



# AUSTRALIAN FINANCIAL ADVISORY SOLUTIONS

## Financial Services Guide

40 Lime Street,  
Sydney NSW 2000

T: (02) 9249 7600

F: (02) 9249 7699

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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

## **Not Independent - As defined by the Corporations Act**

The Corporations Act states that a Licensee or a Representative of a Licensee who receives commissions from any product provider cannot claim to be independent, impartial or unbiased. As Australian Financial Advisory Solutions may receive both initial and ongoing commissions from the Life Insurance products we recommend our clients acquire we are unable to describe ourselves as independent, impartial or unbiased.

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

Australian Financial Advisory Solutions Pty LTD (AFAS) holds  
Australian Financial Services Licence (AFSL)  
AFS Licence number 287619  
A.C.N. 104 345 833

**Address:** 40 Lime Street, Sydney NSW 2000  
**Email:** [info@afas.net.au](mailto: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 industry participants who see they can enhance their own relationships by identifying potential clients.

## 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 facilities
- Retail 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 where you require advice 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 further advice is required that is outside your Adviser's authorisation, they will 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 is important for you and your family.  
What your goals, concerns and dreams are.

We will also gather information of 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 leg work. 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**

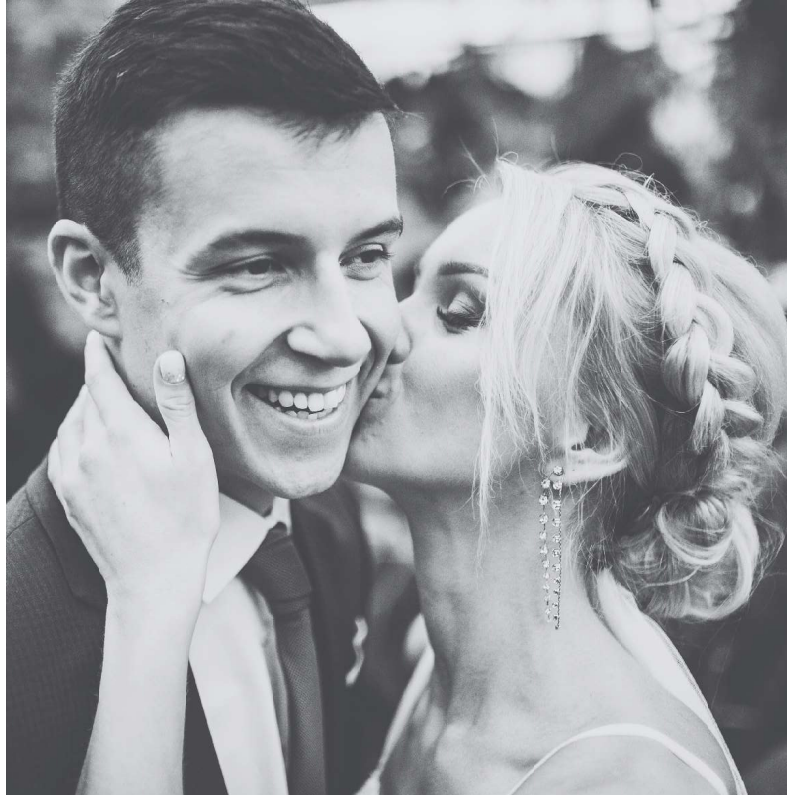
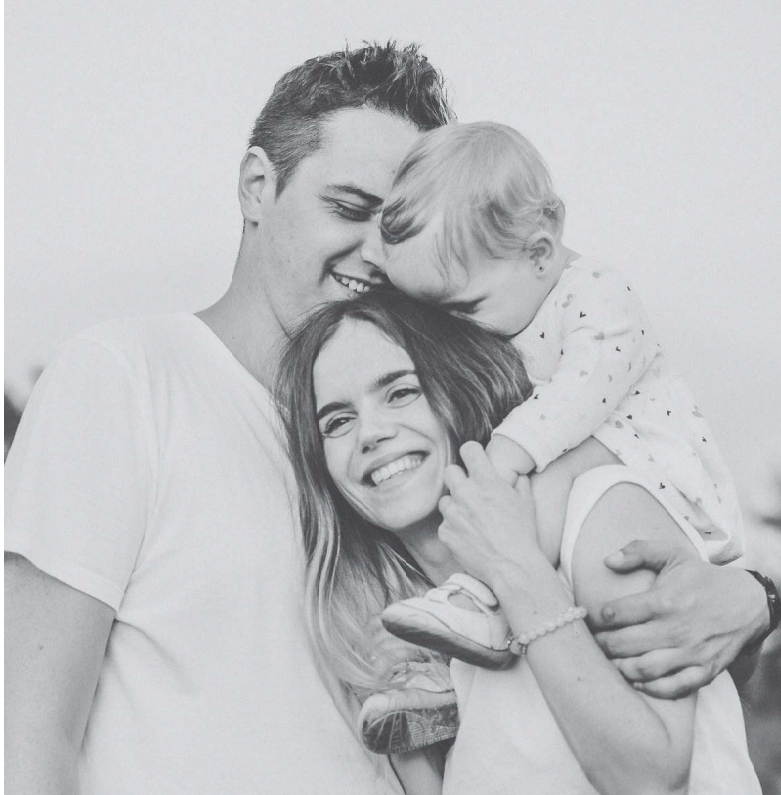
### **We'll Help Keep You On Track**

