ADVISORY SERVICES GUIDE

Johnston Grocke
Accountants & Financial Planners
Mortgage & Finance Services
Investment Property Services

Andrew Brown BA.Acc C.A. FTIA AICD
Chartered Tax Advisor – Reg ASIC SMSF Auditor – Reg Tax Agent

Principal - Director

CHARTERED ACCOUNTANTS
AUSTRALIA + NEW ZEALAND

TAXATION INSTITUTE of AUSTRALIA
FELLOW MEMBER

You have the right to ask us about our charges, the type of advice we will give you, and what you can do if you have a query about our services.

Key information is set out in answers to the questions below.

If you need more information or clarification, please ask.

Your Questions	*Our Answers*
Who is my adviser?	Your adviser will be Andrew Brown. Level 1 225 Greenhill Road DULWICH SA 5065 Phone: (08) 8303 0300 Andrew conducts the business advisory activities under the business name of “Johnston Grocke Business Services”. Andrew Brown is a degree-qualified accountant, who has graduated to be a member of the Institute of Chartered Accountants in Australia. The Institute is the foremost professional accounting body in this country. He is also a Fellow of the Taxation Institute in Australia, Member of the Institute of Company Directors, and a JP.
Who will be responsible for the advice given to me?	Andrew will be acting on behalf of Johnston Grocke Business Services and is therefore responsible to you for any accountancy services the group provides.
What advisory services are available to me?	We offer you the following services: ➢ Business Management Advice ➢ Tax Planning ➢ Estate Planning ➢ Asset Protection ➢ Superannuation Fund Administration ➢ Risk Management ➢ Cost Accounting ➢ Business Computerisation We only recommend a strategy to you after considering its suitability for your individual investment objectives, financial situation and needs.

What other benefits are provided?	**We provide such benefits as:** ➢ "No-charge" phone call for queries or advice, which take less than 2 minutes. (Naturally for "over the phones consultations" our normal charges will apply) ➢ Free periodic newsletters ➢ Access to our client seminars ➢ Introductions or referrals to associated services
How will I pay for the services?	We will charge a fee directly to you after the services required have been completed or on an interim basis during the assignment. The fee is usually due within 7 days of invoice.
How are the fees calculated?	Our fee is based on an <u>hourly rate</u>, which in turn is based on a combination of the experience and qualifications of members of this firm assigned to you. The fee covers infrastructure costs (support staff/computers). Without these, we would be unable to support you in the longer term. Rates: as from 1st January 2012 <u>Andrew Brown:</u> $75.00 per 15 minutes <u>Accountancy personnel:</u> $30.00 -$50.00 <u>Support personnel</u>: $20.00 - $25.00 All rates are excluding GST Please note rates are subject to change without notice and minimum fees do apply for some processes.
When you get our advice:	
Do I get detailed information when I receive advice?	Yes. You have the right to request a written report or verbal advice.
Will you give me advice which is suitable to my investment needs and financial circumstances?	Yes. But to do so we need to find out your individual investment objectives, financial situation and needs before we recommend any investment to you. You have the right not to divulge this information to us if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information.
What should I know about any risks of the strategies you recommend to me?	We will explain to you any significant risks of investments and strategies, which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

What information do you maintain in my file?	We maintain a record of your personal tax return details, which includes details of your financial situation and needs. We may also maintain records of any recommendations made to you.
If you have any queries: **Who can I ask if I have a query about my accountancy affairs?**	 If you have any basic query regarding ➢ Appointments ➢ Tax file numbers ➢ Copies of returns ➢ Or any other simple matter You should take the following steps: *Contact our **support team.*** They will be able to quickly and easily assist you in these matters If you have any detailed query regarding taxation, accountancy, or business matters You should take the following steps: *Contact **Andrew Brown***