



Ross Financial Group Pty Ltd trading as Henderson Ross & Co.

ABN: 28 132 844 378

Corporate Authorised Representative No. 329433  
of Grange Financial Services Pty Ltd AFSL No. 488609

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# Financial Services Guide & Adviser Profile

Version 1.4 | 2<sup>nd</sup> December 2020

This Financial Services Guide (FSG) is dated 2<sup>nd</sup> December 2020 and replaces all previous versions. Ross Financial Group Pty Ltd trading as Henderson Ross & Co. (CAR No. 329433) (“Henderson Ross”, “we”, “us”) is a Corporate Authorised Representative of Grange Financial Services Pty Ltd (AFSL No. 488609) (“Grange”). Grange and Henderson Ross authorises the distribution of this FSG.

## Purpose of this Document

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services and information on how to engage with one of our advisers.

- Who we are.
- How you can contact us.
- The financial services we offer so you can make an informed decision whether to use those services.
- Information we need from you.
- The cost of our advisory services and how we pay our representatives.
- Any (potential) conflicts of interest we may have.
- What to do if you have a complaint about our services.
- Details of your Adviser

Please take the time to review this document before engaging our services.

## About Us

Henderson Ross is a holistic financial planning firm specialising in Life insurance products, superannuation, investments, cashflow and debt management, estate planning strategies and tax (financial) advice. With a team of experienced planning and investment specialists, we are committed to providing you with quality financial advice and a wide choice of products and/or services to suit your individual circumstances.

The advisers of Henderson Ross are committed to professional standards. This is demonstrated in our support and membership of the Association of Financial Advisers.

With values based on respect, ethics, and passion, we are dedicated in building long term relationships and always act in the best interest of our clients.

## Financial Services we are Authorised to Provide

Grange Financial Services Pty Ltd holds Australian Financial Services Licence (AFSL) 488609 authorises Ross Financial Group and is authorised to provide financial services under this licence.

We are authorised to provide financial product advice and deal in financial product by applying, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following class of financial products to retail and wholesale clients:

- Basic deposit products
- Derivatives
- Foreign Exchange Contracts
- Government Debentures, Stocks or Bonds
- Life insurance products (including investment & risk)
- Managed investments Schemes (including Investor Directed Portfolio Services)
- Securities
- Superannuation

## How to Give Instructions

Your adviser may accept your instructions by phone, letter, email or fax. In some instances, your adviser can only accept written instructions from you, and they will let you know when this occurs.

If you do not have a nominated adviser, you can contact us at:

Brisbane Office:  
26 Didsbury Street  
East Brisbane  
QLD 4169

Gold Coast Office:  
7/30 James Street  
Burleigh Waters  
QLD 4220

Postal address:  
Ross Financial Group  
PO Box 8002  
Woolloongabba  
QLD 4102

Ph: (07) 3392 3676

Email: [admin@hendersonross.com.au](mailto:admin@hendersonross.com.au)

Website: [www.hendersonross.com.au](http://www.hendersonross.com.au)

As the Licensee, Grange is responsible for the advice you receive from us. If your adviser is unable or unwilling to provide you with personal advice or services in respect of certain products or considered to be in your best interest the adviser will refer you to another representative of Henderson Ross or explain why they are unable to provide that advice.

## Documents you may Receive

When your adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Statement of Further Advice (SoFA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS) Annually
- Renewal Notice (every 2 years)

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

## Adviser Remuneration

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided.

Generally, whenever your adviser provides a recommendation for a financial product or service, your adviser may be remunerated through either:

- An initial adviser service fee; or
- An ongoing adviser service fee; or
- A contribution fee; or
- Implementation fee; or
- Commission payments from product providers where applicable; or
- A combination of any of the above.

To assist you in making an informed decision we will discuss with you and agree on any fees payable before providing a service. The Corporations Act requires us to fully disclose all fees and charges, so if you are in doubt please ask us to explain.

## AFSL Holder Remuneration

Grange generally receives a flat fee plus a fixed Professional Indemnity Insurance fee per authorised representative for the provision of services required under its AFSL.

## Other Forms of Remuneration or Benefits

Henderson Ross and/or its advisers may receive non-monetary benefits where:

- The amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

## Sponsorship

Grange and its related companies may receive payments or benefits from product providers in return for granting rights such as being recognised as a sponsor and the right to promote their product and give presentations at conferences and/or professional development training days.

Grange may use these payments to pay for costs associated with such conferences, training or professional development days.

## Related Companies

Your adviser may hold shares in other companies related to product providers which may influence, or be seen to influence, the advice that they provide you. Your adviser will disclose any relevant shareholding and any other potential conflicts within the Adviser Profile and/or advice document.

## Referrals

Should you be referred to your adviser by a third party, such as an Accountant or Mortgage Broker, the third party may receive a fee for the referral. You will receive more detailed information concerning any referral fee in your SoA or other relevant document.

