

# Financial Services Guide

**Issue Date: 9 May 2024**

This Financial Services Guide (FSG) explains the financial services we provide. It is designed to give you a better understanding of how you might work with our business before you receive any advice. It has information on:

- The relationship between your Adviser and Ballinger's
- The financial services your Adviser can provide
- Documents you may receive from your Adviser
- How your Adviser and associated entities are paid
- Ballinger's privacy policy
- How complaints are resolved
- Your Adviser's profile

## Who Are We?

Ballinger's is an Australian Financial Services Licensee under the Corporations Act. We are authorised to provide advice on a range of financial products and services.

Ballinger's is located in Merewether, NSW. Its origins can be traced back to February 2000 when Stephen Ballinger first commenced operations under the name "Ballinger's Financial Planning".

### Not Independent

Ballinger's receives commission payment on Life Insurance Products. This allows us to advise and place your insurance without charging the clients but rather receiving remuneration from product providers. By doing this we are not allowed to use the words Independent, Impartial or Unbiased when describing our business. For more information on this please ask your Adviser.

## Your Adviser

Your Adviser is an Authorised Representative of Ballinger's. Information about your Adviser is contained later in this FSG.

Your Adviser will be acting on behalf of Ballinger's when providing the financial services outlined in this FSG. As an Australian Financial Services Licensee, Ballinger's is responsible for the advice and financial services provided to you except as set out below in 'Services Ballinger's Is Not Responsible For'.

"Ballinger's Financial Planning" and "Ballingers" are registered business names of Ballingers FP Pty Limited ABN 73 137 621 955  
Australian Financial Services Licensee Number 338959

Suite 1, 91 Frederick Street, Merewether NSW 2291  
[www.ballingers.com.au](http://www.ballingers.com.au)



## Financial Services & Products Provided

As an Authorised Representative of Ballinger's, your Adviser is authorised to provide placement services, general advice or advice tailored to your personal circumstances and needs in relation to the following:

- Deposit & payment products – bank deposits, term deposits and cash management accounts
- Government debentures, stocks and bonds
- Life insurance products - life insurance, permanent disability insurance, trauma insurance, sickness and accident insurance, business overheads insurance, key person insurance and insurance bonds
- Managed investment schemes - managed funds, master trusts, wrap accounts
- Margin Lending - margin loans, geared investments
- Retirement savings accounts (RSA's)
- Securities – listed shares, hybrid securities and exchange traded funds
- Superannuation – superannuation master trusts, superannuation wrap accounts and self-managed superannuation funds

## Services Ballinger's Is Not Responsible For

Ballinger's is only responsible (together with your Adviser) for services offered by your Adviser as an Authorised Representative of Ballinger's and not in any other capacity, such as:

- Taxation services such as completing tax returns;
- Accounting and audit services;
- Self-Managed Super Fund compliance and administration services;
- Business or legal advisory services and referrals;
- Advice on unlisted or private companies and investments, private development funds, franchises, high yield debentures, direct property, property syndicates, solicitor's or other mortgage schemes, derivatives, general insurance, direct international shareholdings or any products that only require disclosure using an information memorandum; or
- Any other services not provided by Ballinger's.

In all your dealings with your Adviser you must satisfy yourself as to who is responsible for the advice or service. If you require further clarification, please contact Ballinger's on (02) 4927 0295.

## Documents You May Receive

### *Statement of Advice*

If your Adviser provides personal advice tailored to your personal circumstances and needs, you will receive a Statement of Advice (SoA). The information contained in the SoA will help you make an informed decision in relation to the advice provided. It also sets out the reasons for the advice and details about any remuneration payable.

### *Record of Advice*

If you were previously issued with an SoA by Ballinger's, certain circumstances may allow the provision of further advice without the need for a further SoA. Where this is the case, you are entitled to request a Record of Advice (RoA) within 7 years after the advice was provided. The RoA can be requested from your Adviser and will detail the further advice and the basis of those recommendations.

