

# Financial Services Guide (FSG)

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Website: [www.firstadvice.com.au](http://www.firstadvice.com.au)

First Advice Licensee Services Pty Ltd  
Australian Financial Services Licence: 484091  
Australian Business Number: 41 610 508 284

## Authorised Representatives

Tracey McKenzie (ASIC No. 000229194)  
Megan Biar (ASIC No. 01263824)

## Purpose of this Document

This *Financial Services Guide (FSG)* is an important document designed to assist you in making an informed decision on whether or not you wish to utilize our services. It contains important information about:

- Who are we?
- Not Independent Statement
- Your Financial Adviser
- Anti-Money Laundering and Terrorism Financing
- What Services do we Provide?
- Instructing Us
- The Financial Planning Process
- Documents you can Expect to Receive
- Approved Products
- Tax Implications of our advice
- Fees and Remuneration
- Conflicts of Interest
- Complaints Resolution
- Your Privacy

## Who are we?

*First Advice Solutions* is different to many financial planning practices as it holds its own *Australian Financial Services Licence (484091)* which has been issued by the *Australian Securities and Investments Commission (ASIC)*. As a licensee we are required to comply with the obligations of *Section 912B of the Corporations Act* and the conditions of our licence by and having compensation arrangements in place. Our *Professional Indemnity insurance* provides cover for any errors or mistakes relating to the financial advice services we provide you.

## Anti-Money Laundering and Terrorism Financing

The Anti-Money Laundering and Terrorism Financing Act requires verification of your identity before we can provide financial services to you. We will advise you of any documentation that may be required to meet this obligation.

## Not Independent

First Advice Licensee Services Pty Ltd, receives commissions from insurance products. As such, we are not able to refer to ourselves as “independent”, “impartial” or “unbiased”

## Your Financial Adviser

Your Adviser will provide these services to you through *First Advice Solutions*. Your Adviser is an *Authorised Representative* under the license held by *First Advice Licensee Services Pty Ltd*. Your adviser acts on behalf of First Advice Solutions who is responsible for the services that they provide. A profile of your Adviser is attached to this document.

## What Services do we Provide?

*First Advice Licensee Services Pty Ltd* holds a licence to provide a comprehensive range of advice and services to both retail & wholesale clients, which include:

- Deposit and payment products
- Government debentures stocks and bonds
- Superannuation & pre/post retirement planning
- Investment strategies through Managed investments & other financial products
- Personal insurance advice
- Annual Portfolio reviews
- Budget & cashflow management
- Aged Care Advice
- Centrelink Advice
- Estate Planning

## Instructing Us

You can provide instructions to us in writing, via phone or email. If the information provided is incomplete or inaccurate, the advice or services we provide may not be appropriate.

## The Financial Planning Process

The financial planning process detailed below is in place to ensure that you receive the benefit of proper disclosure; and that your adviser is able to ascertain critical and timely information about your circumstances. This assists in providing appropriate advice that is designed to meet your best interests.

### *Step One: Data Collection*

In order for us to provide advice suitable to your needs and financial circumstances, we need to ascertain your individual financial objectives, needs and requirements. We do this through asking questions and recording your responses in a data collection form. You have the right not to give us this information, if that is your wish.

However, if you do not give us sufficient information, the advice you receive may be inappropriate.

### *Step Two: Recommendation*

A recommendation will be designed that is tailored to your relevant personal circumstances and presented in written format through a Statement of Advice (SOA) or Record of Advice (ROA).

The document will explain the basis for the advice, the cost to you of implementing the advice and any commissions or associations which could have influenced the advice.

We will always provide advice which is in your best interest.

### *Step Three: Implementation*

Subject to your agreement and instructions, the recommendations will be implemented.

### *Step Four: Review*

A comprehensive personal review service is offered. A fee may be charged for the ongoing advice and management of your financial affairs.

The ongoing services we provide will depend on the terms of the Client Service Agreement you sign with us. Ongoing advice and fees will be disclosed in the advice documents. At all times you are able to contact us and ask questions about the advice and investment recommendations.

## Documents you can Expect to Receive

If financial advice and/or a financial product advice is provided to you, you will receive the following documents:

### *A Statement of Advice (SOA) or Record of Advice (ROA)*

This document details the financial advice provided to you, and covers such matters as the advice and/or product recommendations, any remuneration payable, the risks and disadvantages associated with the advice and/or product recommendations, and all details of any relationships which might influence your adviser in providing the financial advice and/or product. If we provide you any ongoing personal advice, we will provide you with a further Statement of Advice or a Record of Advice depending on the nature of the advice. When we provide you with further advice you can request a copy of the of advice document either in person or in writing at any time up to 7 years old.

### *Product Disclosure Statement (PDS)*

If we recommend you a financial product, we will also provide you with a Product Disclosures Statement issued by the product issuer. This will contain information that will assist you in making an informed decision about that product. The PDS usually includes information about product features, risks and costs and details of other fees and charges which may apply, including management expense ratios (MER's) and remuneration payments to Advisers. Usually, the PDS also contains any application material that may need to be completed in relation to the relevant transaction(s). You will receive this either as a hard copy document or emailed to you, based on your wishes.

### *Annual Fee Disclosure Statement (FDS)*

If you enter into an Ongoing Service Agreement with your adviser for a period greater than 12 months, a Fee Disclosure Statement (FDS) will be issued to you. The FDS will contain information about the services you were entitled to, the services you have received and the fees you have paid during the previous year. The FDS also includes information about the fees to be charged and the services to be provided, for the coming year and seeks your consent to renew our ongoing services. If we charge our advice fees from either a superannuation or an investment account, we will also seek your consent to deduct fees from that account.