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 will 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 will document this in a Statement of Advice (SoA). Your SoA will include:

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

If we provide further advice, we may also provide you with a Record of Advice (RoA), if there have been no significant changes to your circumstances as detailed in an ongoing review.

### 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 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.**

### **Investment and Super Products**

Maximum of 1.1% GST inclusive of the investment value ongoing. For example, if you invest \$500,000 we may receive a fee up to \$5,500 GST inclusive, or a flat dollar amount agreed with your adviser."

### **Insurance Products**

AFAS may receive initial commission for the insurance products we recommend which may be up to 66% (inc GST) of the initial annual premium. For example: If the initial premium was \$1,000 we may receive up to \$660.00

### **Ongoing Commission**

AFAS may receive ongoing commission for the insurance products we recommend which may be up to 22% (inc GST) of the ongoing renewal premium is \$1,000.00 we may receive up to \$220.00

## How will I pay for the service?

### **Initial Advice Fee**

We may charge you an initial Statement of Advice (SoA) fee, which may range between \$8,800 and \$19,800 (GST Inclusive). However, depending on the complexity and/or multiple entities or strategies of the advice sought, we may charge a higher Initial Advice Fee in certain circumstances. Any fees above these above the maximum detailed here (\$19,800) will be explicitly discussed and agreed upon with you in writing, prior to preparing any advice.

### **Ongoing Advice Fee**

An ongoing advice fee may be charged (with your written consent) to assist and support you towards your financial strategies, objectives and products and ensure these remain current and appropriate to your needs. The ongoing fees may be charged as a percentage of the funds under management eg \$500,000 may be charged as 1.1% (GST Inclusive) or \$5,500 or as an agreed flat fee, for example \$550.00 per month. These ongoing fees will be fully detailed, discussed and agreed upon with you.

### **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 AFAS receives no brokerage or any share, it is a direct expense to you.

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

## Investment and Super products

Payable during the life of your product.

