



## Financial Services Guide

**Leslie George Taylor**  
**Taylors Accountants & Advisors**  
ABN: 34 649 812 887  
An Authorised Representative of  
**DJA Capital Pty Ltd**  
ABN: 86140515242 AFSL: 342893

FSG Version 2: 25 June 2011

### ***What is a Financial Services Guide?***

This Financial Services Guide ('FSG') is an important document which we are required to give to you. It provides you with information to help you decide whether to use the financial services we provide. This FSG explains the services we can offer to you and the types of products we offer. In this FSG, you'll find details about your adviser, including the types of services your adviser is authorised to provide, how we (and other related persons) may be remunerated, along with details of any potential conflicts of interest. The FSG also gives you information about the licensee, including our contact details, and explains how you can access dispute resolution solutions should you have a concern.

### ***Who are we and who will be responsible for the advice given to me?***

DJA Capital Pty Ltd (ABN 86140515242) is holder of Australian Financial Services Licence No. 342893. DJA Capital is a member of the Australian Securities Dealers Association and is bound by a professional Code of Conduct and Ethics.

DJA Capital appoints Authorised Representatives to act on its behalf for the provision of authorised financial services. Your Adviser is an Authorised Representative of DJA Capital. DJA Capital is therefore responsible for the financial services provided by it and its authorised representatives. DJA Capital has authorised your adviser to distribute this FSG.



FSG Version 2: 25 June 2011

Details of your Adviser are set out in the attached "Adviser Profile". The Adviser Profile forms part of this FSG and they should be read together.

You can contact DJA Capital by:  
Calling us on + 61 (03) 9015 9425  
Writing to us at: PO Box 4091, Black Rock, Vic 3193;  
or emailing: [info@djacapital.com.au](mailto:info@djacapital.com.au)

You can also visit our website at [www.djacapital.com.au](http://www.djacapital.com.au)

### ***What financial services does Our Company offer you?***

DJA Capital is licensed to provide financial product advice and deal in products as outlined below:

- deposit and payment products
- derivatives
- debentures, stocks and bonds
- life investment or risk products
- interests in managed investment schemes, including investor directed portfolio services (IDPS)
- retirement savings accounts
- securities
- superannuation, and
- standard margin lending facilities

The services your adviser is authorised to provide are outlined in the Adviser Profile.

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

Yes! Your Adviser is obliged to have a reasonable basis for recommendations made to you. However, to do so your Adviser needs to find out your individual investment objectives, financial situation and needs before they can recommend any investment to you. Personal financial product advice takes into account one or more of your objectives, financial situation and needs. We will therefore ask you for information at the time you open an account with us. This will be the Client Profile and should be signed and returned to us.

You have the right not to divulge this information to us, if you do not wish to do so. Your Adviser will then be limited in their ability to make recommendations specific to your requirements. If you decline to provide sufficient information then it is a requirement of opening an account at our company that you at least sign the investment profile and tick the limited response option. Following this any advice given to you will come with the below warning.

**Warning:**

*This advice is based on information we have obtained about you. You must ensure the information is accurate and complete. Otherwise this advice may be based on inaccurate or incomplete information about your investment objectives, financial situation or needs, to act upon this advice. If your personal circumstances have changed since giving us this information then you need to inform your advisor.*

*Please be advised that in cases where our company and your advisor have been provided with inaccurate or incomplete information by you associated with your relevant personal and financial circumstances (as outlined in your Investment Profile), you should, before acting on the advice, consider the appropriateness of the advice, having regard to your own relevant personal and financial circumstances.*

*Our company, its Principals, employees and advisors may earn brokerage or commission from any transactions undertaken on your behalf as a result of acting on this information. Our company, its Director/s and employees advise that they may hold securities, may have an interest in and/or earn brokerage and other benefits or advantages, either directly or indirectly, from client transactions.*

## ***When will I receive a Statement of Advice?***

When your adviser provides personal financial advice to you for the first time, the law requires you be provided with a Statement of Advice (SOA). The SOA sets out your client profile and an investment strategy as agreed between yourself and your adviser. Subsequent SOAs will detail any changes to your circumstances or new or modified advice that you have received. The SOA will also outline the advice you have received, the commissions or payments that our company and your adviser will receive as a result of carrying out the agreed transactions and any other conflicts of interest that may possibly influence the advice you are given.

