



ADVICE SERVICES AUSTRALIA

Financial Services Guide

Effective from 14 January 2018

We welcome you to Advice Services Australia.

This Financial Services Guide (FSG) is designed to assist you with deciding whether to use any of the services offered by Advice Services Australia Pty Ltd (Advice Services Australia). It is our duty to provide you with this document at the first available opportunity.

The FSG contains information about:

- your rights as a client of Advice Services Australia and your relationship with our Representative and with Advice Services Australia;
- details of the services we are licensed to provide;
- contact details of Advice Services Australia and our Representative;
- any associations or relationships which may influence any advice or services offered to you;
- how we maintain your personal information;
- the remuneration and other benefits that may be paid to Advice Services Australia or to the financial planner (or to any other person) in relation to the services offered; and
- the complaints handling process and compensation arrangements of Advice Services Australia.

Does Advice Services Australia have any associations or relationships with a Financial Product Provider?

Neither Advice Services Australia nor its directors hold any shares, loans or have any relationships or associations with any institutional product issuer that could be expected to influence the provision of financial services.

Who is your planner?

Your planner is a Representative of Advice Services Australia Pty Ltd. Further details about your planner are contained in the attached Adviser Profile section of this FSG. Please ensure your planner has provided you with their business card together with this FSG.

Who will be providing the financial service to you?

Advice Services Australia is responsible for any of the services described in this guide which are provided to you.

Advice Services Australia Pty Ltd 2015.

ABN: 95 167 229 110

Australian Financial Services License: 451703

Office G1, 40 Burgundy Street

Heidelberg, Vic 3084

Phone: 1300 327 689

Website: www.adviceservices.com.au

What financial services are we authorised to provide?

Advice Services Australia is the holder of an Australian Financial Services License (AFSL) which allows us to provide advice on and deal in the following services:

- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Wealth creation
- Investment planning
- Budgeting/cashflow planning
- Estate planning
- Redundancy
- Personal insurance planning
- Salary packaging

What product types do these services relate to?

Advice Services Australia is the holder of an Australian Financial Services License (AFSL) which allows us to deal in the following products by arranging the financial product to be acquired, disposed of, or varied:

- Deposit products
- Managed investment schemes (managed funds), including Investor Directed Portfolio Services (platforms/wraps)
- Government Debentures, stocks & bonds
- Securities (shares)
- Superannuation
- Retirement income streams
- Personal insurance products
- General insurance products



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The Adviser Profile page outlines the financial services your adviser is authorised to provide advice on behalf of Advice Services Australia.

Approved products list

Advice Services Australia maintains an approved products list. Any financial advice provided to you may only address a financial product which is also on the Approved Products List. This list contains products that have been researched and are considered appropriate for our client's needs.

Will we provide you with advice suitable to your needs and financial circumstances?

Yes. In order to provide quality advice you need to supply us with your individual objectives, financial situation and needs. You have the right not to divulge this information; if you do not wish to do so then we are required to warn you that before acting on the advice provided, you will need to consider the appropriateness of the advice in regard to your personal situation and needs. You should read the warnings carefully and ask our Representatives about these consequences if you are not sure.

What should you know about the risks of the financial products or strategies we recommend to you?

Our Representative will explain any significant risks of financial products and strategies which are recommended to you.

When will you receive a Statement of Advice?

You are required to receive a Statement of Advice whenever our Representative provides you with any personal advice which takes into account your objectives, financial situation and needs. This Statement of Advice will contain the basis on which the advice is given, personal information, recommendations, and information about fees, remuneration and associations which may have influenced the provision of this advice.

Thereafter, if your circumstances have not significantly changed, our Representative can provide you with another Statement of Advice or a Record of Advice as a confirmation of the advice provided. You are able to request a copy of these documents at any time up to a period of seven years.

When will you receive a Product Disclosure Statement?

When our Representative makes a recommendation to acquire a particular financial product, you must also be provided with a Product Disclosure Statement from the issuing product provider which gives full details of the recommended product to assist in making an informed decision to acquire that product.

Ongoing review and client contact

Because things in life change, we recommend that you ensure that your strategy and your portfolio are regularly reviewed to be sure that they continue to match your needs.

This is a separate service offering and can be arranged, at an additional cost.

Customer service is very important to us and Advice Services Australia has an active client satisfaction survey program. This is an opportunity for you to provide us directly with confidential feedback on your experience with us.

Participating in the survey is voluntary. All information we receive is treated in the strictest confidence and this is used only by Advice Services Australia to assess and improve our services.

What information do we maintain in your file when you receive advice? Can you examine your file?

We maintain a record of your personal profile, which includes details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

If you wish to examine your file, we ask that you make a request in writing and allow up to 14 working days for the information to be forwarded to you. We may charge a fee to recover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested.

Privacy

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information.

A copy of our privacy policy is available on request or can be viewed on our website at www.adviceservices.com.au

We also need to collect copies of your identification to meet our obligations under the Anti-Money Laundering and Counter Terrorism Financing Act 2006. We may request that you provide us with your Tax File Number, however if you choose not to, there may be tax implications for you.



