

AUSTRALIAN FINANCIAL ADVISORY SOLUTIONS



Financial Services Guide

40 Lime Street
Sydney NSW 2000
T: 61 2 9249 7600
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***We're looking forward
to working with you***

About this guide

This Financial Services Guide (FSG) is designed to inform you of certain basic matters relating to our relationship and enable you to decide if the financial services we offer are right for you.

This document includes:

- What services we are authorised to provide
- What documents you may receive depending on the advice you receive from us
- How we are remunerated
- How we collect and use your personal information
- How we can be contacted
- What to do if you have a complaint.

**Who will be
providing
the financial
service to me?**

Australian Financial Advisory Solutions Pty Ltd (AFAS) holds an Australian Financial Services Licence (AFS Licence).
AFS Licence number 287 619
A.C.N 104 345 833

Address: 40 Lime Street Sydney NSW 2000

Email: info@afas.net.au

Telephone: 02 9249 7600

Fax: 02 9249 7699

While many financial planning organisations rely on their ownership by banks, fund managers, stockbrokers or accountants to provide a stream of clients, AFAS does not follow this approach.

We rely instead on our own reputation in our target markets, and on the industry participants who see that they may enhance their own relationship by identifying potential clients.

On such cases, we may support these industry participants through referral fees that assist in the meeting of their costs and conversely may account for the reduction in our associated costs.

What services can you provide for me?

AFAS is authorised to provide advice on and deal in financial products including:

- deposit and payment products
- government debentures, stocks and bonds
- life insurance and investment products
- interests in managed investment schemes
- retirement savings account products
- securities
- standard margin lending facility, and
- Superannuation and self-managed superannuation funds.

Through our conversations with you, we provide professional advice to help you make informed decisions.

This advice may include:

General Advice

On topics including investments, insurance and superannuation. This does not take into account your objectives, financial situation and personal circumstances.

Personal Advice

On your complete financial situation, or on limited areas you require advice on, based on your personal circumstances.

Our Advisers may be limited in the areas in which they can provide advice to you. Your Adviser will tell you which areas they can advise you on and if you need advice on an area outside your Adviser's authorisation, they may refer you to a specialist for assistance.

When we provide financial services, we act on our own behalf.

What does the personal advice process involve?

01

DISCOVERY

We want to get to know you.
We want to know what's important for you and your family and what your goals, concerns and dreams are.

We will also gather information of a quantitative nature so we can assess your situation and investigate options that may be appropriate for you.

02

THE FINANCIAL PLAN

The primary purpose of this plan is to inform you in detail, and clearly, what is proposed and recommended after our discovery stage.

There are quite a few financial advice strategies we could present to you, but yours will be tailored to your circumstances. The Financial Plan will include:

- Where are you now
- Where do you want to be
- How you get there
- The outcome.

03

TIME FOR ACTION

We want to make it as easy as possible for you, so we do all the legwork. Our administration team sees to the establishment of new investments or transferring existing ones, rolling over your superannuation and setting up insurance policies.

Getting your plan up and running may take some time. We will make sure you know how the process is going every step of the way.

04

WE'LL HELP KEEP YOU ON TRACK

We can provide you with ongoing advice which gives you confidence that your plan can adapt with you.

Depending on the ongoing service you select, you might want to meet with us once a year to discuss changes to your situation and the market.

We'll also provide you with relevant information and market commentary that may be of interest.



What documents will I receive?

Personal advice documents

When we give you personal financial advice, we'll document this in a Statement of Advice (SoA). Your SoA will include:

- You personal circumstances
- Our areas of advice
- Our recommendations, including the basis of our advice and why is it appropriate, and
- Information about the remuneration, commissions and any benefits or associations that may influence our advice.

If we provide further advice and your circumstances have not significantly changed, it may be documented in a Record of Advice (RoA).

Product disclosure documents

When your Adviser recommends a financial product, we will provide you with access to the Product Disclosure Statement (PDS) or other relevant disclosure documents. This document will contain information about the financial product, including its features, fees, benefits and risks.

All of the documents provided will help you make an informed decision about our recommendations and the products included.

What are the fees?

We want you to understand the costs associated with the financial services provided to you.

SoA preparation fee

Based on the complexity of the personal advice you require and the time it takes to prepare your SoA.

Prior to commencement, we will provide you with a Letter of Engagement to outline the services and an estimate of the fee.

Investment and Super Products

Up to 5.5% (incl. GST) of the investment value.

