

Date of Issue: 1 July 2021 V14

PURPOSE OF THIS FINANCIAL SERVICES GUIDE (FSG)

Before seeking our advice, you probably have several questions you would like to ask about Financial Affairs Pty Ltd (Financial Affairs). 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 complaint about our services. Key information is set out in our answers to some of these potential questions below. If you need more information or clarification, please ask us. This Financial Services Guide is issued with the authority of Financial Affairs Pty Ltd (AFSL No. 222154 issued by ASIC).

Financial Affairs Pty Ltd contact details are:

Address: Unit 2, 445 Warrigal Road, Moorabbin Vic 3189
Phone: 03 9520 2999
Email: info@financialaffairs.com.au
Web: www.financialaffairs.com.au

If you choose to use our services, you may also receive from us a Statement of Advice (SoA) and/or Record of Advice (RoA). In the event that we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement (PDS) containing information about the benefits, risks and other features of the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

You should also be aware that you are entitled to receive a SoA whenever we provide you with new advice, which takes into account your objectives, financial situation and needs. The SoA will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

On an ongoing basis, a RoA will be provided instead of a SoA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SoA was provided. You have the right to request a copy of your RoA or SoA at any time.

BEFORE YOU GET OUR ADVICE

Who is my Adviser?

Financial Affairs' representatives are referred to as Advisers and are salaried employees of Financial Affairs Pty Ltd. They will provide you with an 'Adviser Profile' which describes the products and services they are authorised to assist you with. In all instances, we act on your behalf.

Financial Affairs holds an Australian Financial Services Licence No. 222154 and is responsible for the advice provided by its representatives.

NOT INDEPENDENT

Financial Affairs receives commissions on the sale of life risk insurance products that are not rebated in full to clients. For this reason, we do not refer to ourselves or our advice as independent, impartial or unbiased.

WHAT ADVISORY SERVICES ARE AVAILABLE TO ME?

- Securities and Investment Advice
- Financial Planning Strategies
- Superannuation and Rollover Advice
- Portfolio Management Services
- Estate Planning
- Retirement Planning
- Social Security Advice
- Facilitation of share trading through stockbroker
- Life Insurance Advice
- Tax Planning Advice
- Margin Lending and Gearing

We will only recommend a financial product to you after considering its suitability for your individual objectives, financial situation and needs. Financial Affairs offers both personal and general advisory services. Clients should be aware that when general advice is provided it will not necessarily be appropriate for every client. For this reason, we recommend you seek a personalised review of your investment objectives, needs and circumstances before making an investment decision.

At the time of engagement, a service agreement will be supplied clearly defining the services provided and the fees involved. The ongoing service fee is a fixed annual fee (paid monthly) agreed at the time of appointment and updated at each Annual Review.

If we have an ongoing fee arrangement with you which exceeds a 12-month period, then you will receive from us a Fee Disclosure Statement annually setting out the fees you have paid to us, the services that we are contracted to provide and what we actually provided to you over that period.

Every year we will send you a consent notice which requests your consent for us to continue to provide services to you. We must have your consent within 30 days of that notice for us, by law, to continue to provide services to you.

APPROVED PRODUCT LIST

Our Advisers can only provide advice on financial products that appear on the Financial Affairs "Approved Product List." The Approved Product List includes a large range of investment and insurance products for which the appropriate research and analysis has been undertaken. Advisers of Financial Affairs cannot advise you on, or influence you in favour of, a financial product which:

- is not on the Approved Product List; or
- is a product they are not authorised to provide advice on. The Adviser Profile of your Adviser will inform you the class of financial products your Adviser can advise on.

Please be aware that Financial Affairs shall not be responsible where an Adviser provides any services to you which are outside of their authorisation limits. You should therefore refer to the Adviser Profile and ask your Adviser to specifically confirm that the service or product does not fall within one of the above exclusions, prior to acting on any advice.

TAX (FINANCIAL) ADVISERS

Your Adviser is a registered Tax (Financial) Adviser or a registered Tax Agent (unless supervised by an Adviser that is registered). They are authorised to provide a tax service, where the advice is;

- provided in the context of the personal advice authorised by the licensee, and
- part of the financial advice which interprets and applies the tax laws (including tax, superannuation and SMSF laws) to your personal circumstances.

Registered Tax (Financial) Advisers are not authorised to provide tax agent services (i.e. those services in relation to the preparation and filing of tax returns and liaison with the ATO, etc.) Where tax agent services are provided (i.e. those services in relation to the preparation and filing of tax returns, and liaison with the ATO, etc.), these services constitute a separate business activity.

ASSOCIATIONS AND/OR BENEFITS THAT MAY BE RELEVANT TO YOU

The Gild Group Pty Ltd own shares in Financial Affairs Pty Ltd. The Gild Group are not a product provider, and this relationship will not influence the advice that you receive.

Your Adviser may hold an interest in a financial product. Any significant interest/ownership will be recorded in a register of financial product holdings and where appropriate, this holding will be disclosed to you in the SoA or RoA.

WHAT DO WE EXPECT FROM YOU?

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter-Terrorism Finance Act 2006 to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as a passport or driver's licence. We will also retain copies of this information. We assure you that this information will be held securely. We cannot provide you with services if you are unwilling to provide this information.

FINANCIAL ADVICE AND OTHER FINANCIAL PRODUCTS

Financial Affairs offers a fixed annual fee, which is paid monthly and reviewed each year at your annual review. Some existing clients may have a legacy percentage-of-funds fee arrangement.

Before you agree to obtain advice or a financial product from us we will provide you with details of any cost to be incurred by you, how these costs are calculated and how you can pay for our services. We will provide a summary of how we calculate your fees, and how you pay for insurance and financial advice. Your SoA will have your specific fee and commission information.

