# Financial Services Guide

**Version 4.1 Date: 16 January 2022**

# Financial Services Guide

The Financial Services Guide (FSG) is designed to clarify who we are and what we do, and to help you decide whether to use our services.

To make things simple, this guide explains:

- the services and types of products we're able to offer you;
- how we and our associates are paid and – any other benefits we may receive;
- any potential conflicts of interest we may have;
- how we protect your privacy and handle your personal information; and
- how we resolve disputes, and what you should do if you have one.

Please read through the whole FSG, as it's full of useful information – and is also worth holding on to for future reference. The Privacy Notification at the end of this document is worthwhile reading as it gives you further clarity on how we handle your personal information. And of course, if you ever have any questions, please contact us.

We collectively refer to the Licensee and its Authorised representatives as 'us', 'our', 'we' throughout this FSG

### Lack of Independence

Australian Adviser Group Pty Ltd are neither 'independent', 'impartial' or 'unbiased, as defined by S923A of the Corporations Act because we:

1. receive commissions for the advice we provide on life risk insurance products;
2. We have a related entity of:
   - AAG Capital Pty Ltd ABN: 55 626 952 627 - - Australian Adviser Group manage the AAG SMA Portfolio Series which may influence our advice to you. Further details can be found in the fee and related services sections of the FSG

## Documents you may receive

In addition to this FSG, if we provide you with financial advice, we will also present you with a written Statement of Advice (SOA). This will describe:

- advice and strategies we recommend and the reasons why;
- the financial products and services we recommend and the reasons why;
- any fees or commissions we will receive; and
- any associations we have with financial product providers or other parties that may influence the advice we provide.

After that, any time you receive further financial advice from us, we will either provide you with another SOA or give you (or keep our own) written Record of Advice (ROA). You can request a copy of this by contacting us any time up to seven years from the date of the advice provided.

To help you make an informed decision about a financial product you generally will be given a Product Disclosure Statement (PDS) which outlines the product features, benefits and risks and costs in detail. In certain circumstances it is not a requirement that you be given a PDS (including, for example, where you already have one).

### Other Documents

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 paid during the previous year. The FDS also includes information about the fees to be charged and 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.

# The Licensee

Australian Adviser Group is the Licensee and holder of the AFSL NO 512401.

The Licensee authorises and is responsible for the financial services provided to you, as well as the content and distribution of this FSG.

The Licensee contact details are as follows:
Australian Adviser Group Pty Ltd (AAG) ABN 55 626 952 627
Australian Financial Services Licence Number 512401
Corporate House
Kings Row, Bldg 1, 52 McDougall Street
MILTON QLD 4064
B: +61 7 3703 2110
E: aagadmin@afanet.com.au
W: https://australianadvisergroup.com.au/

You can provide instructions to us using the contact details above.

### Your Financial Adviser

Craig Fenton
Authorised Representative Number 242956
Australian Financial Advisers
A: Unit 15B, 12 Discovery Drive, North Lakes QLD 4509
P: 07 3385 0565
E: northlakes@afanet.com.au

Your adviser has been appointed as an Authorised Representative of Australian Adviser Group and act on behalf of AAG who are responsible for the services they provide.

Related ownership
Paul Betti, the Director of AAG is also a shareholder AFA Northlakes and the AFSL.

## Providing us with instructions

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions via telephone, mail or email using the contact details provided in this Guide.
If the information provided is incomplete or inaccurate, the advice or services we provide may not be appropriate.
If at any time you wish to terminate your relationship with us, please contact us using the details provided in this Guide.

## Tax implications of our advice

Your adviser is registered with the Single Disciplinary Body as a Qualified Tax Relevant Provider 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.

# Services we offer

We are authorised by Australian Adviser Group Pty Ltd (AAG) to provide financial advice in relation to:

- Wealth Accumulation
- Income & Asset Protection
- Tax Strategies
- Superannuation
- Retirement & Redundancy Planning
- Estate Planning
- Government Benefits
- Debt Management

and to provide advice and deal in the following financial products:

- Basic Deposit Products
- Non-basic Deposit Products
- Life Products – Investment Life Insurance
- Life Products – Life Risk Insurance
- Managed Investment Schemes, including Investor Directed Portfolio Services (IDPS)
- Superannuation
- Retirement Savings Accounts
- Securities
- Standard Margin Lending Facilities

We are not authorised to provide any other financial services or financial products on behalf of AAG.

