

ADVISORY SERVICES GUIDE



Johnston Grocke

Accountants & Financial Planners

Andrew Brown B.A.Acc C.A. FTIA MAICD

Principal



**Chartered
Accountants**

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

Who is my adviser?

Our answers

Your adviser will be Andrew Brown:
Level 1, 225 Greenhill Road,
DULWICH, South Australia 5065
Phone: (08) 8364 3366.

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 and Member of the Institute of Company Directors.

Your questions

Our answers

Who will be responsible for the advice given to me?

Andrew will be acting on behalf of the Johnston Grocke Business Services and is therefore responsible to you for any accountancy services the group provides.

Your questions

Our answers

What advisory services are available to me?

We offer you the following services:

- Business Management Advice
- Tax Planning
- Estate Planning
- Asset Protection
- Super 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.

Your questions

Our answers

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,
- Free introductions or referrals to associated services.

Your questions

Our answers

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.

Your questions

be unable to support you in the longer term.

How are the fees calculated?

Our fee is based on an hourly rate, which in turn is based on a combination of the experience and qualifications of members of this firm assigned to you.

Fixed Fees

If requested we will guarantee a **fixed fee** for any assignment. This will require confirmation of the services to be provided.

The fee also covers infrastructure costs such as support staff and computer equipment. Without these, we would

Rates for Andrew Brown are:
\$240 per hour (inc GST) (1st Jan 2005)
Rates for other staff range from:
\$82.50-\$165 per hour (inc GST)

When you get our advice:

Your questions

Our answers

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.

Your questions

What should I know about any risks of the strategies you recommend to me?

Our answers

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.

Your questions

What information do you maintain in my file?

Our answers

We maintain a record of your personal tax return details, accounts 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:

Your questions

Who can I ask if I have a query about my accountancy affairs?

Our answers

If you have any basic query regarding

- Appointments
- Tax file numbers
- Copies of returns
- Appointments
- 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***