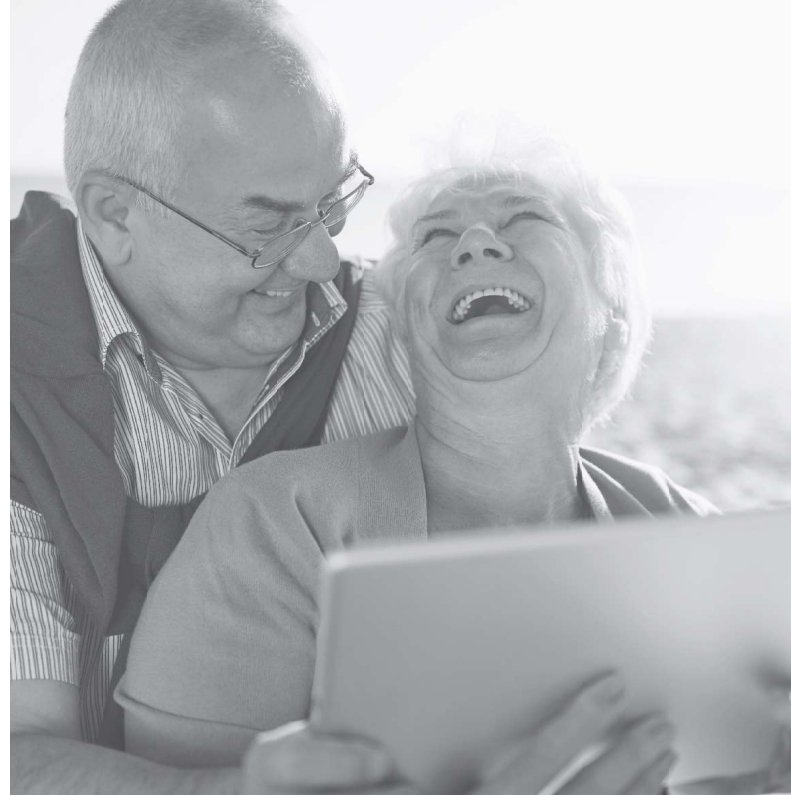
Asset Based Fee	
Range	Inclusive of GST (%)
\$1 and Above	1.1
Margin Lending	
Where portfolio's have borrowed funds invested, by law we cannot charge an asset based fee. Our fee will be a flat dollar amount based on the total invested and will be reviewed annually.	

## One-off Advice Fee

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

## Other Fees

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



**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 Corporate Representatives will be remunerated by salaries from their Corporate Authorised Representative Entity. AFAS Salaried Representatives will be remunerated via annual salary and may receive additional benefits, upon meeting certain key performance indicators.

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

AFAS representatives do not receive any incentives from product providers.

AFAS does 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.

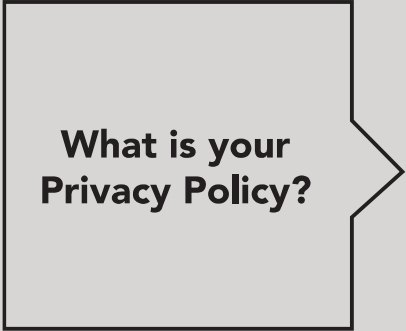
## **Benefits**

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.





### **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](http://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 & 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.

### **Professional Indemnity Insurance**

Australian Financial Advisory Solutions Pty Ltd (AFAS) has in place Professional Indemnity Insurance which satisfies the requirements of Section 912B of the Corporations Act in relation to compensation arrangements for Retail Clients.

Section 912B requires Australian Financial Advisory Solutions Pty Ltd to have arrangements for compensating a retail client for loss or damage suffered as a result provided by AFAS or by our Representatives.

The Professional Indemnity Insurance we have in place will cover claims in relation to the conduct of representative/employees who no longer work for Australian Financial Advisory Solutions Pty Ltd but who did at the time of conduct.

**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 cannot resolve your concern within 5 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](mailto:info@afas.net.au)

# 03

If you are 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](mailto:info@afca.org.au)

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

They can be contacted at:

GPO Box 4285, Sydney NSW 2001.

The **Australian Securities and Investments Commission** (ASIC) also have a 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 provisional financial services applicable to AFAS Licence.

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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Australian Financial Services Licence - 287619  
ABN. 60 104 345 833 | ACN. 104 345 833