

Financial Services Guide PART ONE

Why am I receiving this document?

This Financial Services Guide (FSG) is issued by Blue Ocean Financial Services Pty Ltd ABN 17 615 108 177

Australian Financial Services Licence (AFSL) No. 493361 (Blue Ocean Financial Services).

This FSG is designed to assist you in determining whether to use any of the services offered by Blue Ocean Financial Services or its Authorised Representatives.

This FSG contains information about:

- Blue Ocean Financial Services, who as the Licensee, is responsible for the financial services.
- Your financial Adviser.
- The financial services and products your Adviser can provide.
- What a Blue Ocean Financial Services, your Adviser and other related parties are paid for the financial planning services provided to you.
- Any associations or relationships that could create potential conflicts of interest.
- Details of who to contact should you have a complaint.

Authorised Representative Profile.

This FSG must be read in conjunction with Part Two as it forms part of this FSG. It provides detailed information about your Adviser such as their contact details, referral sources and the types of financial products they can advise and deal in.

Please retain both Part One and Part Two for your reference and any future dealings with Blue Ocean Financial Services.

Why we are not independent.

Blue Ocean and your adviser are not independent for the following reason.

- Blue Ocean on behalf of your Adviser may receive commissions from insurance companies.
- Blue Ocean may receive a fee for services from product providers, as long as it is agreed by you.

Blue Ocean Financial Services Pty Ltd is a small private company, non-Institutionally aligned, with no formal association or affiliation with any insurance, managed fund, superannuation, or other product provider.

Blue Ocean does not take any sponsorship or any monetary compensation from product providers. We do receive occasional training from product providers, delivered as part of your Adviser's ongoing professional development.

Code of Ethics

Your Financial Adviser abides by the Code of Ethics Standards. This is to ensure your Adviser provides advice in your best interest.

This document can be provided upon request.

What other documents might you receive?

You might receive the following documents to help you make an informed decision on any financial strategy or recommended financial product.

Advice Documents

All personal advice provided to you will be outlined in a Statement of Advice (SOA), Record of advice (ROA) or other forms of documentation.

The SOA is used for initial advice and will contain the commissions and information on relevant associations.

Where further advice is provided to you that does not involve a significant change your Adviser may provide an ROA. Where there is a significant change, you will be provided with an SOA.

Product Disclosure Statement (PDS)

You will receive a PDS if your Adviser has provided advice on a particular product. The PDS will contain the information you need in order to decide whether the financial product is appropriate for you.

Who is Blue Ocean Financial Services?

Blue Ocean Financial Services holds an Australian Financial Services Licence (493361) which has been issued by the Australian Securities and Investments Commission (ASIC).

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.

Blue Ocean Financial Services conducts business through financial Advisers who are appointed as Authorised Representatives under Blue Ocean Financial Services AFSL.

Where Blue Ocean Financial Services has appointed a corporate entity as an Authorised Representative, representatives of that company who give advice will also be authorised by Blue Ocean Financial Services.

We are a leading Australian financial services company partnering with financial advisers to provide clients with quality financial advice and a wide choice of products and services to suit their individual circumstances and objectives.

All of the financial advisers are professionally qualified, skilled, and experienced and each adviser receives on-going training and development through their association with Blue Ocean Financial Services to ensure that their knowledge, skills, and capabilities are leading edge at all times. Blue Ocean Financial Services advisers are also supported with up-to-date technical, product research, and market information/ analysis from Blue Ocean Financial Services, to ensure they remain abreast of the latest developments.

Who is your Adviser?

Your Adviser will be the authorised representative listed in Part Two of this FSG.

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What kinds of financial services, products and advice are available to you?

Blue Ocean Financial Services can provide advice and strategies on the following, but not limited to:

- Savings and wealth creation
- Financial management
- Investment
- Superannuation
- Pre-Retirement
- Retirement
- Self-managed superannuation funds
- Financial protection and insurance
- Estate planning
- Centrelink
- Salary packaging
- Derivatives limited to Managed Investment Warrants

Blue Ocean Financial Services Advisers can offer a range of insurance, investment, superannuation and retirement strategies and products. Please refer to 'Who is your Adviser?' in this FSG for the services which your Adviser is authorised to provide.

Blue Ocean Financial Services supports your Adviser by providing access to financial product research conducted by external researchers. This helps your Adviser select products that will help you reach your financial goals.

Blue Ocean Financial Services Advisers act for you and not for any life insurance company, fund manager or bank.

How will you pay for the services

As the provider of professional services, your Adviser will charge for the advice and services they provide to you. Depending on the services you require, your Adviser may charge by a variety of methods. Below is a guide as to how fees and commissions may be charged. Specific information on your Adviser's fees and charges can be found in Part Two of this FSG. All fees and charges will be disclosed in the SOA, ROA and/or PDS.

Your Adviser will discuss both the rate and method of payment with you before any financial services are provided and will confirm any ongoing fees payable and the related services with you, each year.

Fee for Service

We may charge a fee for the provision of advice and/or implementation of recommendations. Depending on your circumstances and the complexity of the work involved, this fee may be a fixed dollar amount, a percentage rate based on the value of your proposed investment portfolio, an hourly rate for time spent providing the services, or a combination of these.