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How will you pay for the services provided?

When financial advice is provided to you, certain fees may be charged. Advice Services Australia operates on a fee-for-services basis. The amount of that fee will depend upon the nature of the financial services provided. This will be discussed in your initial meeting with your planner and whenever possible and practicable you will be provided with an itemized fixed quote.

Initial consultation – free of charge

Written report – negotiated fee (\$1,200 - \$5,000)*

Ongoing Advice – negotiated fee (\$1,200 - \$4,800)*

A fee may be charged for a Statement of Advice.

Upon implementation of the recommendations, our Representative may receive an upfront fee, brokerage or a combination of both depending on how you agree to pay for the services.

A fee may be charged if you enter into an ongoing client service agreement. Ongoing fees may be received based on the ongoing services provided and the financial products that you use. These fees may be paid directly from your investment / superannuation portfolio or as a direct debit from your bank account or invoiced to you, depending on the arrangement you have agreed upon with your authorized representative.

A review service fee may also be payable from time to time, depending on any extra work required such as major restructuring.

*Your Statement of Advice will set out the exact amount of fees, payments and other benefits that we will receive.



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Do we receive remuneration, commissions, fees or other benefits in relation to providing the financial services to you and how is that commission calculated?

Where an insurance product has been recommended, the issuer of the product may pay Advice Services Australia brokerage. This brokerage ranges from 0% to 80% of the first year's premium. Ongoing brokerage of between 0% and 30% of the ongoing yearly premium may also be payable. These are paid out of the premium you pay at the time you pay it.

All fees, brokerage and commissions are paid to Advice Services Australia who deducts a fee for the services it provides as the licensee and then pays the balance to your adviser subject to any agreements. Further detail is included in the attached Adviser Profile section of this FSG.

If you have been referred to us by someone else and, subject to law, we pay them a fee in relation to that referral, we will make a separate disclosure to you. Additionally, we may, subject to law, receive payments for referring you to other professionals. Specific detail of any referral fees will be disclosed to you at the time of referral or in your Statement of Advice.

Our financial planners will fully explain all fees that are charged to you each time you use a financial product(s). Any of the above fees will be charged as agreed with you or as permitted by law.

Fees you pay for using other financial products?

The amount of fees charged will depend on the financial products you acquire and the issuer of those financial products. These fees charged will depend on the services you require and what is agreed between you and your financial planner and may include the following:

- contribution fee: based on the amount invested
- administration fee: based on the balance of your investment, depending upon the type of financial

product. The amounts will generally be calculated monthly and payable quarterly

- switching/transfer fee: based on the switch amount or transfer amount between investments in a financial product(s), and

- all other fees identified by a product issuer in the relevant Product Disclosure Statement for the financial product.

Conflict of Interest

Neither Advice Services Australia nor its directors hold any shares, loans or have any relationships or associations with any institutional product issuer that could be expected to influence the provision of financial services. Advice Services Australia and our Representatives may receive additional benefits from the product providers we deal with. These may include sponsorship for the purpose of making available professional development to our Representatives, and may also include lunches, invitations to sporting events, theatre tickets, branded promotional items, and occasional gifts such as Christmas hampers and bottles of wine on special occasions etc. A register of any such payments or support received is maintained at Advice Service Australia's head office and in the office of our Representative and may be viewed on request. Nonmonetary benefits that are accumulated to total above \$300 for each provider is considered to be 'conflicted remuneration' and is banned. Additional benefits are not permitted to be paid to our Representative if they are as a result of, or conditional on, the amount of business a Representative gives to a product provider.

If you have a complaint about the financial services provided, who can you complain to?

Advice Services Australia has a complaints handling policy in place and is committed to an objective, reasonable and timely solution of the complaint.

The Advice Services Australia internal complaints handling process is as follows:

- You should first contact your planner and tell him/her about your complaint.
- If you are unable to resolve the complaint, please contact:

The Complaints Manager
Advice Services Australia Pty Ltd
P O Box 522
Heidelberg Vic 3084

After this, your complaint will be investigated and a response will be prepared and sent to you within 14 business days (or longer if agreed by you).

- We shall endeavor to resolve the complaint promptly and impartially with you.
- If we are unable to satisfactorily resolve the complaint with you within 45 business days, then you have the right to refer it to the Financial Ombudsman Service (FOS).

FOS is an independent external complaints resolution scheme which is free of charge to you. Advice Services Australia is a member of this scheme, as required by law.

FOS can be contacted on 1800 367 287 or at: www.fos.org.au. You can also write to them at:

Financial Ombudsman Service
GPO Box 3
Melbourne, Vic 3001

ASIC also has an information line on 1300 300 630 which you may use to make a complaint and obtain more information about your rights.



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Compensation arrangements

We have professional indemnity insurance in place. This cover extends to the conduct of our representatives and employees who no longer work with Advice Services Australia but who did at the time of the conduct, which could give rise to a claim for compensation. These compensation arrangements satisfy the requirements under section 912B of the Corporations Act.