



FLAKA DOG PTY LIMITED

FLAKUS AND ASSOCIATES Financial Services Guide

Effective Date: 1st January 2015

About this Financial Services Guide



This Financial Services Guide (“FSG”) is important to you as it will help you decide if you want to use our financial services. It has information on:

1. Who we are;
2. The services we provide;
3. How we deal with a complaint if you are unhappy with our services;
4. How we are paid;
5. Flaka Dog Pty Limited Trading As Flakus and Associates’ relationships with others;
6. Relationships that could influence the recommendations we give you; and
7. Where to get details of Flakus and Associates’ privacy policy.

Other documents you may receive

If we recommend a residential loan product or arrange a residentially secured loan product, we will provide you with a “Client Needs Review”, which incorporates personal details, loan requirements, client perception and risk requirements.

Who we are



At Flaka Dog Pty Limited, we have been providing professional finance broking services and solutions to our clients since 1999.

The Director, Paul Flakus, is a professional finance broker, with over 40 years experience in the finance sector.

The company prides itself on developing excellent working relationships with our clients to provide comprehensive financial solutions based on the discrete needs and goals of our clients.

We are committed to providing you with personalised customer service and professional financial services so that clients can be assured of the best tailored financial outcomes.

Our training, knowledge, skills and dedication translated into a high-quality guidance and recommendation to achieve your financial wellbeing.

Flaka Dog Pty Limited is an independently owned and managed business trading under the business name of Flakus and Associates (“Flakus & Associates”).

The practice is covered by professional indemnity insurance.

Professional Services Provided



Following a “Client Needs analysis”, we can assist in:

1. Commercial business finance (franchise and non franchise)
2. Commercial property loans (including SMSF)
3. Residential home loans for owner occupied and investment purposes (including SMSF)
4. Equipment finance (e.g. motor vehicles, trucks, shop fit, and any other worthwhile asset finance)
5. Trade finance loans
6. Debtor financing loans
7. Rural property loans
8. Private funding (e.g. non traditional financiers)

How are services are provided



Individual Situations

The recommendations we provide must be appropriate to your personal circumstances. This is determined with a review and full assessment of your financial situation.

We do not use a “one size fits all” formula for our clients.

To ensure that our recommendations are appropriate to your needs, we will need to ask for your personal information.

You have the right to withhold personal information. However, you should carefully consider any warnings we provide regarding the possible consequences of us not having complete knowledge of your financial circumstances.

All recommendations provided by Flakus & Associates shall be documented in a statement of recommendations. Similarly, all instructions from clients are to be confirmed in writing. Note that we would not normally act on telephone instructions unless such circumstances are duly supported by written instructions.

In the instance where we provide you with ongoing recommendations, and your circumstances and objectives have not changed substantially, we then may not be required to provide a new statement of recommendation.

Flakus and Associates have access to accountants, taxation experts, financial planners and legal experts. Whatever the nature of financial related advice required, we at Flakus & Associates will be able to assist you in this regard.

How are services are provided



Commercial / Business Situations

The recommendations we provide must be appropriate to your business circumstances. This is determined with a review and full assessment of your business situation.

We do not use a “one size fits all” formula for our clients.

To ensure that our recommendations are appropriate to your needs, we shall ask for your business information.

You have the right to withhold this information. However, you should carefully consider any warnings we provide regarding the possible consequences of us not having complete knowledge of your financial circumstances.

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Corporate Profile



The company, Flaka Dog Pty Limited is Licensed with the Australian Securities & Investment Commission (ASIC) to hold an Australian Credit Licence (ACL). Licence Number 379 603

Licensing ensures that you receive recommendations by appropriately qualified persons and that recommendations have been properly researched.