Additionally, in certain circumstances where you are provided with advice on a small investment balance or strategy advice only, you may be issued with a Record of Advice (RoA). Your Adviser is required to provide you with a copy of the RoA in this circumstance, which will outline the advice, the reasons for the advice, and details about any remuneration payable.

### *Product Disclosure Statement*

You will receive a Product Disclosure Statement (PDS) if your Adviser recommends a financial product or offers to arrange the issue of a financial product on your request. The PDS contains information about a financial product's features, fees, benefits and risks.

## Approved Products

Ballinger's employs research from providers, such as LonSec, MorningStar, Goldman Sachs and others, to select a range of high-quality products. While there may be other products also suitable to your needs, your Adviser will generally only provide financial advice on those products on the Ballinger's Approved Product List (APL). Ask your Adviser if you would like more information on the APL.

If you have existing products that are not approved by Ballinger's, your Adviser may be able to make recommendations on their ongoing appropriateness but is not permitted to make recommendations on the establishment of new products that are not on Ballinger's' APL.

## Remuneration

The cost of providing our service to you will depend on the nature of the service provided. Ballinger's and your Adviser will receive some or all of the following types of remuneration:

### Fees

Before the provision of any advice or service, your Adviser will outline for your approval any fees that apply. You may choose to pay these fees directly or from the financial product (s) you invest in and it may be based on:

- The time they spend developing your advice;
- A fixed dollar amount;
- A percentage of the amount invested; or
- A combination of some or all of the above.

### Initial Service Fees

These are fees paid when you agree to receive our advice. The Initial Advice fee is based on the scope and complexity of advice provided to you. We will agree the fee with you before providing you with advice. As a guide, we charge a minimum amount of \$2,200 up to a maximum of \$22,000 (GST inclusive). Should your fees fall outside of these fee ranges we will advise you accordingly and seek your consent before proceeding with advice. Should you decide not to implement our recommendations, the fee for the advice will still be the fee we agreed with you.

### Ongoing Service Fees

These fees support our ongoing services which help you stay on track to meet your goals. Our ongoing service fees depend on the level of service that we provide to you. The services and fees will initially be set out in the SoA you receive from us. In subsequent years, our ongoing service fees will be set out in the ongoing services agreement we will provide to you. As a guide, we charge a minimum annual amount of \$6,600 up to a maximum of \$165,000 (GST inclusive). Should your fees fall outside of these fee ranges we will advise you accordingly and seek your consent before proceeding with advice.

### Hourly Rate

For any ad hoc services (e.g. insurance claims assistance) our hourly rate is between \$220 and \$660 (GST inclusive).

### Commissions

Commissions may be paid in respect of insurance products and the percentage may vary depending on the product. Commission is generally based on a percentage and will be disclosed to you when providing advice. Initial commissions can be up to 66% of the first year's premium for new policies implemented and the ongoing commissions can be up to 22% of the following year's premium. For example, if your premium was \$1,000, we would receive an initial commission of up to \$660 and an ongoing commission of up to \$220 per annum

Any commissions received from insurance products are generally factored into our fee calculations so that those commissions effectively reduce the fee a client would otherwise pay. Conversely, if the insurance product is cancelled and the commission ceases, there is likely to be a corresponding increase in our fee to make up for the fact that we are no longer receiving the commission.

Note: We may receive commissions on increases or additions to existing policies put in place before 2018 of up to 130%, and between 88% to 66% for policies written after that time.

### Brokerage

Is charged as a flat dollar amount or percentage of the total consideration when buying or selling listed securities (eg shares). The brokerage fee is added to the purchase amount or deducted from the sale proceeds. The amount can be up to 1% of the transaction (\$100 on \$10,000) and is generally subject to a minimum fee which can vary and is typically \$25 or \$33.