Where we are unauthorised to provide you with a financial service or financial product that you are interested in, we will advise you of this and refer you to an alternative source of advice.

# Payments and benefits we receive

At Australian Adviser Group we believe you deserve transparency and we want to ensure all our recommendations are driven by your needs alone. This allows you to know that you are paying for our advice irrespective of any product you use, clarifies the services you are entitled to, and ensures all recommendations are driven by your needs.

We will agree with you the amount you pay based on:

- a flat dollar fee;
- an hourly rate;
- the amount you invest; or
- a combination of the above.

You can pay in the following ways:

- by direct invoice from us for initial and ongoing advice;
- in some circumstances, where possible, as a fee for advice that will be deducted from your investments as a one-off payment or in instalments;
- where applicable, via commission we may receive from a financial product provider when you commence an insurance contract and ongoing commission annually during the life of the insurance contract; or
- a combination of the above.

If you are not already on a fee for advice package, you can move to this payment at any time.

All fees and commissions will be paid directly to Australian Adviser Group and they retain an amount (licensee fee) to cover the licensee costs and the balance- is passed onto the adviser.

# How we charge for our services

Fees are calculated based on the level of service needed and the complexity of the advice given, to provide value to you. Fees are calculated based on the level of service needed and the complexity of the advice given, to provide value to you. All fees and commissions are **inclusive of GST** and the fees could be greater than those disclosed below in complex cases. In these instances, we will inform you of the exact fee payable promptly in writing.

| | |
|---|---|
| **Initial consultation** | At our expense / Free of charge. |
| **Strategy presentation (if applicable)** | Up to $5,500 incl. GST |
| **Advice preparation** | If you elect to pay us a fee for advice the following fees will apply. The fees will depend on the size of the investment portfolio and the complexity of the advice:<br><br>The minimum fee charged is $550 while the maximum fee is $33,000.<br><br>For example complex advice that contain multiple goals, strategies and/or tax structures including but not limited to; self-managed superannuation Funds, family trusts and companies, are likely to be charged closer to the maximum. Less complex advice that addresses limited goals, strategies and tax structures are likely to be charged closer to the minimum |

| | |
|---|---|
| **Implementation**<br>(fee for advice) | If you elect to pay us a fee for implementing the advice the following fees will apply. The fees will depend on the size of the investment portfolio and the complexity of the advice:<br><br>The amount could vary between $330 and $33,000.<br><br>Borrowed funds – if we recommend you acquire investments using borrowed funds then your implementation fee will be a flat fee ranging from a minimum of $330 and a maximum of $11,000 |
| **Ongoing fee for advice** | If you elect to pay a fee for the ongoing review of your financial planning strategy, the ongoing fee is based on the complexity of ongoing advice and the services provided.<br><br>The ongoing service fee could be a percentage-based fee, a fixed dollar amount or a combination of the two:<br><br>• Percentage based fees are between 0%pa and 1.5%pa of the value of the assets under management.<br>• The fixed dollar amount could vary between $550 and $110,000 per annum.<br><br>For example, if you have $500,000 to invest our ongoing fee for advice may be 1.1% or $5500 (GST inclusive).<br><br>Borrowed funds – if we recommend you acquire investments using borrowed funds then your ongoing fee will be a flat fee ranging from a minimum of $330 and a maximum of $110,000 pa.<br><br>The ongoing advice fee will be based on the level of service needed and the complexity of the advice. Complex advice requirements include the use of trusts and ownership structures, overseas assets or incomes, executive options or multiple investment entities. The frequency of the review will also impact on the fee charged. |
| **Ad hoc advice** | Where you do not wish to participate in an Ongoing Fee arrangement but require ongoing advice on an ad hoc basis, an hourly fee of between $165 and $330 may apply. |
| **Execution only service** | Where we provide a financial service to facilitate buying or selling of a specific financial product as instructed by you, a one-off minimum of $165 and a maximum of $330 fee may apply. |

**Insurance products**

Where we arrange a life insurance product for you, the relevant insurer will pay an initial commission to us. The commission is calculated as a percentage of the premium paid including GST (and may include health, occupational, frequency and modal loadings and policy fees, but excludes stamp duty).