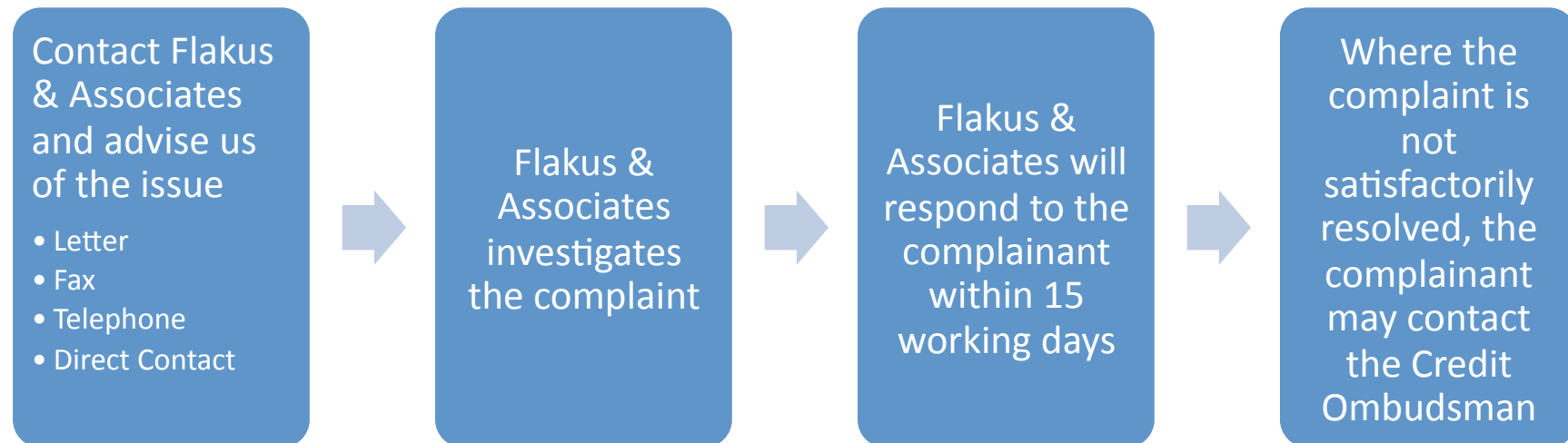
A copy of the Australian Credit Licence is held in our office and may be inspected on request.

Paul Flakus, Director and Owner of Flakus & Associates has been in the financial services sector since 1972.

Paul holds a Certificate IV in Finance Services (Finance / Mortgage Broking) and is a member of:

1. Australian Institute of Professional Brokers (AIPB)
2. Mortgage & Finance Association of Australia (MFAA)
3. Member of FINSIA (Financial Services Institute of Australasia)
4. Accredited Mortgage Consultant (AMC) with MFAA
5. Member of Credit Ombudsman Service (external dispute resolution service)

Complaint Management



Payment and Commissions



Initial Consultation:

Your initial consultation will be at no charge. This will include a discussion of your financial circumstances, financial requirements and possible solutions for your or your business circumstances.

During this discussion a “Client Needs Review” may be completed.

Schedule of Fees:

1. Consultancy Fees: We do charge consultancy fees for business / commercially related transactions.
2. Mortgage Broking Fees: Whilst we do not charge a mortgage broking fee, we may charge a consultancy fee based on the needs of the individual applicants when acquiring residential finance for owner / occupied or investment purposes.

Payment and Commissions (cont.)



Based on loans secured on behalf of clients via its Aggregator (FAA's head dealer group), Flakus & Associates receives commissions and trailing commissions. The following explains this process.

The structure of commissions and trailer payments varies from lender to lender. However the amount paid is normally advised on the lenders "Letter of Offer." It must be noted that the amount stated on the lenders "Letter of Offer" is the gross amount paid to the Aggregator and not to Flakus & Associates.

For personal residential lending, we shall provide you with a range of commission receivable on the relevant "Credit Proposal Disclosure" document ("CPD"). This will range from 0.00% to 0.65% for upfront payments and 0.00% and 0.25% for ongoing trailer payments.

We are also subject to credit providers "claw back" payments as per our "Disclosures: Credit Guide." This is when a credit provider initiates a chargeback to the Aggregator who in turn deducts Flakus & Associates when the borrower repays the loan either by re financing, sale or other undetermined means within the lenders specified "claw back" time frame.

Relationship with Key Associates



Flakus and Associates has strong links with key associates who provide quality service, support and guidance to existing and new clients.

We have relationships with experts in:

- Taxation
- Accounting
- Setting up Superannuation (SMSF)
- Financial Planning
- Wealth Creation
- Business Insurance
- Income Protection Insurance, Life Insurance / Loan Protection Insurance
- Legal and Conveyancing

Relationships that may influence recommendations



There may be a perception that Financial Brokers, through the receipt of a commission or trailing commission, may be influenced by one of the lending institutions and may not act in the best interest of their client.

Flakus & Associates has formed strong relationships with various residential and commercial bankers who are keen to work in obtaining our client's business.

During the commercial lending process, the bankers are constantly liaising with Flakus & Associates to discuss the process / dealing. Suitable financial options are identified by this office and presented to our client. Then that the client elects the suitable financier.

During the residential lending process, Flakus & Associates is constantly communicating with the respective lender to achieve a rapid and favourable outcome. Flakus & Associates works openly with each client to find the best lending option for the client's circumstances.

We are always happy to discuss any concerns that the client may have at all times during the lending process.

Privacy Policy



Our Privacy Policy is available for review at our website.

<http://www.flakus.com.au/privacy.html>