

# Financial Services Guide

Issued: 10 December 2020

## About this guide

This Financial Services Guide (FSG) has been prepared, authorised and issued by Fiduciary Financial Services Pty Limited (ACN 003 624 888, AFSL 247344) (Fiduciary Advice).

The purpose of this FSG is to provide you with information about who we are, the services we provide, how we charge for these services, our associations, your rights should you have a complaint, plus other important information. This will help you decide if you wish to use any of the services offered in this guide. If you need more information or clarification on any matter raised in this FSG, please contact us.

You are entitled to receive a Statement of Advice (SoA) whenever you are provided with personal financial product advice. The SoA will contain the advice, the basis on which it is given and information about fees, commissions and any associations which may influence the provision of the advice.

If we provide you with further personal advice where a SoA may not be required, we will keep a Record of Advice (RoA) on file for at least 7 years. You can also ask for a copy of the RoA at any time.

You are also entitled to receive a Product Disclosure Statement (PDS) whenever you are provided with advice relating to the acquisition, or possible acquisition, of a financial product. The PDS will contain the main features, costs and benefits of the financial product, which you should consider before making a decision whether to acquire that product.

## Who we are

Fiduciary Financial Services is a provider of financial advice and education services. We help everyday Australians access professional financial advice, at each point of need, in order to secure their ongoing financial well-being. Fiduciary Financial Services is the providing entity and the authorising Licensee responsible for services provided by its Representatives. We hold an Australian Financial Services Licence (AFSL No. 247344). Our Representatives, which include our staff and staff of related bodies corporate, provide services under this Licence. Our people are qualified and committed to delivering financial services with integrity.

## Our services

Fiduciary Financial Services provides a range of financial advice and education services to suit your life stage. The types of services include:

**General Advice** - General advice provides you with information about a financial product or service. It can help you learn more about these products or services and assess whether a product or service is right for you. General advice does not take into account your particular financial needs, circumstances or objectives. You should assess your own financial situation and read the relevant Product Disclosure Statement (PDS) before making a decision based on the information provided.

**Personal Advice** - Personal advice is where one or more of your personal circumstances are considered when providing you advice about a product, service or strategy. Personal advice may be limited to a particular issue that you have or may encompass several areas relevant to your personal situation.

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**Financial Planning** - We provide Digital advice on single superannuation topics and Comprehensive advice which looks at your overall financial situation with a financial adviser. To ensure a timely provision of financial advice, Fiduciary may refer you to external financial planners with whom Fiduciary has entered into a referral arrangement. This will only be done with your agreement.

Our **Ongoing Service Program** is an ongoing review service that ensures your advice stays up to date and that you don't miss out on new ways to enable you to achieve your desired financial outcomes.

## How we provide our services

Our advice services are commonly provided through the following channels:

- Over the phone
- Chatbot
- Seminars
- Video conferencing
- Digital (online) advice

## How we charge for our services

We charge on a fee- for- service basis. For single topic superannuation advice, we will charge \$297 inc GST.

For single topic superannuation advice our implementation fees start at \$55 inc GST

For comprehensive advice the fee will be between \$1,980 - \$3,520 inc GST. This fee may increase depending on the complexity of the advice.

When our comprehensive advice requires implementation services to be provided, a separate fee commencing at \$495 inc GST is payable.

The exact fees will be confirmed with you prior to agreeing to engage our services so you feel comfortable and confident that our service is right for you.

If you agree to enter into our Ongoing service program the fees payable will be disclosed in the SoA. Our fee is determined by the review service and service levels required.

Fees may be a direct debit payment from your bank account or invoiced to you, depending on the arrangement you have agreed upon with your financial planner or Fiduciary Financial Services Pty Limited. It may also be deducted from your product if this facility is available.

When you purchase an insurance policy, commission may be paid from the insurance company to us. Initial commission of up to 66% of the premium may be payable and ongoing commission up to 22% of the premium. This commission is taken out of the premium that you pay and is not a separate charge to you.

## How our representatives are paid

Representatives of Fiduciary Financial Services are paid a salary and superannuation benefits. Salaried representatives may be entitled to receive a bonus based on the number of clients they assist, their performance, productivity and the quality of the experience they deliver and meeting all compliance requirements. These bonuses are discretionary and are not related to product sales. They do not receive any other form of remuneration or commissions.

## Other fees we may receive

Fiduciary Financial Services may receive fees from other financial and/or credit providers where there is a need to refer you to a third party. The benefits payable to Fiduciary Financial Services may be up

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to 20% of the initial and/or ongoing fees charged or received by the financial/ credit referral partner. If you would like more information on the service or the fees charged, please contact us.

Fiduciary Financial Services may receive a fee from a Trustee of a Superannuation Fund to provide its members with financial advice services. If you would like more information on the service or the fees charged, please contact us.

## Fees we may pay to our Referral Partners

Depending on the type of advice and financial product required by any client referred to Fiduciary by a Referral Partner, Fiduciary will pay its partners a share of revenue detailed as follows:

- financial advice (initial and ongoing) between 15% to 20% of all advice fees and
- all ancillary services such as lending, finance, insurance of between 20% to 25% for both initial and ongoing fees.

## Products we are authorised to deal and advise in

Fiduciary Financial Services is authorised to provide financial product advice and deal in the following classes of products:

- Deposit and Payment Products (Basic and non-basic)
- Government Debentures, Stocks or Bonds
- Life Products
- Managed Investment Schemes including Investor Director Portfolio Services
- Retirement Savings Account Products
- Securities
- Superannuation

## Potential risks involved

Everything we do is transparent so that you understand fully what we are recommending and why. We will educate you about any possible investment and market risks. If you are uncertain about any of our advice, you should ask our representative to explain it to you.

## How complaints are dealt with

If you have a complaint about financial product advice provided by representatives of Fiduciary Financial Services, you can direct your complaint to "The Complaints Officer" at our address listed in 'Our Contact Details' at the end of this guide. We will try to resolve your complaint quickly and fairly and within 45 days.

If you do not receive a response to your complaint within 45 days or are not satisfied with the response after going through the internal complaints process, you can take your complaint to the Australian Financial Complaints Authority ("AFCA") (ABN 38 620 494 340).

Mail: GPO Box 3, Melbourne VIC 3001

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678

Web: [www.afca.org.au](http://www.afca.org.au)

AFCA is an External Dispute Resolution (EDR) scheme which deals with complaints from consumers in the financial system, including the provision of financial products advice AFCA may be able to assist you in resolving your complaint but will only become involved after you have made use of the above internal complaints handling process.

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## Professional indemnity insurance

Fiduciary Financial Services has Professional Indemnity Insurance which complies with s912B of the *Corporations Act 2001 (Cth)*. This insurance provides cover for work performed by Representatives and employees of Fiduciary Financial Services including after they have ceased their employment.

## Privacy

The privacy and security of your personal information is important to Fiduciary Financial Services. A copy of which is available online at:

<http://www.fiduciaryadvice.com.au/privacy.html>

## Our contact details

Email: [advice@fiduciaryadvice.com.au](mailto:advice@fiduciaryadvice.com.au)

Website: [www.fiduciaryadvice.com.au](http://www.fiduciaryadvice.com.au)

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