



**Big Sky Financial Solutions Pty Limited**

## **Financial Services Guide**

The financial services referred to in this guide are offered by:

Big Sky Financial Solutions Pty Limited  
ABN 95 133 452 589  
Corporate Authorised Representative (ASIC No: 331478)

Level 7, 607 Bourke Street  
Melbourne VIC 3000

Telephone: 1300 700 189  
Email Address: [contactus@bigskyfs.net.au](mailto:contactus@bigskyfs.net.au)  
Website: [www.bigskyfs.net.au](http://www.bigskyfs.net.au)

*Providing financial services on behalf of:*  
Outlook Financial Solutions Pty Ltd  
Australian Financial Services Licensee Number 240959  
ABN 40 083 233 925

## Why am I receiving this document?

This Financial Services Guide (“FSG”) is issued by **Big Sky Financial Solutions Pty Ltd (“BSFS”)** to inform you of basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contacted, what services we are authorised to provide, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures and how you can access them. The FSG is intended to assist you in determining whether to use any of our services described below.

You should also be aware that we are required to give you a Statement of Advice (other than as described below) whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The Statement of Advice will contain the advice, the basis on which it is given and information about fees, commissions and associations that may have influenced the provision of the advice. Where further advice is provided, we may not provide a SoA where your relevant personal circumstances and the basis of the further advice are not significantly different to those which existed at the time you were previously provided with advice. If you have not already been provided with a written record of that further advice, you may request one (by telephone, fax or e-mail) from your adviser.

If we make a recommendation to acquire a financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product that will enable you to make an informed decision in relation to the acquisition of that product.

Key information is set out in answer to the questions below.

## Who will be providing the financial services to me?

Your adviser is a salaried employee of Outlook Financial Solutions Pty Ltd (“Outlook”), and both your adviser and BSFS are Authorised Representatives of Outlook.

Outlook is the Authorising Licensee. Contact details are:

Outlook Financial Solutions Pty Ltd  
ABN: 40 083 233 925  
Australian Financial Services Licensee 240959

Postal Address: Locked Bag 74, Heidelberg VIC 3084  
Phone: 1300 657 872  
Fax: 1300 657 879  
Email: [contactus@outlookfs.com.au](mailto:contactus@outlookfs.com.au)

## Relationships

BSFS is jointly owned by Big Sky Credit Union Limited (“Big Sky”) and Outlook . Outlook is a wholly owned subsidiary of ASX listed financial services company, Snowball Group Limited (“Snowball”). Under current legislation, only an Australian Financial Services Licensee (AFSL), or one of its Authorised Representatives, can provide any advice of a financial planning nature. BSFS have elected not to provide these services under its own AFS Licence and provide financial services under Outlook. Representatives of BSFS and its Advisers are also Authorised Representatives of Outlook.

BSFS can offer a range of financial planning services listed within this FSG. These services will be delivered by an Adviser who will have the necessary skills and qualifications.

## Who is responsible for the financial services provided?

In light of the licensing arrangements described above, your Adviser provides you with financial planning advice as an Authorised Representative of Outlook. This means that any advice provided by your Adviser is provided by Outlook under its Australian Financial Services Licence Number 240959, and therefore Outlook is responsible for that advice.

Outlook conducts regular training programs for all Advisers and periodically reviews the recommendations contained within written Statements of Advice so as to ensure the advice is correct and that it does not infringe current law or operating procedures.

Outlook is a principal member of the Financial Planning Association (FPA) and has adopted the FPA's Code of Ethics and rules of Professional conduct, with which BSFS and its Advisers must comply.

Outlook has approved the distribution of this FSG.

## What kinds of financial services are you authorised to provide?

BSFS is authorised by Outlook to offer you the following services:

- Provide Financial Product Advice
- Deal in a Financial Product

We may provide general advice, personal advice or a combination of the two, to both Retail and Wholesale clients.

BSFS is authorised to provide financial services as follows:

- Financial Planning Strategies
- Retirement Planning
- Life Insurance Needs
- Superannuation Needs
- Social Security Needs
- Salary Packaging
- Wealth Accumulation strategies

We can provide ongoing reviews of your portfolio. The Statement of Advice will document the exact nature and cost of the review services we will provide.

BSFS is authorised to provide financial product advice and/or deal in products as follows:

- Deposit and Payment Products - Basic Deposit
- Deposit and Payment Products - Non-basic Deposit
- Government Debentures, Stocks or Bonds
- Life Products - Investment Life Insurance Products
- Life Products - Life Risk Insurance Products
- Managed Investment Schemes, including IDPS
- Retirement Savings Account Products
- Securities
- Superannuation

## Who do you act for when you provide financial services to me?

Your Adviser will be acting on behalf of BSFS who responsible to you for the advisory services defined in this FSG.