If we provide general financial product advice to you, we will give you a SoA although it will be limited personal advice as we may not have a detailed financial profile completed for you.

If your adviser recommends the purchase of a financial product (other than ASX-listed securities) you will be given a Product Disclosure Statement (PDS) containing information about that product. We encourage you to read it and ask your adviser any questions you may have. This will help you make an informed decision.

## ***Further Market Related Advice***

Any ongoing personal advice that we may provide will be documented in a further SOA or a Record of Advice (ROA) depending on the nature of the advice. If there has been no material change to your circumstances or strategy, your adviser may keep a ROA. Copies of all advice documents will be retained on your client file and you may ask for a copy of these documents at any time.

## ***What should I know about any risk of the investments or investment strategies you recommend to me?***

We will explain to you any significant risks of investments and strategies that we recommend. If we do not do so, you should ask us to explain those risks to you prior to accepting a recommendation or advice. We require your risk profile to be declared to us at the time of opening your account.

Equity securities, in common with all the other asset classes (e.g. real property and government bonds) can decline in value as well as appreciate. The measure of this change in value is often referred to as volatility.

The more the value varies over time, the more volatile the asset is and therefore the more risk involved in investing in it. On the other hand the less volatile an asset is, the less likelihood there is for any significant capital gain or loss from investing in that asset.

Equity securities are generally more volatile than other asset classes, however, the markets for other asset classes are often not as efficient or transparent as the stock market in terms of the information available to investors and the process for continuously determining and making public the real market value of the particular asset. For this reason the real volatility of those other assets is often not fully appreciated.

In general, the risks of investing in equities can be categorised in the following manner. Please note that the list below does not purport to be complete, as it would not be feasible to list all the possible risks in each category.

- Overall Market Risk
- Domestic versus International Risk Factors
- Sector Specific Risk Factors
- Stock Specific Risk Factors

Remember our Advisers make their recommendations based on the information available to them at the time of advising you. Markets can move extremely quickly. Therefore, you should satisfy yourself that the investment you are considering is suitable for your time frame and your risk profile. When assessing your tolerance to risk you need to ask yourself "how much of my capital am I prepared to lose" as well as deciding whether your strategy will employ an aggressive growth strategy (with high risk) but with the potential to achieve a higher return or whether you are more interested in modest returns and capital preservation (with less potential for loss). As has been evidenced by past market events it is possible to lose money on "blue chip" shares.

## ***How can you transact with us?***

You can give us instructions by telephone, mail, fax, email, SMS, Skype or in person. In some instances we can only accept instructions in writing; we will let you know if this is the case.

## ***What commissions, fees or other benefits are received?***

Generally, there are a number of ways that you may elect to pay for the services we provide you. You can discuss these options with your Adviser to determine an option that suits you. Some of the options available are as follows:

1. **A Financial Planning Advice Fee based on either the time that was spent preparing your Statement of Advice or on the value of the funds in which you choose to invest.** If this option has been agreed to, you will be invoiced for the agreed fee at the time you are provided with your SOA or other advice document. Your Adviser sets this fee and it is detailed in the Adviser Profile later in this document.
2. **You may pay our fees out of the product in which you invest.** The product provider may pay DJA Capital out of:
  - a) a contribution (entry) fee which will be deducted by the product provider from your initial investment amount when you proceed with a transaction and also usually any subsequent amount you invest in the product; and/or
  - b) management costs which will be deducted by the product provider from your account on an ongoing basis (e.g. monthly, quarterly or annually); and/or
  - c) an Adviser Service Fee that you agree to with your Adviser for ongoing advice and service in relation to your investment in certain products.
  - d) In relation to risk products (e.g. insurance), the product provider may pay commissions to DJA Capital based on the premium payable for that product. There may be either or both an initial and ongoing commission payable to us. Please note that while the commissions are payable based on the premium you pay, the commissions do not form part of your premium and are not an additional fee to you.