## Reporting your Concerns

If you have a complaint about any financial service provided to you by your adviser, you should take the following steps:

1. Contact your Henderson Ross adviser and tell your adviser about your complaint. The majority of complaints can be resolved this way.
2. If you do not have an adviser, or your complaint is not acknowledged within 7 days, Contact the Complaints Manager at Grange Financial Services to discuss your complaint.

Phone: 07 5585 4200

Email: [support@grangefinancialservices.com.au](mailto:support@grangefinancialservices.com.au)

Mail: Grange Financial Services

Complaints Manager

PO Box 8799

GOLD COAST MC QLD 9726

3. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.
4. We will then investigate the complaint and respond to you within 45 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.
5. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA), an External Disputes Resolution Scheme, of which Grange is a member.

The contact details for AFCA are:

Phone: 1800 931 678 (free of charge)  
Fax: 03 9613 6399  
Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Mail: GPO Box 3, Melbourne VIC 3001

## Privacy

Henderson Ross values its client confidentiality and for details of our Privacy Policy and how this relates to your information please visit our website

[www.hendersonross.com.au](http://www.hendersonross.com.au)

## AML/CTF

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 drivers licence. We will also retain copies of this information. We assure you that this information will be held as per our Privacy Policy.

## Professional Indemnity Insurance

Grange 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). In particular our Professional Indemnity insurance, subject to its terms and conditions, provides professional indemnity for Grange and our authorised representatives / financial advisers / employees in respect of our authorisations and obligations under our Australian Financial Services Licence. The insurance will continue to provide such coverage for any authorised representative / financial adviser / employee who may have ceased, for work done whilst engaged with us.

# Financial Services Guide – About Your Adviser

The following contains important information about your adviser. This includes their Authorised Representative number, qualifications, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

## Tim Ross

### Authorised Representative No. 252868

Tim is authorised with Ross Financial Group Pty Ltd trading as Henderson Ross & Co. which is a Corporate Authorised Representative (CAR No. 329433) of Grange Financial Services Pty Ltd (AFSL 488609).

Tim first started providing financial advice in 1990 and became an adviser of Grange on 22 May 2020.

Tim holds the following qualifications:

- Diploma of Financial Services (Financial Planning)
- Self-Managed Superannuation Funds

## Your Best Interests

Tim will act in your best interests at all times and is bound by the law and the Grange Code of Conduct. Tim is committed to providing you with quality financial advice and a wide choice of products and/or services to suit your individual circumstances.

## Services Tim Ross is Authorised to Provide

Grange has authorised Tim to provide financial advice to wholesale and retail clients, on the following areas:

- Setting your goals and objectives that are specific and measurable
- Managing cashflow including budgeting, income streams, Centrelink, Aged Care and cashflow management
- Managing debt such as debt reduction strategies
- Investing monies including dollar cost averaging, superannuation, non-superannuation investing, borrowing to invest and portfolio construction
- Protecting you, your family and businesses by review or establishing income protection, term insurance, TPD insurance, trauma insurance, business insurance and discussing whether to hold insurance inside or outside of superannuation
- Estate planning strategies such as asset ownership
- Structuring or restructuring of trusts, companies, small business and Self-Managed Superannuation

## Doug Henderson

### Authorised Representative No. 227735

Doug is authorised with Ross Financial Group Pty Ltd trading as Henderson Ross & Co. which is a Corporate Authorised Representative (CAR No. 329433) of Grange Financial Services Pty Ltd (AFSL 488609).

Doug first started providing financial advice in 2003 and became an adviser of Grange on 22 May 2020.

Doug holds the following qualifications:

- Advanced Diploma of Financial Services (Financial Planning)
- Graduate Certificate in Applied Finance
- Self-Managed Superannuation Funds
- DPML Margin Lending
- Bachelor of Arts in Service Sector Management

## Your Best Interests

Doug will act in your best interests at all times and is bound by the law and the Grange Code of Conduct. Doug is committed to providing you with quality financial advice and a wide choice of products and/or services to suit your individual circumstances

## Services Doug Henderson is Authorised to Provide

Grange has authorised Doug to provide financial advice to wholesale and retail clients, on the following areas:

- Setting your goals and objectives that are specific and measurable
- Managing cashflow including budgeting, income streams, Centrelink, Aged Care and cashflow management
- Managing debt such as debt reduction strategies
- Investing monies including dollar cost averaging, superannuation, non-superannuation investing, borrowing to invest and portfolio construction
- Protecting you, your family and businesses by review or establishing income protection, term insurance, TPD insurance, trauma insurance, business insurance and discussing whether to hold insurance inside or outside of superannuation
- Estate planning strategies such as asset ownership
- Structuring or restructuring of trusts, companies, small business and Self-Managed Superannuation
- Securities such as ASX listed shares

## Aaron Cullen

### Authorised Representative No. 339340

Aaron is authorised with Ross Financial Group Pty Ltd trading as Henderson Ross & Co. which is a Corporate Authorised Representative (CAR No. 329433) of Grange Financial Services Pty Ltd (AFSL 488609).

