

# FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is issued by Respect Financial Services Pty Ltd ABN 80 624 859 758, Australian Financial Services License no. 508000 referred to as "RFS", 'we', 'us' and 'our'. There are two parts to this FSG. Please make sure that you read both parts before making any decision based on our advice. The Adviser's Profile includes information about your financial adviser (Adviser), who is one of our Authorised Representatives. Any reference to Adviser includes the Adviser's company. Your Adviser is authorised by us to distribute this FSG.

The FSG is an important document that describes our financial planning and advisory services to assist you to decide whether to use any of the services offered in this FSG. It describes how we, our Authorised Representatives (and any other relevant persons) are remunerated, our professional indemnity insurance and how we handle any complaints you may have.

The terms Representative, Authorised Representative, Corporate Authorised Representative, and Advice Provider means that a person, or entity, is authorised to represent a business that holds an Australian Financial Services License (AFSL). RFS is the holder of an AFSL and is therefore responsible for the financial services provided by its Advisers, including the distribution of this FSG.

As there are many different titles in the marketplace describing such authorised representatives and advice providers throughout this document we are describing them as Adviser(s) or your Adviser(s).

Our Advisers may give you other documents when providing our services. These may include:

- **Statements of Advice (SOA)**—If our representatives provide you with advice about your personal circumstances, they will set out their advice in a Statement of Advice (or in some cases, a shorter document called a Record of Advice (**RoA**)). This will also tell you how we, our Authorised Representatives (and any other relevant persons) are remunerated for the advice given to you. When you are provided further advice, we may not give you an SoA, however the Adviser will record the advice and you can ask for a copy of the advice by calling them.
- **Product Disclosure Statements (PDS)** —If it is recommended you acquire a financial product, the Representative will also provide you with a PDS containing information about the product's features and risks.
- **Target Market Determination (TMD)**—In the event that you ask our representative to provide you with an execution only service, in certain financial products, you may also receive a TMD to consider. The TMD is prepared by the issuer of the financial product and contains information about the financial product which will enable you to make an informed decision about requesting a PDS, before acquiring your requested financial product.

## Not Independent

We and or our AFS licensee are not independent, impartial, or unbiased within the meaning of the Corporations Act because we may receive life risk and other commissions for certain transactions, recommend related party products, receive volume-based payments or other gifts or benefits.

## OUR SERVICES

RFS is authorised to provide product advice on and to deal in the following strategies and classes of products:

<u>Strategies</u>	<u>Product Classes</u>
<p>Financial planning strategies including:</p> <ul style="list-style-type: none"><li>• Superannuation and rollover advice</li><li>• Self-managed superannuation funds (SMSF)</li><li>• Investments</li><li>• Wealth creation and accumulation</li><li>• Asset allocation and management advice</li><li>• Life Insurance and risk management</li><li>• Tax planning (in consultation with your tax adviser)</li><li>• Estate planning</li><li>• Business succession planning</li><li>• Pre and post retirement planning</li><li>• Retirement income</li><li>• Gearing</li><li>• Standard Margin lending</li><li>• Ongoing advice and review services</li></ul>	<ul style="list-style-type: none"><li>• Deposit and payment products limited to; basic deposit products.</li><li>• Debentures, stocks or bonds issued or proposed to be issued by a government.</li><li>• Life Products including: Investment Life Insurance Products, and Life Risk Insurance Products.</li><li>• Interests in managed investment schemes including: Investor directed portfolio services.</li><li>• Retirement savings accounts (RSA) products (within the meaning of the Retirement Savings Account Act 1997).</li><li>• Superannuation.</li><li>• Securities.</li><li>• Standard Margin Lending.</li></ul>

**Your Adviser may only be authorised to provide advice in some of the above areas. Please refer to the Adviser Profile section which sets out those areas your Adviser is authorised to provide you with advice and recommendations.**

Please note that only products approved by RFS may be recommended by your Adviser.