## How will I pay for the services?

You may pay for our services in a number of ways, which may include:

- Fees paid directly by you;
- Commissions deducted from the funds you have invested

Full details of any fee or charges for our advice will be detailed in the disclosure section of the Statement of Advice.

The fees, commissions and brokerage disclosed in the Statement of Advice are payable to Outlook as the authorising licensee. Outlook may retain a portion of the fees, commissions and/or brokerage and forward the balance to BSFS as detailed below. In all cases the amount of any commissions or fees paid to Outlook or BSFS and will be disclosed in the Statement of Advice.

## Do you receive remuneration, commission, fees or other benefits in relation to providing the financial services to me and how is this calculated?

We offer a number of options as to the level of services required, depending on your personal circumstances and needs, with the level of service pricing for each step in the financial planning process being agreed with you prior to proceeding.

The stages of the financial planning process are: initial consultation, Statement of Advice preparation, implementation and ongoing review, the details and costs of each stage is described below.

### Initial Consultation

The initial consultation with a BSFS adviser is free of cost or obligation, it is an opportunity for the adviser to understand your current situation, your objectives and goals, and to assess how BSFS can assist you.

### Statement of Advice Preparation Fees

If you decide to proceed to the next stage of the financial planning processes, BSFS has a flexible approach to advice preparation and provides written Statements of Advice tailored to suit you. The fee, which is negotiated with you prior to preparation, is based on what your individual plan entails. Generally the advice will fall into one of the following categories:

- **Foundation Plan** – this plan generally covers a specific one-off personal financial event, for example, gearing strategies, basic retirement income planning, Centrelink entitlement assessment or remuneration packaging. It involves complete analysis of the impact of the event on your financial circumstances.

This plan can include an assessment of your investment risk profile and recommendations for an investment portfolio. It is also suitable for consolidation of superannuation rollovers or simple savings plans. The cost to set up a Foundation Plan is \$835

- **Standard Plan** – this plan involves more complicated strategic recommendations, and generally includes a full assessment of your circumstances and personal goals. This would require a detailed analysis of a number of strategic options and would take into account the more complicated aspects of your personal financial arrangements. The cost to set up a Comprehensive Plan is \$1,295.
- **Premium Plan** – this assessment is suitable for higher portfolio values, held within complex financial structures. These plans cover most aspects of your personal financial arrangement utilising the full range of services and professional advice available within the Snowball Group. The minimum cost to set up a Premium Plan is \$2,395 depending on the complexity of the plan.

### Implementation

Where we implement the recommendations from a Statement of Advice we may charge an implementation fee. The fee charged will be agreed prior to proceeding with the recommendations. This fee will generally be calculated as a percentage of the transaction value in the range of 0% up to 5% (excluding GST), with a minimum fee of \$125 applying. Alternatively, a flat dollar based fee may be charged.

### **Review Services**

We provide a range of ongoing review service packages designed to meet your specific needs. Reviewing your goals, strategy, circumstances and investments is vital to ensure you remain on track to meet your objectives. The fee will generally be calculated as a percentage of the funds invested and will generally range from 0.55% to 1%. Alternatively, a flat dollar based fee may be charged. The ongoing fees will vary with the review service selected. Ongoing fees are generally deducted directly from your investments and paid to us by the fund manager or product provider. For example, if \$10,000 was invested with an annual ongoing fee of 0.5%, we would receive \$50 annual commission. This commission will continue to be paid as long as you stay invested in that product and we continue as your nominated adviser.

### **Personal Risk Insurance**

We provide advice in a range of personal risk insurance products including Life, Total & Permanent Disability (TPD), Income Protection and Trauma insurance from a number of different insurance companies. We are paid commissions and bonuses by the insurance companies according to the level of business generated. The commissions are calculated as a percentage of your premium and will usually be paid at the commencement of your policy and regularly whilst the policy remains in force and premiums are paid. The rate of commissions varies significantly between different insurance products and specific details relating to your policies will be disclosed in the Statement of Advice. The commission ranges between 0% and 123.75% of the first year's premium and between 0% and 32% of subsequent year's premium. For example, for a premium of \$500 the maximum received by BSFS would be \$618.75 in the first year and \$160 per annum the following years.

Outlook, as the Authorising Licensee, may enter into arrangements from time to time to pay a share of its fee and/or commission income to third parties for referring clients to us. Where such referral arrangements are in place we will disclose the details in the disclosure section of the Statement of Advice.

### **Do any relationships or associations exist which might influence you in providing me with the financial services?**

BSFS and your Adviser will provide advice and recommendations that are appropriate for your needs and circumstances. However, you should be aware of the following details that relate to commercial arrangements between various parties that could be seen as influencing the financial services we provide.