Insurance Products

AFAS may receive initial commission for the insurance products we recommend which may be up to 66% (incl. GST) of the initial annual premium. For example: If the initial premium was \$1,000, we may receive up to \$660.

Ongoing commission and advice fees

Insurance Products

AFAS may receive ongoing commission for the insurance products we recommend which may be up to 22% (incl. GST) of the ongoing renewal premium. For example: If the renewal premium is \$1,000, we may receive up to \$220.

All commission paid on grandfathered policies (including commission paid on increases, alterations and additions) may not be impacted by LIF changes in January 2020. Details of any commissions we may receive will be disclosed to you in your SOA.

Investment and Super products

Payable during the life of your product.

Asset based fee	
Range	Inclusive of GST (%)
\$1 and above	1.1
Margin Lending	
Where portfolio's have borrowed funds invested, by law we cannot charge an asset based fee. Our fee will be a flat dollar amount based on the total invested and will be reviewed annually.	
Existing and Legacy Products	
Range	Inclusive of GST (%)
\$1 and above	2.2

One-off advice fee

Based on the time it takes to provide you with additional personal advice.
From \$440 (incl. GST) per hour.

Other fees

Other assistance you may need with transactions outside your ongoing advice services.
From \$440 (incl. GST) per hour.

How will I pay for the service?

Ongoing advice fee

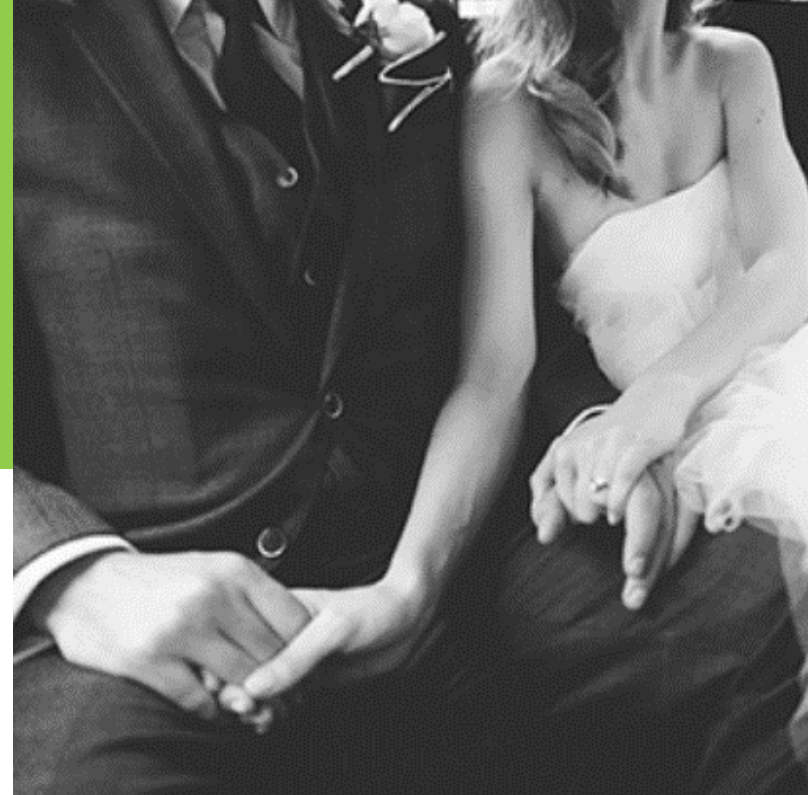
An ongoing advice fee may be charged to ensure the financial strategies and products remain appropriate to your needs. The ongoing advice fee can be charged as a percentage of Funds Under Management at a maximum of 1.1% inclusive of GST or a fee for service based on an hourly rate of \$550 maximum.

Direct Shares Brokerage

Brokerage is payable at the purchase and/or sale of direct shares. The brokerage amount is generally 0.75% per trade, however, a minimum fee of \$90 may apply.

This fee is not payable to AFAS and is a direct expense to you.

All fees and/or brokerage charged will be detailed in full in the SoA you receive.



Do you receive remuneration, commission, fees or any other benefits as a result of providing me these financial services?

The exact amounts of any fees, brokerages, bonuses or other incentives received by the Licensee will be included in your SoA that will be provided to you.

Remuneration

AFAS Representatives are remunerated by salary from their Corporate Authorised Representative.

Remuneration is not paid based on revenue generated from specific product providers.

We are not aware of any other incentive that we may receive from a product provider.