### Initial Public Offerings (IPO's) and New Issues

Clients are not usually charged brokerage in connection with subscriptions for shares in floats, new issues and placements. However, Ballingers may receive handling fees from the issuer. This fee will be disclosed in the prospectus or other documentation relating to the issue. If an issuer offers any incentive, then it will be disclosed to the client.

For example: If you apply for \$20,000 worth of securities in an initial public offering and the issuer is paying a 3% handling fee, then Ballingers will receive a \$600 placement fee.

### Alternative Remuneration

Ballinger's and your Adviser may receive non-monetary remuneration, such as entertainment and gifts, from financial institutions. As a general rule, we try to avoid such situations. In accordance with the Industry Code of Practice, both Ballinger's and your Adviser must maintain a register of alternative remuneration received. Copies of these registers are available on request within 7 working days.

Where personal advice is provided, any fees, remuneration, commission, benefits and incentives relating to the advice and the financial products recommended, will be disclosed in writing in your Statement of Advice or Record of Advice. For other financial services, you may request details of any remuneration before any financial services are provided.

### Instructions

You may provide instructions by:

- Telephone: (02) 4927 0295
- Mail: PO Box 2387, Dangar NSW 2309
- Email: mail@ballingers.com.au
- In person: Suite 1, 91 Frederick Street, Merewether NSW 2291

### Your Privacy

Information acquired by Ballinger's in the course of providing services will not be disclosed to other parties without your express consent, except as required by law or professional obligation. Please refer to our privacy policy statement on [www.ballingers.com.au](http://www.ballingers.com.au) for more information. If you would like a printed copy of our privacy policy statement sent to you, or if you wish to review your personal information held by Ballinger's please contact us on (02) 4927 0295 or email [mail@ballingers.com.au](mailto:mail@ballingers.com.au).

### Professional Indemnity Insurance

Ballinger's has professional indemnity insurance in place to cover it for the services that it provides. The amount of cover is adequate to meet our requirements as a financial services licensee (it is a condition of being granted a licence by ASIC). The policy includes coverage for claims in relation to the conduct of Advisers/employees who no longer work for Ballinger's (but who did so at the time of the relevant conduct).

### Complaint Resolution

If the level of service or quality of advice provided by your Adviser fails to meet your expectations, you should follow these steps:

1. Contact your Adviser to see if your complaint can be resolved.
2. If not satisfactorily resolved within 5 business days, please lodge a written complaint to:
  - Attention: Complaints Resolution Manager
  - Ballinger's
  - Please post to: PO Box 2387
  - Dangar NSW 2309
  - Or email to: [complaints@ballingers.com.au](mailto:complaints@ballingers.com.au)
3. Alternatively, you can call us on (02) 4927 0295 and ask to speak to the Complaints Resolution Manager.
4. In the unlikely event that we are unable to resolve your complaint to your satisfaction within 30 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA), who can be contacted on 1800 931 678. More information is available at [www.afca.org.au](http://www.afca.org.au).

## Adviser Profiles

### Stephen Ballinger



**Stephen** is a director and Authorised Representative of Ballinger's, ASIC Adviser ID No. 226330.

Stephen is a Certified Financial Planner (CFP®) having completed a Diploma of Financial Planning (Dip FP) and other requirements set down by the Financial Planning Association. Stephen has also completed a Bachelor of Commerce (BCom) through the University of Newcastle.

Stephen has worked in finance since 1986 and has been licensed to provide financial advice since 1994.

Stephen established Ballinger's in February 2000.

#### Financial Services & Products

Stephen is authorised by Ballinger's to provide personal advice, general advice and to deal in:

- Deposit & payment products
- Government debentures, stocks and bonds
- Life insurance products
- Managed investment schemes
- Margin Lending
- Retirement savings accounts
- Securities
- Superannuation

#### How Are We Paid?

Stephen is paid a salary by Ballinger's Financial Planning Pty Limited. Any profits generated by Ballinger's, or its associated entities, are paid to Stephen and his family.