#### **Officium Capital**

Snowball is approximately 60% owned by the Officium Group Pty Ltd ("**Officium**"). Officium owns 100% of Officium Capital Limited ("**OC**"), BSFS may recommend products issued by OC who will receive both performance and expense recovery fees for the products OC issues. If your Adviser recommends investment in these funds Outlook will receive a rebate of 30% of the net performance fees retained by OC after payment to external investment managers in relation to investments made by clients of BSFS.

#### **Snowball Investment Research Pty Ltd**

Snowball Investment Research Pty Ltd is a wholly owned subsidiary of Snowball. Snowball Investment Research Pty Ltd is the promoter of the Snowball eWRAP account. Your Adviser may recommend investments into the Snowball eWRAP account and these investments will generate fees for both BSFS and Snowball Investment Research Pty Ltd which ultimately benefits Snowball. Where a recommendation is made to invest in a Snowball product all specific product fees and charges are disclosed in the Statement of Advice and you will be provided with a Product Disclosure Document or an IDPS Guide.

#### **Symetry**

Snowball has a fee sharing arrangement in place with Symetry and may receive not less than 50% and not more than 65% of the retail administration fee charged by Symetry. The percentage that Snowball receives is calculated on the volume of funds under administration on the Symetry platform.

Where recommendations are made to invest in products all specific fees and charges are disclosed in the Statement of Advice

## Asgard

Snowball and its subsidiaries ("Snowball Group") have a fee sharing arrangement in place with Asgard in relation to the administration fee you pay. Asgard makes payments to the Snowball Group in its capacity as promoter of the Asgard products described below. These payments are paid out of Asgard's fees and are not an additional fee payable by you.

The fee sharing arrangements are as follows:

- **Snowball eWRAP** - the Snowball Group retains between 56.0 and 86.3% of the administration fee that you pay to Asgard (GST exclusive) depending on the level of investment.

Snowball may receive an additional share of the administration fee you pay (GST exclusive) for the Snowball eWRAP if certain targets are achieved, being total funds under advice of \$2 billion and \$5 billion, respectively.

In relation to other products, Asgard pays a volume bonus to Snowball based on the total funds Snowball have invested in Asgard products:

- **Master Trust accounts** - a volume bonus of 67% of Asgard's net administration fee (i.e. after payment of any standard trail commissions).
- **Asgard eWRAP** - a volume bonus of 25% of Asgard's net administration fee (i.e. after any ongoing trail commissions).
- **Corporate Super** - a volume bonus of 40% of Asgard's net administration fee (i.e. after any ongoing trail commissions).

## Other Payments

The Snowball Group may receive additional payments from Asgard to assist the Snowball Group to grow new business. An amount may be paid at the end of each six month period until 31 December 2011 on new business, subject to the Snowball Group meeting new business inflow criteria. These payments are as follows:

- **Asgard eWRAP** - an additional 0.15% on investment accounts and 0.20% on super and pension accounts will be paid.
- **Master Trusts and Corporate Super Accounts** - an additional 0.25% will be paid.

If the total amount of inflows exceeds \$500 million in any of the first 3 years, Asgard will pay an additional 0.02% in respect of that year, increasing to 0.04% in years 4 and 5.

## Fund Manager Payments

Fund Managers may each pay Outlook an amount depending on our total funds under management in the funds they manage. These amounts are generally calculated monthly and paid quarterly in arrears. Such arrangements will continue until the agreement with the fund manager is terminated. The amount that is paid to us will vary according to the particular arrangements with each fund manager but will generally be in the range of 0% to 0.42% per annum of our funds under management in the fund. For example, if fund manager A agrees to pay Outlook 0.1% per annum and clients of Outlook have \$1 million funds under management with fund manager A during a quarter, then fund manager A will pay Outlook \$250 for that quarter.

These payments are not an additional cost to you but are payable from the relevant fund manager's own assets.

### **Alternative Forms of Remuneration**

Outlook may receive alternative forms of remuneration. A public register is available for inspection on request and is to be provided to you within 7 days of the request date. Outlook must maintain this register in line with the Financial Planning Association's industry standards to document any alternative forms of remuneration paid and received which exceed \$300.

### **Referrals**

Outlook, as the Authorising Licensee, may enter into arrangements from time to time to pay a share of its fee and/or commission income to third parties for referring clients to us. Where such referral arrangements are in place we will disclose the details in the disclosure section of the Statement of Advice.

### **Do I get detailed information about commissions and other benefits my adviser gets if I can accept the recommendations you make?**

Yes. When your adviser provides you with personal advice, you will receive a Statement of Advice except as previously described, where you are an existing client and your relevant personal circumstances and the basis of any further advice are not significantly different from advice previously provided. In either case, full disclosure of the fees, commissions and other benefits relating to the advice will be provided.