If you hold a specific product which is under a class of product covered by our AFSL, your Adviser may review and advise you on this product even though it is not on our Approved Product List (APL). However, your Adviser will not be able to deal in, write or arrange further business on this product if it:

- is not on our APL;
- is a product on which your Adviser is not authorised to provide personal advice. The Adviser Profile outlines the classes of financial products on which they can provide advice; and
- is part of any arrangement where your Adviser can make changes to your portfolio before obtaining your consent.

Your Adviser may also conduct separate business activities such as general insurance and other services not provided under our licence. We are only responsible for the financial products and services described in this FSG and on our APL. Your Adviser must declare whether they are a registered (tax) adviser and the tax (financial) advice service they are authorised to provide.

## HOW CAN YOU DEAL WITH US?

Your Adviser acts as our Authorised Representative when providing personal advice to you and therefore we are responsible for any advice given. Your Adviser is under an obligation to act in your best interests in relation to any personal advice provided to you (known as the 'best interest duty').

Your Adviser is authorised by us to give you personal advice, but in order for them to do so, you need to provide them with complete and accurate information about your needs, goals, circumstances and objectives. If you choose not to provide your Adviser with this information, any advice they provide may not be appropriate to your needs.

You may specify how you would like to give your Adviser instructions, for example, in writing, by telephone, Skype, email or other means. However, in some instances your Adviser will require your instructions to be in writing.

For your own protection, you should not:

- sign any blank forms or documents
- appoint any financial adviser to act as your attorney or authorised signatory
- nominate any financial adviser to receive your statements without you also receiving a copy, or
- give your financial adviser unclear or misleading instructions or false information.

It is important that you take the time to check any assumptions your Adviser makes and the basis for our advice.

Naturally, your circumstances may change over time. When this happens, the initial advice and recommendations may no longer be appropriate for you. Your Adviser can periodically review your financial position, personal circumstances, financial goals and investment strategies to decide whether those strategies and goals and the financial products you hold are appropriate. Or, you can contact your Adviser for a review when your circumstances change.

## HOW WE ARE PAID

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and / or service provided. The payment options for the provision of financial services will be discussed with you by your Adviser and are as follows:

- Fee for service
- Implementation fees
- Transaction fees
- Brokerage/Remuneration
- Ongoing service fees
- Or a combination of the above depending on what best suits the client.

Please note that the type of payment option can also depend on the type of product and/or advice implemented, and your Adviser will discuss this with you. All fees and remunerations must be paid to us, the AFSL holder. We will then forward on to your Adviser their share of the fee or remuneration. No fee or remuneration is allowed to be paid to your Adviser directly or by way of direct debt to your Adviser's account.

### Outline and Examples of the types of fees and what may apply

<p><b>Financial planning and investment services</b></p>	<p>Your adviser may offer a number of ways that they can be remunerated for their effort and advice. These include:</p> <p><b>Hourly rate</b> - The rate will be determined by the Adviser and clearly disclosed prior to undertaking any work, it will depend on the nature of the services you ask them to provide, for example:</p> <ul style="list-style-type: none"> <li>• Financial planning and investment advice - \$330 incl. GST per hour</li> <li>• Implementation of our advice - \$165 incl. GST per hour</li> <li>• Ongoing review services - \$330 incl. GST per hour</li> <li>• Administration support - \$165 incl. GST per hour</li> </ul> <p><b>Fee For Service</b> - Some Advisers may charge based on the type of financial planning and investment services they provide to you, for example:</p> <ul style="list-style-type: none"> <li>• <b>Initial advice fee</b> - For initial review and advice, a dollar value depending on the complexity of your situation. We may ask you to pay this in advance.</li> <li>• <b>Implementation fee</b> – For implementing their recommendations, depending on the extent of the work required.</li> <li>• <b>Ongoing advice fee</b> – If you ask your Adviser to provide ongoing review and advice services, they may charge you a percentage of the value of the investments that they manage for you.</li> <li>• <b>Share transactions</b> - If we recommend you buy or sell shares, we may charge a fee of up to 4.4% of the value of the trade when we arrange it for you (in addition to the brokerage charged by your stockbroker).</li> </ul> <p><b>Annual Service Package</b> – Further details and prices may be presented for a fixed term agreement</p> <p>Fees will be based on your individual circumstances, the complexity of your situation and the time it takes to prepare personal financial advice for you. Your Adviser will provide a fee estimate when you engage them to provide services to you.</p>
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<b>Life insurance services</b>	If Advisers arrange life insurance for you, we and your Adviser will receive a commission from the insurer with whom your insurance is placed. The amount is a percentage of the premium (excluding taxes and statutory charges) and is included in the premium quoted to you. There is a maximum rate set by Legislation each year, upfront and ongoing.
<b>Remuneration and other payments paid by product providers</b>	If you implement a financial product through us, we may receive payments in the form of initial remuneration and/or ongoing remuneration from the financial product providers. These remunerations are included in the fees and premiums you pay for the product. This is not an additional cost to you.
<b>Other benefits</b>	Your Adviser may also receive a range of other benefits, up to \$300, in value from product providers such as marketing support or sponsorship, entertainment and conferences, which will be disclosed in your SoA.