The contribution (entry) fees and management costs are normally calculated as a percentage of the relevant amount you have invested in the product. Most of these fees are paid direct to DJA Capital. DJA Capital then pays a portion to the relevant authorised representative and/or Adviser.

### **3. You may pay for the services by a combination of the above options.**

For information about the fees applicable to financial products recommended, please ask your Adviser, refer to the Adviser Profile in this FSG and the relevant PDS. Also, your advice documents will contain full details of any fees and charges.

### **Other (additional) commission payments**

DJA Capital may also receive additional commission payments from investment platform providers. In some cases your Adviser may be entitled to a portion of these payments. These payments are usually based on the amount invested with the product provider. More detail will be provided in a SOA if the relevant products are recommended to you.

Your Adviser is required to set out the remuneration and commissions they receive in the SOA which they must give to you.

Our company and its advisers may also be required to disclose specific conflicts of interests such as owning shares in the companies you are investing in, receive other fees or benefits. If we do, we will disclose each specific conflict of interest to you.

### ***How is my personal information dealt with, what information do you maintain in my file and can I examine my file?***

We maintain a record of your personal profile which includes details of your investment objectives, financial situation and needs.

Personal information collected from you to compile your personal profile may include information such as your financial circumstances, your interests, investment objectives, investment experience, annual income, Net Worth, existing Investments, age, occupation and the level of risk you would like to have with your investments.

We will not disclose your information to any other person except where such disclosure is authorised by the National Privacy Principles or required by law (for example to our regulators).

From time to time we would like to be able to use your personal information to tell you about seminars, services and new offers. If you do not wish to receive this information, please contact us as set out below.

### ***Our Professional Indemnity Insurance***

Our company has in place Professional Indemnity Insurance with Dual Australia Pty Ltd.

At the time of printing this document this insurance covers up to \$2,000,000 for any one claim and a total of \$2,000,000 for multiple claims inclusive of legal costs arising from the claim(s).

The insurance covers claims in relation to financial product dealings, ie the investment of funds and the provision of advice relating to financial products including any research undertaken by DJA Capital.

Should you wish to obtain further information in relation to our insurance, please contact us.

### ***Who can I complain to if I have a complaint about the advisory service?***

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

1. Contact your Adviser and tell your Adviser about your complaint.
2. If your complaint is not satisfactorily resolved within three days, please contact Darren Allan, our compliance Officer on 03 9015 9425 or put your complaint in writing and email to [admin@djacapital.com.au](mailto:admin@djacapital.com.au) or send it to us:  
Att: – Compliance Officer, DJA Capital P/L, PO Box 4091, Black Rock, Vic 3193

We will try to resolve your complaint quickly and fairly.

If you are not satisfied with our handling of your complaint you may lodge a written complaint with:

The Financial Ombudsman Service  
GPO Box 3  
MELBOURNE VIC 3001

You can call FOS on 1300 78 08 08 or email at [info@fos.org.au](mailto:info@fos.org.au).

The Australian Securities And Investments Commission (ASIC) also has a free call Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

### ***Privacy***

We ensure that the personal information collected about you is private. If you wish to complain about any breach or potential breach of our Privacy Policy or the National Privacy Principles, you should contact our compliance officer at the address above.

Your complaint will be responded to within seven days. We will use our best endeavours to resolve any complaint to your satisfaction. However, if you are unhappy with our response, you may contact the Office of the Privacy Commissioner who may investigate your complaint further.



## ***About your Adviser***

This profile is part of your Financial Services Guide and should be read in conjunction with this document.