### **Will you give me advice that is suitable to my needs and financial circumstances?**

Yes. But to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings contained in the Statement of Advice carefully before making any decision relating to a financial strategy or product.

### **What should I know about any risks of any financial products or strategies you recommend to me?**

We will explain to you any significant risks of financial products and strategies that we recommend to you. If we do not do so, you should ask us to explain those risks.

## What information do you maintain on my file and can I examine my file?

We maintain a record of your personal profile which includes details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you. We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our privacy policy is included in this document for your information. If you wish to examine your file, you should ask us, and we will make arrangements for you to do so.

## Can I provide you with instructions and tell you how I wish to instruct you to buy or sell financial products?

Yes. You may specify how you would like to give us instructions. For example, by telephone, fax, email or other means. However, please note that some products and services will have their own requirements on how instructions are to be provided.

## Who can I complain to if I have a complaint about the financial services provided to me?

We are members of the Financial Ombudsman Service Limited (FOS).

The law requires Outlook to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by Outlook or its representatives. Outlook has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

If you have any complaint about the service provided to you, you should take the following steps.

1. Contact your adviser and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within three days, please contact Compliance Manager on 1300 657 872 or put your complaint in writing and send it to us at Locked Bag 74, Heidelberg VIC 3084. We try to resolve complaints quickly and fairly.
3. If the complaint can't be resolved to your satisfaction you have the right to complain to FOS. They can be contacted on 1300 780 808. This service is provided to you free of charge.

## The FOS Process

- Stage 1 of the FOS process is where FOS facilitates discussions and negotiations between the parties. All relevant documents are exchanged and the issues in dispute are identified.
- Stage 2 is conciliation and the parties may come face to face with a conciliator from the FOS national panel. The role of the conciliator is to assist the parties to explore options for settlement of the dispute and to help parties to agree on their own outcome.
- Stage 3 is where the independent adjudicator is requested to make a decision "on the papers" taking into account the relevant law, fairness and reasonableness. If you accept the adjudicator's decision it is binding on the member.

If your concerns involve ethical conduct you may wish to consider raising your concerns in writing with the Financial Planning Association of Australia Limited (FPA). They can be contacted at **PO Box 109, Collins Street West, Melbourne Vic 8007**. The Australian Securities and Investments Commission (ASIC) also has a free call Info line on **1300 300 630** which you may use to make a complaint or obtain information about your rights. Alternatively, you can detail your complaint in an email to [infoline@asic.gov.au](mailto:infoline@asic.gov.au).

## What does the privacy legislation mean to me?

Laws protect the privacy of your personal information held by certain private sector organisations. BSFS is governed by these laws. From time to time your adviser may need to provide your personal information to Outlook or another member of the Snowball Group to enable fulfillment of licensed dealer obligations and the provision of other services to you. BSFS must, as a result, provide you with the following information in respect of its handling of your personal information.

## What is my personal information used for?

Your personal information is used to:

- assist your adviser in providing advice to you
- administer and manage your investments
- facilitate the BSFS internal business operations, including fulfilment of any legal requirements
- analyse products and customer needs and develop new products
- carry out confidential maintenance and testing of computer systems

## Who else will receive access to my personal information?

BSFS is 49% owned by Outlook, which is a wholly owned subsidiary of Snowball Group Limited. Officium Group Pty Ltd ("Officium") owns controlling interests in Snowball. Officium Capital Limited and Officium Investments Pty Ltd are wholly owned subsidiaries of Officium and therefore related entities of companies comprising the Snowball Group, which include Snowball Capital Limited, Snowball Financial Limited, Western Pacific Financial Group Pty Ltd, Outlook Tax & Accounting Services and Snowball Investment Research

We may disclose your personal information (as necessary):

- on a confidential basis to industry bodies, our agents, contractors or third party service providers that provide financial, administrative or other services for the purposes of the BSFS business or your investments
- where the law requires us to do so
- if you consent.

From time to time, your adviser may provide you with marketing material prepared by a member of the Snowball Group. If you do not want to receive such material at any time in the future, please contact your adviser.

## How do I access information you hold about me?

You are entitled at any time to request access to personal information held by your adviser or BSFS about you and ask us to correct this information where you believe it is incorrect or out-of-date. No fee will be charged for an access request but we may charge you the reasonable costs of giving you any information you have requested. An access request can be directed through your adviser.

Outlook, as the Authorising Licensee, may enter into arrangements from time to time to pay a share of its fee and/or commission income to third parties for referring clients to us. Where such referral arrangements are in place we will disclose the details in the disclosure section of the Statement of Advice.