Cumulus Financial Group Pty Ltd

Financial Services Guide

AFSL 452645

ACN 167 740 230

Contact Details

Cumulus Financial Group
Ph: 03 5279 1212
E: support@cumulusgroup.com.au
A: 61 Leather St, Breakwater, Victoria, 3219

Array Financial Services Pty Ltd

37A Bell St Yarra Glen Vic 3775 PO Box 190 Yarra Glen Vic 3775
Telephone: 03 9730 1622 Email: alex@arrayfs.com.au

Authorised Representatives:
Array Financial Services Pty Ltd (ASIC # 455374
Alex Lagerwey DipFP (ASIC #250005)
Mobile: 0400 522 728

Version: V3 March 2017

Authorised for distribution by Cumulus Financial Group Pty Ltd

Tax (financial) adviser
25487882

Why am I receiving this document?

This Financial Services Guide (FSG) will help you decide whether to use the services that we* offer. It contains information about:

- Cumulus Financial Group
- Array Financial Services Pty Ltd and your Financial Adviser
- The services we offer 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.

* In this document 'we' refers to Cumulus Financial Group and Your Financial Advisor

Cumulus Financial Group

Cumulus Financial Group holds an Australian Financial Services Licence (452645) which has been issued by the Australian Securities and Investments Commission (ASIC).

Cumulus Financial Group brings together a number of skilled Financial Advisers who have a deep experience-based understanding about how to create the best financial and lifestyle outcomes for our clients.

As a non-aligned advisory, we have partnerships with a wide range of leading financial institutions which means our Financial Advisers can select from the best investment and insurance options for each and every client, on a truly individual basis. That's why we can see and act on opportunities that others don't.

Cumulus Financial Group is required to comply with the obligations of the Corporations Act and the conditions of its licence. This includes the need to have adequate compensation arrangements in place with a Professional Indemnity insurer for the financial services that it and its representatives provide.

Array Financial Services and Your Financial Adviser

Array Financial Services Pty Ltd has been appointed as a Corporate Authorised Representative of Cumulus Financial Group.

Alex Lagerwey has been appointed as an Authorised Representative of Cumulus Financial Group.

Alex is the Managing Director and Senior Financial Adviser at Array. Alex has 30 years experience in Financial Planning.

We act on behalf of Cumulus Financial Group who is responsible for the services that we provide.

What services do we provide?

We are authorised to provide personal advice and dealing services in the following areas:

- Superannuation and SMSF
- Personal risk insurance
- Investment advice
- Retirement planning
- Portfolio management
- Next gen planning

The financial advice 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 main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

For managed funds and insurance recommendations, we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

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

You can provide instructions to us in writing, via phone or via email/fax. Please note you are responsible for ensuring your instructions do however reach us.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will typically be documented in a Record of Advice which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

Fees

All fees are payable to Cumulus Financial Group. The fees are then passed through to Array Financial Services.

Alex Lagerwey is the owner of Array Financial Services Pty Ltd and Alex Lagerwey shares in the profits of the business.

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

The Plan 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.

Plan Implementation Fee
If you decide to proceed with our advice we will charge a fee for the time we spend assisting you with implementation. We will let you know what the fee will be in the SoA.

Ongoing Services Fees
Once your investments are established we may meet with you periodically to provide performance reports and update our advice.

Ongoing fees will depend on what ongoing service we provide to you. They may be a % of the transaction value, an agreed fixed fee or a percentage of your portfolio value.

The services and fees will be set out in the SoA or RoA that we provide to you.

Commissions

Cumulus Financial Group and Array Financial Services Pty Ltd receive commissions and other benefits from some product and service providers.

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

Investment Commissions
We may receive a monthly commission payment from some investment 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.

Licensee Commission
Some product providers may pay an additional licensee commission. This is based on the total funds invested in their products or the total insurance premiums for their policies across our entire client base.

Other Benefits
We may also receive additional benefits by way of sponsorship of educations seminars, conference or training days. Details of any benefits received above $100 will be maintained on a register which is available to you on request.

Referral Fees and Commissions

In some situations we receive fees or commissions where we refer you to external parties. We will disclose the referral arrangements to you whenever we refer you to an external party.

In some situations we pay fees or commissions to external parties who have referred you to us. We will disclose the referral arrangements to you when we provide you with a SoA.

Conflicts of Interest

Associated Businesses
As part of providing our advice services we may also refer you to associated or external services where Array Financial Services Pty Ltd and or Alex Lagerwey may have an equity holding within that entity.

Current equity holdings are included in:

- Cumulus Financial Group
- Fore Invest

Array Home Loans
As part of providing our services we may refer you to Array Home Loans. Array Financial Services does not receive referral or any other fees from Array Home Loans.

Fore Invest
As part of providing our services we may recommend that you invest in the Fore Invest Managed Account service.

Fore Invest acts as the Investment Manager for the Fore Invest Managed Account service. Fore Invest is owned and managed by Alex Lagerwey and the other directors of Cumulus Financial Group.

Fore Invest will receive a share of the fees you pay for the Managed Account service. These will be disclosed in the Statement of Advice where we recommend the service to you.

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 or put your complaint in writing to our office.

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

Cumulus Financial Group is committed to protecting your privacy. We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information.

We will collect personal information from you so that we can understand your personal situation and provide you with advice which meets your needs and objectives.

We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you however in some cases we will seek your authority to collect if from other parties such as your accountant or your superannuation fund.

If you do not provide us with all of the information that we request, we may not be able to provide our services to you.

We will hold and use your personal information so that we can continue to provide our services to you. We will only disclose your personal information to external parties where:

- The law requires us to do so
- You consent for us to do so

Our Privacy Policy contains further information on how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information. Our full Privacy Policy is available on request.