

# Ongoing Service Agreement

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Date

Client Name(s)

Address

City, State

Dear \_\_\_\_\_,

## *DESCRIPTION OF SERVICES*

Your financial plan (strategy and investment portfolio) can be reviewed quarterly, half-yearly, or annually to help with changes to your personal circumstances, risk profile, needs and objectives, as well as economic conditions and legislation. This will ensure your financial goal(s) remain on track.

### **Schedule of Service(s) You will be entitled to receive:**

Details	Date or frequency of service promised	Fee to be paid (\$AUD) and payment frequency	Account from which the fee will be deducted

### **Schedule of Service(s) available as You may require**

The following may incur an additional cost, as described, if required & agreed to by you.

Details	Fee to be paid (\$AUD) and frequency	Account from which the fee will be deducted

Each year I will seek to re-establish the ongoing advice service arrangement to make sure you get the support you need.



## *Responsibilities*

As part of this engagement, we need to collect information about you. We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Our Financial Services Guide (FSG), a copy of which has been provided to you, sets out in more detail how we collect your personal information and the ways in which that information may be used or disclosed by us. It also provides details of how you can contact us either to access and update or correct your personal information, or to make a complaint about a breach of the Australian Privacy Principles.

We also wish to draw your attention to our firm's system of quality control which has been established and maintained in accordance with the relevant FASEA standard.

As a result, our files may be subject to review as part of the quality control review program of Interprac Financial Planning which monitors compliance with professional standards.

We advise that by accepting our engagement, you acknowledge that, if requested, our files relating to this engagement will be made available if a review is requested by Interprac Financial Planning.

### Accuracy and completeness of information

You are responsible for the reliability, accuracy and completeness of the information provided and disclosure of all material and relevant information. Any advice given to you is based on our knowledge of your circumstances.

## *Changes to your circumstances*

Please tell us if there are any changes to your circumstances as soon as practicable. Significant changes in your circumstances may affect our advice. We reserve the right to terminate this agreement and reassess the cost of providing advice. Any additional costs will be agreed upon before we proceed with preparing your revised recommendations.

## *Outsourced Services*

We use financial planning software XPlan to prepare these documents. We also engage external compliance consultants from time to time to review our advice documents and procedures. All outsourced providers are located in Australia.

## *Ownership of Documents*

All original documents obtained from you arising from the engagement shall remain your property. However, we reserve the right to make a reasonable number of copies of the original documents for our records.

Our engagement will result in the production of advice documents such as Statement of Advice and Records of Advice. Ownership of these documents will vest in you. All other documents produced by us in respect of this engagement will remain the property of the firm, subject to any statutory obligations.



You can contact me on 1300 123 436 or email me at [shaywood@haywoodfm.com.au](mailto:shaywood@haywoodfm.com.au) if you have any questions or concerns about this letter. Otherwise, please sign below and return to me via email or post to acknowledge you understand and accept the terms outlined in this letter.

I look forward to working with you to help you reach your financial goal(s).

Yours sincerely,

Scott Haywood  
Authorised Representative No.250853  
of InterPrac Financial Planning Pty Ltd AFSL No. 246638 Level 8, 525 Flinders Street Melbourne VIC  
3000 Phone Number: (03) 9209 9777  
ABN 14 076 093 680  
Australian Financial Services Licence Number 246638  
Australian Credit Licence Number

*Your Acknowledgement and Consent for Ongoing Services*

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I/We understand the service(s) outlined above will start on \_\_\_\_\_

I/We understand that Scott Haywood will provide these service(s) as per the Schedule provided (above).

I/We accept these service(s), fees and terms as outlined in this Ongoing Service Agreement.

I/We agree to let Scott Haywood know immediately of any changes to my/our personal circumstances or requirements.

*You can withdraw, terminate, or vary this consent at any time by notifying us directly.*

**Signed:**

\_\_\_\_\_  
Client 1 Name

\_\_\_\_\_  
Date

**Signed:**

\_\_\_\_\_  
Client 2 Name

\_\_\_\_\_  
Date