## Approved Products List

We maintain a broad approved list of products from various Australian & international providers, containing investment and insurance products, that have been researched by a number of external research houses, as well as our inhouse research Committee. First Advice Licensee Services Pty Ltd periodically reviews these products to ensure they are competitive with similar products that address similar client's needs and objectives. A copy of the list can be supplied to you upon request.

## Tax Implications of our advice

First Advice Licensee Services Pty Ltd authorised representatives are registered with ASIC as qualified tax relevant providers and authorised to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed, they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

## Fees and Remuneration

The cost of providing a financial product or service to you will depend upon the nature and complexity of the advice, financial product and/or service provided. The services and fees will be set out in the SOA or ROA that we provide you.

We may charge a fee for your first & subsequent meetings with us.

Fees may be charged by a number of methods or a combination of the following:

- A dollar amount.
- A percentage of the amount invested.
- An hourly rate.

We will disclose to you the exact amount in the SOA or ROA. Fees may be paid by direct payment or deduction from your superannuation/investment account.

All fees are payable to First Advice Licensee Services Pty Ltd. The Directors and owners of the business are entitled to the profits it makes.

### *Plan Preparation Fee*

The plan preparation fee includes the cost of all initial meetings with you, the time we take to determine our advice and the production of the SOA.

The plan preparation fee is based on the scope and complexity of the advice provided to you. We will agree on the fee with you prior to the preparation of the advice. The plan preparation fee will cost up to \$1650 including GST.

### *Ongoing Service Fee*

Once your investments or insurance is established, we may provide portfolio management services and/or meet with you periodically to update our advice.

Ongoing fees will depend on what ongoing service we provide to you. They may be a percentage of the transaction value (e.g. for share trades), an agreed fixed fee or a percentage of your portfolio value.

Our ongoing advice fees as a percentage of your portfolio range from 0%-0.88% including GST. For example, if you invest \$100,000 and we charge you 0.88% we will receive \$880. Our fixed fees start at \$1,000.

### *Commissions*

First Advice Licensee Services Pty Ltd receives commissions and other benefits from some product and service providers. The commission amount will vary depending on the product or service which is recommended.

### *Insurance Commissions*

Risk insurance providers pay First Advice Licensee Solutions upfront and ongoing commissions if you proceed with a risk insurance product one of our advisers recommends to you. The upfront commission payable for advising on and implementing risk insurance financial products for you can range between 30% and 66% of your annual premium, while on-going commission may range between 20% and 33% of the annual premium. For example, on an insurance premium of \$1,000 that pays 66% initial commission and 22% on-going commission, the upfront commission is \$660 and the on- going commission is \$220 per annum inclusive GST. We may receive commissions on increases or additions to existing policies put in place before 2018 of up to 130%, and between 88% to 66% for policies written after that time

### *Other Benefits*

We may also receive additional benefits by way of sponsorship of educational seminars, conference or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

### *Referral Commissions & Sponsorships*

In some situations, we may receive a commission where we refer you to an external party (for example to Balance Finance Pty Ltd). We will disclose the referral arrangements to you whenever we refer you to an external party.

You may be referred to an external specialist to receive further advice. You are free to engage your own preferred professionals.



## Conflicts of Interest

Conflicts of interest are managed and disclosed to you, where a conflict may affect provision of the financial services provided. A Register of Conflicts of Interest is available for your inspection, upon request.

Your Adviser may provide advice on investments which they hold or may hold in their own personal portfolios.

We will disclose the size and nature of these holdings where there may be a conflict of interest with the advice that we provide.

## Complaints Resolution

We endeavour to provide you with the best advice and service at all times. If you are not satisfied with our services, then we encourage you to inform your Financial Adviser of your complaint. If the complaint is not satisfactorily resolved within 3 days, please contact First Advice Licensee Services Complaints Officer or put your complaint in writing and send to:

- Please call us on 1300 450 000
- Please write to us at:  
First Advice Licensee  
Services  
Level 4, 431 King  
William Street  
ADELAIDE SA 5000

If you are not satisfied with our response, you can refer it to the Australian Financial Complaints Authority (AFCA) - the contact details are below:

- Telephone on 1800 931 678
- Email: [info@afca.org.au](mailto:info@afca.org.au)
- Fax: (03) 9613 6399
- Write to them at:  
Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001
- Website at [www.afca.org.au](http://www.afca.org.au)

This service is provided to you free of charge.

ASIC may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.

## Your Privacy

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or Accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely

appropriate or suitable for you.

We are also required under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licenses in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your Adviser and *First Advice Solutions* may have access to this information when providing financial advice or services to you.
- Your Adviser may, in future, disclose information to other financial advisers, brokers and those who are authorised by *First Advice Solutions* to review customers' needs and circumstances from time to time.
- Your information may be disclosed to external service suppliers who supply administrative, financial or other services to assist your adviser and *First Advice Solutions* in providing financial advice and services to you. These supplier may be based overseas.
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing.
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your Adviser and *First Advice Solutions* will continue to take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. You can request access to the information your Adviser or *First Advice Solutions* holds about you at any time to correct or update it as set out in *First*

*Advice Solutions* Privacy Policy. The *First Advice Solutions* Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

To view the Privacy Policy, please visit <http://www.firstadvice.com.au/privacy/> or you can contact us for a copy.