Leslie George Taylor trading as Taylors Accountants & Advisors is an Authorised Representative of DJA Capital. Our firm's advisers listed below will provide the financial services set out in this guide, in their capacity as Authorised Representatives.

### **Our Contact Details:**

*Address: Suite 2/1343 Malvern Rd Malvern Vic 3144*

*Phone: 03 9864 5999*

*Fax: 03 9821 0273*

*les@taylorsaccountants.com.au*

*Web: www.taylorsaccountants.com.au*

### **Les Taylor**

#### ***Authorised Representative Number: 232249***

*Les Taylor is an Authorised Representative of DJA Capital and a principal of Taylors Accountants & Advisors. He receives the net profit of the firm.*

Les Taylor has 29 years of experience in the provision of financial/accounting advice. Les has attained a Bachelor of Business from Melbourne University in 1969 and a Master of Education from Monash university in 1977. He is a member of the Taxation Institute of Australia.

Les is authorised to provide the services listed in this financial services guide.

**How to Contact:** les@taylorsaccountants.com.au or 03 9864 5999

### **Lisa Taylor**

#### ***Authorised Representative Number: 232248***

*Lisa Taylor is an Authorised Representative of DJA Capital and an employee of Taylors Accountants & Advisors. Lisa receives a salary plus a bonus .*

Lisa Taylor has 7 years of experience in the provision of financial planning advice. Lisa attained Bachelor of Business from Deakin University in 1993 and Graduate Diploma of Marketing from Monash University in 1999. She completed an Advanced Diploma of Financial Services (Financial Planning) in 2005.

Lisa is authorised to provide the services listed in this financial services guide.

**How to Contact:** lisataylor@taylorsaccountants.com.au or 03 9864 5999





### ***Advice Preparation and Implementation fee***

Prior to the provision of personal advice we will agree upon a preferred payment option for both parties. Below is a summary of our available payment options that can be combined to pay for our services. These payment options include:

#### ***Time Based Charging***

- i) The fee for the preparation and implementation of our advice is calculated based upon the time we spend developing the plan. Our hourly rate is \$350 per hour plus GST per hour with our advice preparation fee ranging from \$1,925 to \$4,620 (incl. GST).

Price can vary depending on scope and complexity and we will provide you with an estimate of the overall cost. If extra charges apply, then we will inform you before proceeding with any work.

Should you decide not to implement our recommendations, the fee for the preparation of the Statement of Advice will be payable in full.

DJA Capital may retain a portion of fees and commissions received from the providers of the underlying products. Where this applies all fees and commissions will be disclosed in your Statement of Advice.

### ***Supplementary Service fees***

For supplementary services, such as the provision of general research material or the completion of administrative tasks our fee will be calculated on a time basis of \$350 plus GST per hour.



### ***Ongoing service fees***

Our ongoing advice fees vary depending on scope and complexity and range from 0.66% per annum to 1.10% of your portfolio balance per annum (incl. GST) unless otherwise agreed. The exact cost of the ongoing review service will depend on the review offering we recommend and this will be disclosed within the advice document we provide to you.

Should you require any additional services outside of any agreement between you and your adviser, an amount of up to \$350 plus GST per hour, may be applied.

DJA Capital may retain a portion of fees and commissions received from the providers of the underlying products. Where this applies all fees and commissions will be disclosed in your Statement of Advice.

### ***Non-advisory implementation fees***

**Managed funds:** A fee of \$150 per investment transaction (excluding any non-rebateable component of fund manager fees) will be applied, plus any applicable ongoing commission paid by the product provider.

**Share transactions:** A fee of 1.5% (includes both adviser and broker charges) of the amount to be invested will be applied, subject to a minimum adviser fee of \$150.

**Wealth Protection:** A fee of up to 124% of first year's premium may be applied, plus any applicable ongoing commission paid by the product provider.

### ***In whose interest do I act?***

Les & Lisa Taylor abides by DJA Capital's Policy & Procedures rules and the priority for any DJA Capital adviser is to act in the best interest of each client.