AFAS do not offer any incentives to our Representatives that are based on revenue generated from specific product providers.

Referral Fee

We do not pay nor do we receive referral fees to or from other parties or providers.

Benefits

AFAS Representatives do not accept significant alternative remuneration from product providers, such as:

- Travel and accommodation to overseas conferences based on business volume
- Office facilities such as computer hardware or commercial software support
- Cash benefits
- Other benefits in excess of \$300.

Any benefit received which has a value in excess of \$100 and up to \$300 will be listed on a public register.

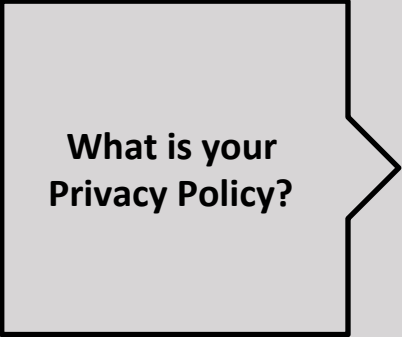
Any benefit that is material to your consideration of our recommendations will be disclosed in your SoA.

Where AFAS Representatives receive such payments, they will be included on the AFAS Conflicted Remuneration Register that is available for public examination.

Commissions

AFAS may only receive commission from investment products if we have an existing agreement with the client and the product provider prior to 1 July 2013.

Commissions may be received for life insurance products with the exception of life insurance implemented after 1 July 2013 for a member in a default superannuation or a group life policy in a superannuation fund.



What is your Privacy Policy?

AFAS is required to collect your personal information to enable us to provide you with the products and services that are appropriate to your needs.

Australian Laws such as the Corporations Act 2001, Taxation Act 1953 and Superannuation Act 1992 require AFAS to identify your personal information, needs, objectives and financial circumstances so we may provide appropriate financial advice.

Collecting and disclosing your personal information

We may disclose your personal information to anyone we engage to do something on our behalf such as a service provider and other organisations that assist us with our business. We may also disclose your personal information to third parties such as a complaints body to whom a complaint relating to a product or service is referred and anyone acting on your behalf.

We may also collect from third parties any personal information they may hold about you which relates to providing you with financial advice. As a provider of financial services, we have obligations to disclose some personal information to government regulators in Australia.

We are also required, pursuant to the Anti-Money Laundering and Counter-Terrorism Act 2006 and its corresponding rules and regulations to implement certain customer identification processes. We may be required to obtain information about you at the time of providing financial services to you and from time to time in order to continually meet our obligations. We also have certain reporting obligations, and information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

A copy of our Privacy Collection Statement will be provided with this Financial Services Guide and is also available at www.afas.net.au.

For a copy of our full Privacy Policy, please contact your Financial Adviser.

Examining Files

If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded. You have the right to request the return of your original file. In such case, AFAS reserve the right to keep a copy of the original on file.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise of the likely cost in advance and can help to refine your request if required.

Marketing and communications

We will use your personal information to contact you or send you monthly newsletters, market and portfolio updates and information we believe will be of interest to you.

If you don't want to receive these communications from us please contact your Financial Adviser.

What if I have
a complaint?

If you have a
complaint about
the service
provided to you,
you should take
the following steps

01

Contact your representative and tell them
about your complaint.

02

If your representative can't resolve
your concern within 3 business days,
please contact **AFAS**.

Write to:

Australian Financial Advisory Solutions Pty Ltd.
Boxes 9-11 26a Lime Street, Sydney NSW 2000

Phone: 02 9249 7600

Fax: 02 9249 7699

Email: info@afas.net.au

03

If you're still not satisfied, contact
the **Australian Financial Complaints
Authority (AFCA)**.

Write to:

Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001.

Phone: 1800 931 678

Email: info@afca.org.au

If your concerns involve ethical conduct
you may wish to consider raising your
concerns in writing with the **Financial
Planning Association of Australia**.

They can be contacted at GPO Box 4285,
Sydney NSW 2001.

The **Australian Securities and Investments
Commission (ASIC)** also have an information line
which you may use to make a complaint and
obtain information about your rights.

Phone: 1300 300 630

Compensation
arrangements

AFAS has professional
indemnity insurance in place
that satisfies the requirements
of Section 912B of the
Corporations Act 2001.

This insurance applies where
there has been the provision of
financial services applicable to
AFAS's License. This cover also
applies where the employee or
representative has ceased
to be an employee of AFAS
but was at the time of the
relevant conduct.

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