Aaron first started providing financial advice in 2009 and became an adviser of Grange on 22 May 2020.

Aaron holds the following qualifications:

- Diploma of Financial Services (Financial Planning)

## Your Best Interests

Aaron will act in your best interests at all times and is bound by the law and the Grange Code of Conduct. Aaron is committed to providing you with quality financial advice and a wide choice of products and/or services to suit your individual circumstances

## Services Aaron Cullen is Authorised to Provide

Grange has authorised Aaron to provide financial advice to wholesale and retail clients, on the following areas:

- Setting your goals and objectives that are specific and measurable

- Managing cashflow including budgeting, income streams, Centrelink, Aged Care and cashflow management
- Managing debt such as debt reduction strategies
- Investing monies including dollar cost averaging, superannuation, non-superannuation investing, borrowing to invest and portfolio construction
- Protecting you, your family and businesses by review or establishing income protection, term insurance, TPD insurance, trauma insurance, business insurance and discussing whether to hold insurance inside or outside of superannuation
- Estate planning strategies such as asset ownership

## How We Can Help You

As you go through life, your priorities or perspectives may change, but one thing that should remain constant is managing your finances to help you get what you want from life.

As your adviser we understand that your priorities may change over time and we will be there to guide you on your financial journey.

We have been authorised to provide financial product advice to our clients in the following:

- Deposit and payment products
- Life products including investment life insurance and life risk insurance products
- Managed investment products including master trusts, wrap facilities, property funds, managed trusts and investor directed portfolio services (IDPS)
- Government bonds, stocks or debenture securities such as ASX listed shares, instalment warrants and fixed interest
- Superannuation products including public offer funds, account based pensions, complying annuities, Corporate superannuation funds and self-managed superannuation funds

## Remuneration

The cost of providing a financial advice service to you including initial consultation, strategy development, product considerations and a Statement of Advice including implementation of that advice will depend upon the nature and complexity of the advice and or service provided. Fees for advice and services may be based on either a fee for service arrangement, commission or a combination of both.

The relationship between Grange and Henderson Ross is arranged through a flat fee agreement. This agreement stipulates that 100% of remuneration is paid to Henderson Ross. Therefore, Grange will retain 0% and Henderson Ross will receive 100%. Henderson Ross pays Grange a monthly flat fee. The advisers of Henderson Ross are remunerated through salary and a bonus structure.

## Fee Schedule (fees shown are incl. GST)

We offer an initial consultation at no charge to you, to get to know you and to identify how your adviser can partner with you to help you meet your goals. If you require urgent personal advice or documents to be signed at this initial meeting please let your adviser know in advance so we can confirm if a fee will be charged for this service.

At our initial consultation, your adviser will explain how we operate, what you can expect from us and payment options. All fees and commissions payable by you will be explained to you at the time the advice is given and fully detailed in the advice document(s).

Below is a summary of the types of fees that you may be charged. The below fees will be charged as agreed with you or to the extent permitted by law.

Fee Type	Minimum Cost	Maximum Cost
<b>Statement of Advice:</b> Preparation and Presentation of Recommendations	\$1,650	\$5,500

Implementation of Investment Recommendations	As a %	As a \$ Amount Minimum	As a \$ Amount Maximum
For Investment amounts up to:			
\$0 to \$200,000	2.75%	Nil	\$5,500
\$200,001 to \$500,000	2.20%	\$4,400	\$11,000
\$500,001 to \$1,000,000	1.98%	\$9,900	\$19,800
\$1,000,001 > unlimited	1.65%	\$16,500	\$49,500 max.

Ongoing Adviser Fee After Establishment	As a %	As a \$ Amount Minimum	As a \$ Amount Maximum
For Investment Accounts up to:			
\$0 to \$150,000	1.1%	Nil	\$1,650
\$150,001 to unlimited	1.1% to cap	\$1,650	\$33,000 cap

Implementation of INSURANCE Recommendations	As a %
For amounts up to:	
Initial Upfront - Based on the total annual premium	66% +
Level - Based on the total annual premium	33%

Ongoing Adviser Fee After Establishment	As a %
For INSURANCE policies: (from year 2)	
If Initial Upfront was used - Based on total premium	20% +
If Level was used - Based on total premium	33%

Where no Ongoing Adviser Fee arrangement is in place, the following chargeable rate will apply:	Hourly Chargeable Rate (Minimum 1 hour)
Administration team – assistance	\$165
Financial Adviser - information and / or advice	\$330

**PLEASE NOTE: All fees are inclusive of GST.**

## Your Payment Options

You have a choice of how to pay our fee. You can either be invoiced directly, our fee can be debited from your credit card or bank account or debited directly from funds invested.

## Referral Arrangements

If business is placed because of a referral, full details of any applicable referral fee will be provided in your individual Statement of Advice.

## Feedback

Ross Financial Group welcomes your feedback, if you have a comment about the service you have received or have any questions regarding this FSG please let us know via [admin@hendersonross.com.au](mailto:admin@hendersonross.com.au).