Annual commission will also be paid when you renew your policy each year. The following table is a guide of commissions we may receive.

| Initial Commission | Ongoing Commission | Example |
|---|---|---|
| Up to 66% of the first year's premium for new policies implemented | Up to 22% of the insurance premium each following year | On any insurance policies implemented, if your premium was $1,000, we would receive an initial commission of up to $660 and an ongoing commission of up to $220 per annum. |

We may receive commissions on increases or additions to existing policies put in place before 1 January 2018 of up to 130%, and between 88% to 66% for policies written after that time.

Please note that the initial and ongoing commissions on life insurance products are paid to us by the product provider and are not an additional cost to you.

## Other benefits

AAG and our advisers 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 recorded on a register which is available to you on request.

### Related services that may be capable of influencing the advice

Separately Managed Accounts 'SMA'

The sole Director and Shareholder of the AFSL Australian Adviser Group is also the sole director and shareholder of AAG Capital Pty Ltd which offers a range of Separately Managed Accounts. Your adviser may recommend you invest in one of the SMAs offered by AAG Capital if they determine it is appropriate based on your goals and objectives and relevant circumstances.

AAG Capital and your adviser do not earn any investment management fees if you decide to invest in one of our Separately Managed Accounts.

AAG Capital's SMAs are offered in collaboration with Ironbark Asset Management (Fund Services) Limited appointed as the Responsible Entity, Evidentia Group Pty Ltd ( ABN 39 626 048 520, AFSL 511802) ('Evidentia') as the asset consultant and HUB24 Custodial Services Ltd (ABN 94 073 633 664, AFSL 239122) who operates an administrative investment platform through which you can access the AAG Capital SMAs and is responsible for implementing the investment instructions of the portfolio manager.

For their involvement and expertise in AAG Capital SMAs our partners are paid investment management or administration fees that are fully disclosed in the Product Disclosure Statement.

All SMAs are researched and selected by the AAG Capital's Investment Committee, made up of three representatives from AAG Capital who are also authorised representatives of Australian Adviser Group, and three Evidentia Group Investment Managers.

# Referrals

### Referrals from a third party

At present AAG does not have any referral arrangement in place to pay a third-party referrer a referral fee or other benefit. If this changes, we will make you aware of this prior to providing advice, or further advice, to you.

### Referrals to a third party

At present AAG does not have any referral arrangement in place to receive from a third-party referrer a referral fee or other benefit. If this changes, we will make you aware of this prior to providing advice, or further advice, to you.

### Other associated entities

Paul Betti is also a Director of AFA Lending Pty Ltd ABN 52 609 520 523. AFA Lending is a non-active company and no longer accepts referrals for business.

# Your confidence in our advice

Your satisfaction is of paramount importance to us and we have procedures in place to resolve any concerns promptly, and fairly.

### Our complaints procedure

If you're unhappy with the advice you receive or other aspects of our service, please follow the steps outlined below.

1. Please let your financial advice specialist know in the first instance. You can also raise your complaint at any time by contacting us at:

   Advice Dispute Resolution Team
   Australian Adviser Group Pty Ltd
   Corporate House
   Building 1, Level 2
   Kings Row
   52 McDougall Street
   MILTON QLD 4064

   **Phone**: +61 7 3703 2100
   **Email**: aagadmin@afa.com.au

2. If your complaint isn't resolved within 30 days or to your satisfaction, then you may refer the matter to the Australian Financial Complaints Authority (AFCA):

   **Website**: www.afca.org.au

   **Email**: info@afca.org.au

   **Telephone**: 1800 931 678 (free call)

   **In writing to**: Australian Financial Complaints Authority Limited

   GPO Box 3, Melbourne VIC 3001

AFCA provides fair and independent financial services complaint resolution that's free to consumers.

Time limits may apply to lodge a complaint with AFCA, so you should act promptly. You can check the AFCA website to find out if a time limit applies or when the time limit relevant to your circumstances expires.

If your complaint is relating to your personal information, you can contact The Privacy Commissioner.

**Email**: privacy@privacy.gov,au

**Telephone: 1300 363 992**

**In writing to:** The Privacy Commissioner

GPO Box 5218, Sydney NSW 2001

You may also contact the Australian Securities & Investments Commission (ASIC) on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

### Professional indemnity insurance

Australian Adviser Group holds professional indemnity insurance that satisfies the requirements of section 912B of the Corporations Act. This insurance also covers the conduct of financial advice specialists who were authorised by us at the time of your complaint but are no longer representatives of Australian Adviser Group at the time of your complaint.