#### Contact

- Telephone: (02) 4927 0295
- Email: [stephen@ballingers.com.au](mailto:stephen@ballingers.com.au)

### Alex O'Loughlin



**Alex** is an Authorised Representative of Ballinger's, ASIC Adviser ID No. 463001.

Alex is a Certified Financial Planner (CFP®) having completed a Bachelor of Commerce (BCom) through the University of Newcastle in June 2013, a Diploma of Financial Planning in March 2014 and the Certified Financial Planner program in May 2020.

Alex has been with Ballinger's since July 2013.

#### Financial Services & Products

Alex is authorised by Ballinger's to provide personal advice, general advice and to deal in:

- Deposit & payment products
- Government debentures, stocks and bonds
- Life insurance products
- Managed investment schemes
- Retirement savings accounts
- Securities
- Superannuation

#### How Are We Paid?

Alex is employed by Ballinger's and receives a salary. He may also receive bonuses or benefits based on his work performance.

#### Contact

- Telephone: (02) 4927 0295
- Email: [alex@ballingers.com.au](mailto:alex@ballingers.com.au)

## Jordan Myers



**Jordan** is an Authorised Representative of Ballinger's, ASIC Adviser ID No. 1008912.

Jordan is a Certified Financial Planner (CFP®) having completed a Bachelor of Business (BBus) from Southern Cross University in 2014, the Diploma of Financial Planning in April 2015 and the Certified Financial Planner program in November 2018.

Jordan has been with Ballinger's since December 2013.

### Financial Services & Products

Jordan is authorised by Ballinger's to provide personal advice, general advice and to deal in:

- Deposit & payment products
- Government debentures, stocks and bonds
- Life insurance products
- Managed investment schemes
- Retirement savings accounts
- Securities
- Superannuation

### How Are We Paid?

Jordan is employed by Ballinger's and receives a salary. He may also receive bonuses or benefits based on his work performance.

### Contact

- Telephone: (02) 4927 0295
- Email: [jordan@ballingers.com.au](mailto:jordan@ballingers.com.au)

## Sam Glohe



**Sam** is an Authorised Representative of Ballinger's, ASIC Adviser ID No. 1300898.

Sam completed a Bachelor of Commerce (BCom) through the University of Newcastle in 2016, a Master of Financial Planning through Deakin University in 2022 and finished his Professional Year (under the supervision of Stephen Ballinger) in July 2023.

Sam has been with Ballinger's since April 2020.

### Financial Services & Products

Sam is authorised by Ballinger's to provide personal advice, general advice and to deal in:

- Deposit & payment products
- Government debentures, stocks and bonds
- Life insurance products
- Managed investment schemes
- Retirement savings accounts
- Securities
- Superannuation

### How Are We Paid?

Sam is employed by Ballinger's and receives a salary. He may also receive bonuses or benefits based on his work performance.

### Contact

- Telephone: (02) 4927 0295
- Email: [sam@ballingers.com.au](mailto:sam@ballingers.com.au)

## Andrew Lindner



**Andrew** is an Authorised Representative of Ballinger's, ASIC Adviser ID No. 459720.

Andrew completed a Bachelor of Commerce (Finance) degree in 2012 and a Diploma of Financial Planning in 2013.

Andrew has been with Ballinger's since January 2024.

### Financial Services & Products

Andrew is authorised by Ballinger's to provide personal advice, general advice and to deal in:

- Deposit & payment products
- Government debentures, stocks and bonds
- Life insurance products
- Managed investment schemes
- Retirement savings accounts
- Securities
- Superannuation

### How Are We Paid?

Andrew is employed by Ballinger's and receives a salary. He may also receive bonuses or benefits based on his work performance.

### Contact

- Telephone: (02) 4927 0295
- Email: [andrew@ballingers.com.au](mailto:andrew@ballingers.com.au)