There is an hourly rate available, which generally ranges between \$220 and \$360 per hour. This can vary based on the level of expertise required to complete the advice and time required. Fees are inclusive of GST.

INSURANCE ADVICE

When we provide insurance advice to you, we work on a commission basis. Insurance product providers pay commissions to Financial Affairs based on the premium they receive for the insurance. These commissions are not in addition to your premium payment.

For the provision of life insurance advice, we generally accept commission, which can be up to 66%. e.g. if a premium is \$1,000, the commission would be \$660. Commissions are inclusive of GST.

HOW WILL I PAY FOR THE SERVICE?

You can pay for these fees by Cheque, Electronic Funds Transfer (EFT) or Direct Debit and/or Direct payment via your investment. The relevant Product Disclosure Statement will contain full details of fees applicable to any financial products recommended.

WHAT ARE YOUR INITIAL ADVICE FEES?

After our initial meeting we will provide you with a Letter of Engagement which outlines the areas of advice that will be covered in our SoA to you, along with the preparation cost of the SoA. Once the Letter of Engagement is signed, we will then prepare and present the SoA to you. Any other fees applicable will be detailed within the SoA.

WHAT ARE YOUR ONGOING FEES AND COMMISSIONS AND HOW ARE THEY CALCULATED AND DEDUCTED?

For non-insurance advice, a fixed monthly fee is negotiated to be paid to Financial Affairs for adviser services rendered. This fee is agreed with you and outlined in your Client Service Agreement. For some existing clients, this may be a percentage of invested funds instead of a fixed fee (e.g. If investable assets were \$1,000,000 and the fee was 1.1%, the annual amount payable would be \$11,000). The fee can be debited monthly from your nominated account or paid directly by you.

Ongoing commissions will be paid to us by life insurance offices for any in-force life insurance policies. Commissions can range between 10%-22% p.a. and are detailed in your initial SoA. Based on an insurance premium of \$1,000 the annual ongoing commission paid by the product provider can range between \$100-\$220 p.a. Our SoA to you will detail all insurance commissions that will be received by Financial Affairs.

All fees are inclusive of GST.

You have a right to request further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or representative.

PROFESSIONAL INDEMNITY (PI) INSURANCE COVER

Financial Affairs Pty Ltd confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s912B of the Corporations Act 2001. Our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the Sum Insured for Financial Affairs Pty Ltd and our representatives/employees in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any representative/employee who has ceased work with Financial Affairs Pty Ltd for work done whilst engaged with us.

WHEN YOU GET OUR ADVICE

Do I get detailed information about insurance commissions and other benefits my Adviser gets from making the recommendations?

Yes, you have the right to know about details of commissions your Adviser receives for recommending insurance products. We will provide this information to you when we make specific recommendations, and details will be disclosed in your SoA.

From time to time, financial product issuers offer our representatives invitations to social and sporting events and the occasional gift such as a bottle of wine or hampers on special occasions. Non-cash benefits with a cash value of greater than \$300 are not permitted. Details of benefits between \$100 and \$300 will be recorded in our Register of Alternative Benefits, which is available for you to review upon request.

Will you give me advice that is suitable to my investment needs and financial circumstances?

Yes, however in order to do this, we need to find out your individual investment objectives, financial situation and needs before we recommend any strategy or financial product 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. You should read the warnings carefully.

What should I know about any risks of the investments or strategies recommended to me?

We will explain to you any significant risks of investments and strategies that we recommend to you. If you do not understand something, please ensure that you ask your Adviser to explain it further to you.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile that includes details of your investment needs and objectives, financial situation and tax-related information. We also maintain records of any recommendations made to you. If you wish to examine your file or would like a copy of previous advice documents, please feel free to ask us and we will make arrangements for these to be provided.

We are committed to following our privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy can be found on our website.

Can I tell you how I wish to instruct you to buy or sell my investment?

Yes, you may specify how you would like to give us instructions. You may prefer initially to communicate via telephone, email or other means. But in all cases, we must receive a written confirmation of these instructions.

IF YOU HAVE ANY COMPLAINTS

Who can I speak to if I have a complaint about the advisory service?

Financial Affairs is a member of the Australian Financial Complaints Authority (AFCA) which replaced the Financial Ombudsman Service (FOS) on 1st November 2018.

If you have a complaint regarding the provision of financial services to you, you should take the following action:

- Speak to your Adviser about your concerns, or
- Contact us on 03 9520 2999 and ask to speak to our Responsible Manager.

If, after speaking to your Adviser or our Responsible Manager, your complaint is not resolved within fourteen (14) days, please put your complaint in writing and send it to us, addressed to:

Responsible Manager, Financial Affairs Pty Ltd, Unit 2, 445 Warrigal Road, Moorabbin, VIC, 3189

Whilst every endeavor will be made to resolve the matter promptly, if you are not satisfied with how your complaint is dealt with you can elect to refer the matter, free of charge, to the Australian Financial Complaints Authority (AFCA).

AFCA

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678

In writing to:

Australian Financial Complaints Authority (AFCA),
GPO Box 3, Melbourne VIC 3001

If your Adviser is a member of the Financial Planning Association of Australia (FPA) and your concerns involve your Adviser's conduct, you may wish to raise your concerns with the FPA. You can write to them at: Financial Planning Association Limited, PO Box 109, Collins Street West, Melbourne VIC 8000.

Alternatively, other matters can be referred to the industry regulator, the Australian Securities and Investments Commission (ASIC) on free-call 1300 300 630 or visit the website www.asic.gov.au