## WHO WE PAY?

Advisers	We may also ask you to agree that they also receive a share of the fees you pay us or the commissions we receive. The actual amounts and splits will be clearly disclosed on the Statement of Advice or in a Record of advice.
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## IMPORTANT ASSOCIATIONS

### Referral arrangements

Our Advisers may refer you to like-minded professionals if you need help with legal matters such as Wills, Power of Attorney, Accounting or specialist Taxation advice, these may be referred to in any advice document provided to you.

Other

Some of our Advisers are shareholders in RFS. Within the group of companies there may be common directorships. Directors may receive an annual remuneration for the provision of their services to the relevant company.

## OUR PROFESSIONAL INDEMNITY INSURANCE

We have professional indemnity insurance in place which covers us for any errors or mistakes relating to our financial planning services. This insurance meets the requirements of the Corporations Act and covers the services provided by our Advisers, our Authorised Representatives and/or referrers after they cease working with us provided we notify the insurer of the claim when it arises, and this is done within the relevant policy period.

## WHAT TO DO IF YOU HAVE A COMPLAINT?

If you wish to complain about our services, you can either discuss the matter with your Adviser or contact our Complaints Officer directly on 08 6388 8052 or email to [admin@respectfs.com.au](mailto:admin@respectfs.com.au). We will acknowledge receipt of your complaint immediately and attempt to resolve it within 30 days.

Our licensee, RFS, is a member of the Australian Financial Complaints Authority (AFCA), an external dispute resolution scheme that provides fair and independent financial services complaint resolution that is free to consumers. If an issue has not been resolved to your satisfaction, you can lodge a complaint with AFCA. Any decision AFCA makes is binding on us, but not on you. You can contact AFCA at [www.afca.org.au](http://www.afca.org.au), [info@afca.org.au](mailto:info@afca.org.au) or (freecall) 1800 931 678. You can also write to Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

## HOW WE PROTECT YOUR PRIVACY?

We and our Advisers are committed to protecting your privacy. We and our Advisers use the information you provide to advise you on your financial circumstances, goals and strategies. We and our Advisers provide your information to the product issuers with whom you choose to deal (and their representatives). We and our Advisers do not trade, rent or sell your information or disclose it to overseas recipients.

We or our Advisers may store your information in the 'cloud' for the purposes of data storage and file backups. We will not nor, will your Adviser be accountable for any recipient's breach of Australian privacy laws and you will not be able to seek redress under those laws.

Your Adviser will seek your acknowledgement in their engagement letter. When we or your Adviser recommends a financial product, you will provide the product providers PDS which will outline their privacy policy. If you don't provide your Adviser with full information, they can't properly advise or assist you with your financial service needs.

If your Adviser leaves us and starts providing financial services under another AFSL, your information may be transferred to the new licensee. You will be advised of any such transfer prior to it taking place and you will be given the opportunity to remain with one of our RFS' Advisers if you prefer to do so.

For more information about how to access the information we or your Adviser hold about you, how to have it corrected and how to complain if you think we or your Adviser have breached the privacy law, ask us or your Adviser for a copy of our Privacy Policy by contacting us on 08 6388 8052 or visiting our website at [www.respectfs.com.au](http://www.respectfs.com.au)