Commission

Commissions may be paid from a product provider to Blue Ocean Financial Services and are at no additional cost to you. Product providers may pay Blue Ocean Financial Services commission in association with the placement of the recommended products. Generally, the initial commission will be paid at the time you obtain the financial product with ongoing commissions paid during the life of the product.

Referrals

If you are referred to a third-party provider, the provider may pay your Adviser a referral payment. Likewise, if you have been referred to your Adviser, we may pay the referrer a fee.

Details of the payment will be disclosed in your Statement of Advice. Referrer fees are at no additional cost to you.

Please refer to Part Two of this FSG for details on your Adviser's current referral arrangements.

How are Blue Ocean Financial Services and your Adviser paid?

Except for your investment funds and policy premium payments where these are paid directly to the product provider, all payments are payable to Blue Ocean Financial Services.

Blue Ocean Financial Services will retain between 0% and 20% of these payments and forward the balance to your Adviser. For example, if Blue Ocean Financial Services receives \$100 in fees from a product provider, Blue Ocean Financial Services may retain \$20 and forward \$80 to your Adviser.

Your Adviser may also pay Blue Ocean Financial Services a fixed monthly administration fee for providing business support services and this is at no additional cost to yourself.

What other benefits may product providers give to Blue Ocean Financial Services or your Adviser?

Some product providers may pay Blue Ocean Financial Services allowances which are at no additional cost to you. These are payable to assist Blue Ocean Financial Services with business development, marketing, education, training, and professional development expenses for its Advisers.

Some product providers may give Blue Ocean Financial Services or your Adviser other benefits such as entertainment or sponsorship. Both Blue Ocean Financial Services and your Adviser maintain a Register in line with industry standards to document any benefits received.

You have the right to request further information in relation to the remuneration, the range of amounts or rates of remuneration, and other benefits received by Blue Ocean Financial Services and/or your Adviser.

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Goods and Services Tax (GST)

All financial payments, commissions and fees are subject to GST.

Does Blue Ocean Financial Services have any relationships or associations with financial product issuers?

Blue Ocean Financial Services does not have affiliations with any of the investment and product providers that appear on its Approved Product List (APL).

What information should you provide to receive personal advice?

You will need to complete a Client Questionnaire which will record your personal objectives, lifestyle goals, details of your current financial situation and any other relevant information. Your Adviser will usually assist you in completing this.

The information obtained will be assessed by your Adviser to assist them in providing appropriate advice.

You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

You should read any warnings contained in the client questionnaire and advice documents carefully before making any decision relating to a financial strategy or product.

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licence. We will also retain copies of this information.

We assure you that this information will be held securely. We cannot provide you with services if you are unwilling to provide this information. Blue Ocean Financial Services and your Adviser are committed to complying with a privacy policy to protect the privacy and security of your personal information. Please ask your Adviser if you wish to obtain a copy of our privacy policy.

How can you give instructions to your Adviser about your financial products?

You may specify how you would like to give us instructions. For example, you may nominate to instruct us to act by telephone, email or other.

Compensation arrangements.

Blue Ocean Financial Services confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended).

Our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum insured for Blue Ocean Financial Services and our authorised representatives/representatives/employees in respect of our authorisations and obligations under our AFSL. This insurance will continue to provide such coverage for any authorised representative/representative/employee that has ceased work with Blue Ocean Financial Services for work done whilst engaged with us.

What should you do if you are not satisfied with our services?

If you have a complaint about any of the services you have been provided, in order to deal with the complaint effectively and efficiently and to be able to resolve the problem, please take the following steps:

Contact your Adviser directly and tell them about your complaint. If your complaint is not satisfactorily resolved with your Adviser within five working days, please contact Blue Ocean Financial Service's Complaints Officer via one of the following ways:

Mail:	Complaints Officer Blue Ocean Financial Services Pty Ltd PO Box 4317, Bay Village, NSW 2261
Phone:	02 4931 0019
Email:	info@bofs.com.au

When your complaint is received by us it will be entered into our complaints database and we will begin the process of investigating the circumstances and look to resolving your complaint, which we endeavour to do quickly and fairly, within five business days.

However, some complaints do take more time than others to resolve and if our Complaints Officer anticipates that your complaint will take longer than 21 days to resolve, they will contact you within this time to provide you with an update on the current progress. Should it take longer than 45 days, they will contact you in writing to provide an explanation of the reason for the delay.

If our Complaints Officer is unable to reach a satisfactory resolution of the complaint within this time limit, you may escalate your complaint, if lodged on or after 1 November 2018 by contacting the Australian Financial Complaints Authority Limited* (AFCA):

Australian Financial Complaints Authority Limited
GPO Box 3, Melbourne Vic 3001
Telephone toll free 1300 931 678

Blue Ocean Financial Services is a member of this Service and can provide you a detailed explanation of the process upon request.

Our aim is to deliver the following to you:

- to be heard and understood
- to be respected
- an explanation

as soon as practical.

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