# Privacy Notification

To give you appropriate advice, our financial advice specialists will need to ask you about your current financial situation, what you are looking to achieve and other personal information.
Without this information, your financial advice specialist may not be able to provide you with advice relevant to your circumstances.

### How we manage your personal information

We are grateful for the trust and confidence you have in us to safeguard your privacy. This notification tells you how we collect your information, what we use it for and who we share it with. It also points out some key features of our Privacy Policy.
If you would like more information, please refer to the Australian Adviser Group Privacy Policy available at www.austrailanadvisergroup.com.au/privacy-policy. You can also request a copy by calling your financial advice specialist or by writing to:

**Privacy Officer**

Australian Adviser Group Pty Ltd
Corporate House
Building 1, Level 2
Kings Row
52 McDougall Street
MILTON QLD 4064

### Collecting and using your personal information

We will collect and use your personal information (which may, if authorised and required, include your sensitive information, such as health information) for a variety of purposes, including to provide you with the financial services you have requested (including answering your requests and complaints, varying products and services and managing your relevant product portfolios) and to contact you about other products and services that may be relevant to you. We may also collect personal information in order to prevent or investigate any fraud or crime, or any suspected fraud or crime.
We'll collect your personal information from you directly whenever we can. Sometimes we collect your personal information from other sources or third parties such as your Accountant, or other reliable identity verification service providers. We do this only if it's necessary to do so, for example where:

- we need information from an insurer about an insurance application you make through us; or
- at your request, we exchange information with your legal or financial advisers or other representatives.

If we collect information that can be used to identify you, we will take reasonable steps to notify you of that collection.
We may collect information about you because we are required or authorised by law to collect it. There are laws that affect financial institutions, including company and tax law, which require us to collect personal information. For example, we require personal information to verify your identity under Commonwealth Anti-Money Laundering law.

### What happens if you don't provide your information to us?

If you choose not to provide your information to us, we may not be able to:

- provide you with the product or service you want;
- manage or administer your product or service;
- verify your identity or protect against fraud; or
- let you know about other products or services that might better meet your financial and lifestyle needs.

## Protecting your privacy

Protecting your privacy is essential to our business. Your file, containing your profile, personal objectives, financial circumstances and our recommendations, is kept securely.

## Disclosing your personal information

We may share your personal information (which may include your sensitive information, such as health information where we have your consent) with third parties for any purposes for which we use your information. This may include to the following types of third parties:

- those involved in providing, managing or administering the products or services you have requested, including other advisers, paraplanners and organisations who work with us, including Australian Adviser Group , depending on the financial services and products you have requested;
- insurance providers, superannuation trustees and product providers related to the financial services you have requested;
- professional associations and organisations that help us operate our business, such as those that provide administrative, financial, accounting, insurance, research, legal, strategic advice, auditing, computer or other business services, including our Licensee Australian Adviser Group .
- your representatives, service providers, or other organisations, such as your accountant, solicitor, tax agent, stockbroker or bank;
- organisations involved in a business restructure or a transfer of all or part of the assets of our business; and
- government and regulatory authorities and other organisations when required or authorised by law (in some instances these bodies may share it with relevant foreign authorities)
- where you have given your consent.

We may also store your information in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries via an internet connection, it is not always practicable to know in which country your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed.

Overseas organisations may be required to disclose information we share with them under a foreign law. In those instances, we will not be responsible for that disclosure.

## Consent to marketing activity

We presume you consent to being contacted by us (including Australian Adviser Group) about suitable products and services via the contact details you have provided. We may continue to contact you for these reasons until you withdraw your consent. You can do this at any time by contacting us (see the 'Contact us' section of this FSG). We will process your request as soon as practicable.

## Accessing or correcting your personal information

You can ask us to correct, or to provide you with access to, information we hold about you. You can find out how to seek access to or the correction of your information by reading our Privacy Policy or by contacting us. Our Privacy Policy is available at www.austrailanadvisergroup.com.au/privacy-policy or you may request a copy from your financial advice specialist.

## Complaints

If you have a complaint about a privacy issue, please tell us about it. You can find out how to make a complaint and how we will deal these complaints, by reading our Privacy Policy (by contacting us) or by referring to the 'Your confidence in our advice' section of this FSG.

## Further information

If you have any questions or comments about our Privacy Policy and procedures, please contact us by using the contact details set out in the 'Contact us' section of this FSG.

For more information about your privacy, you can also visit the Office of the Australian Information Commissioner's website at **www.oaic.gov.au**