

Financial Services Guide (FSG)

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First Advice Solutions
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Australian Financial Services Licence: 484091
Australian Business Number: 41 610 508 284

Authorised Representatives

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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 We Are
- Anti-Money Laundering and Terrorism Financing
- Your Financial Adviser
- What Services do we Provide?
- Instructing Us
- The Financial Planning Process
- Documents you can Expect to Receive
- Approved Products
- Fees and Remuneration
- Conflicts of Interest
- Complaints Resolution
- Your Privacy

Who We Are

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 the Corporations Act and the conditions of our licence. This includes the need to have compensation arrangements in place with a Professional Indemnity insurer - currently with Lloyds of London.

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.

Your Financial Adviser

Your Adviser will provide these services to you through *First Advice Solutions*.

Your Adviser is an *Authorised Representative* under the licence 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 which include:

- Superannuation
- Managed investments
- Personal insurance
- Retirement planning
- Portfolio reviews

These services are provided to both wholesale and retail clients.

Instructing Us

You can provide instructions to us in writing, via phone or email. Please note you are responsible for ensuring your instructions do reach us.

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.

Product Disclosure Statement (PDS)

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 (FDS)

An annual *Fee Disclosure Statement* documents the fees paid and services you have received in the preceding 12 months.

Approved Products

We maintain a broad approved list of products, containing investment and insurance products that have been researched by a number of external research houses. A copy of the approved list can be supplied to you upon request.

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.

Your first meeting with us is complimentary and obligation free.

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*. 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.

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.

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.

Investment Commissions

We may receive a monthly commission payment from some investment providers. This will be based on your account balance and will continue to be paid for as long as you hold the investment.

Insurance Commissions

We may receive a one-off upfront commission when you take out an insurance policy we recommend. We may also receive a monthly commission payment for as long as you continue to hold the policy.

Licensee Commission

Some product providers may pay an additional licensee commission. This is based on the total funds invested in their products or the total insurance premiums for their policies across our entire client base.

Placement Commissions

We may receive a placement commission on capital raisings undertaken by companies. This includes initial public offerings and rights issues. These are one-off payments.

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 Fees and Commissions

In some situations, we receive fees or commissions where we refer you to external parties. We will disclose the referral arrangements to you whenever we refer you to an external party. In some situations, we pay fees or commissions to external parties who have referred you to us. We will disclose the referral arrangements to you when we provide you with a *SOA* or *ROA*.

Referral Fees - Balance Finance Partners

Your adviser is a Director of *First Advice Licensee Solutions Pty Ltd* whom have a referral arrangement with *Balance Finance Partners Pty Ltd* ('Balance Finance'). Where you are referred to *Balance Finance* by your adviser and take up the services of that business, *Balance Finance* may pay a referral fee to *First Advice Licensee Services Pty Ltd* of up to 25% of any commission earned on a loan written. Your adviser does not receive any direct remuneration or benefit as a result of the referral but is entitled to profits from their shareholding in *First Advice Licensee Services Pty Ltd*. 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:

- Please call us on 1300 450 000
- Please write to us at:
First Advice Solutions
450 Pulteney 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
- Fax: (03) 9613 6399
- Write to them at:
Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
- Website at 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.
- 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.