away and read.

The Statement of Advice will explain the basis for the advice, the cost to you of implementing the advice and any commissions or associations which could have influenced the advice.

We will also provide you with a Product Disclosure Statement. This contains information about each product recommended to help you understand the investment being recommended.

At all times you are able to contact us and ask questions about the advice and investments recommended.

We provide an annual review service to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products available. This will be documented in a Record of Advice.



Managed Discretionary **Account Service**

Evolution Advisory Pty Ltd does not hold a licence to provide a Managed Discretionary Account (MDA) Service however it is able to offer a restricted version of an MDA service subject to the service meeting the conditions set out in a 'no action' letter issued by ASIC.

An MDA Service means I will manage your investments and undertake transactions without obtaining your approval before each transaction. An MDA service enables me to quickly and efficiently make changes to your investments.

I offer an MDA service which is restricted to your regulated platform account. The service only allows me to make changes to the investments within your regulated platform account. It does not give me authority to withdraw funds from your regulated platform account, to make additional contributions to your regulated platform account or to transact on any of your investments held outside your regulated platform.

MDA Service Agreement & Investment Program

I will provide you with a SoA where I recommend you enter an MDA service. The SoA will explain why I believe the service is suitable for you. It will also set out the terms and conditions of the MDA service and the Investment Program including:

- The nature and scope of my discretion under the service including any discretion I must exercise
- The investment strategy that is to be applied in exercising the discretion
- An explanation of any significant risks associated with the service
- Warnings in relation to limited or inaccurate information provided by you

You can establish the MDA service by signing the Authority to Proceed at the back of the SoA.

MDA Service Risk

I will make changes to the investments in your regulated platform account without first contacting you or seeking your approval. You will not be able to consider each change before it is made.

How do you know I will manage your investments appropriately?

I will only recommend an MDA service where it is suitable for you. Once in place, I will only make changes to your investments which are consistent with my understanding of your financial needs, objectives and circumstances. I will also comply at all times with the MDA service agreement and the Investment Program that I agree with you.

It is important that you immediately inform me of any significant changes to your financial needs, objectives or circumstances.

I will undertake an annual review to ensure that the MDA Service and the Investment Program remain appropriate for you. This review will be documented in a Record of Advice.

You will have access to on-line reporting for your regulated platform account. This will allow you to view the transactions undertaken on your behalf and to understand their impact on your account.

Other Important Information

- I will contact you for instructions where action is required on your regulated platform account which is outside my authority.
- The MDA Service does not include a custodial or depository service, as this is facilitated through your nominated regulated platform account.
- You can cancel the MDA Service or request changes to the Investment Program at any time by notifying me in writing.



Fees

Your first meeting with us is complimentary and obligation free.

Advice Preparation Fee

The Advice Preparation fee includes all meetings with you, the time we take to determine our advice and the production of the SoA.

The Advice Preparation fee is based on the scope and complexity of advice provided to you. We will agree the fee with you at our first meeting.

Ongoing Services Fees

Once your investments are established we will meet with you every twelve months to provide performance reports and update this advice.

The updates will consider the latest investment research from industry experts, changes in legislation, new products available in the market and any changes to your personal circumstances.

Ongoing fees will depend on what ongoing service are provided, and may be either an agreed fixed fee, or a percentage of your account balance.

Full details will be provided to you in the SoA.

Commissions

Evolution Advisory and James Cruz receive commissions from some product providers.

The commission amount will vary depending on the product which is recommended. We will tell you the exact amount in the SoA.

Investment Commissions

We may receive a monthly commission payment from some investment and margin loan providers. These will be based on your account balance and will continue to be paid for as long as you hold the product.

Insurance Commissions

We may receive a one-off upfront commission when you take out an insurance policy we recommend.

We also receive a monthly commission payment for as long as you continue to hold the policy.

Other Benefits

We may also receive additional benefits by way of sponsorship of educational seminars, conference or training days. Details of any benefits received above \$300 will be maintained on a register which is available to you on request.



Making a complaint

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services then we encourage you to contact us.

Please call us at or our office or put your complaint in writing.

If you are not satisfied with our response you can refer it to the Financial Ombudsman Service. You can contact FOS on 1300 780 808. This service is provided to you free of charge.

Your privacy

We maintain a record of your personal information that includes details of your objectives, financial circumstances and needs.

We also maintain a record of the recommendations we make.

If you wish to examine your file, you should ask us and we will make arrangements for you to do so.

We will only disclose information about you:

- To product providers we recommend and you agree to use
- Where the law requires us to do so
- If you consent for us to do so

Evolution Advisory has a privacy policy for your personal information. You can ask us for a copy if you would like further information.



Contact us

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