

FINDEX

Financial Services Guide Findex Financial Advice Pty Ltd

A guide to our relationship with you

Version date: 2 April 2019



The purpose of this document

This Financial Services Guide (FSG) is designed to assist you in determining whether to use any of our financial services. It contains information about the remuneration that we may receive, the services we are authorised to provide and how you may make a complaint. The 'Adviser Profile' which forms part of the FSG, contains information about your adviser and the financial services your adviser is authorised to provide to you. These documents should be read together.

The FSG contains the following sections and will provide you with key information including:

1. Who is Findex Financial Advice Pty Ltd?
2. Services available to you
3. Our process in helping you achieve your goals
4. Fees/commissions that may apply
5. Relationships or Associations
6. If you have a complaint
7. How we look after your privacy
8. About Findex Financial Advice Pty Ltd

If we provide personal advice to you, this will usually be provided in a Statement of Advice (SOA) which contains our recommendations and may also include financial strategies. The contents include details about the strategies, risks, benefits and fees for our advice.

1. Who is Findex Financial Advice Pty Ltd?

Although you may only see the local face of our business, we are part of the wider Findex Group Limited, one of the leading and largest providers of accounting, financial and related services to individual and small to medium enterprise across Australia and New Zealand.

Findex Financial Advice Pty Ltd (FFA) ABN 51 060 092 631 which holds Australian Financial Services Licence number 238244 is owned by Findex Group Limited (Findex).

Our contact details are as follows:

Findex Financial Advice Pty Ltd

Head office:

Level 17, 181 William Street
Melbourne VIC 3000

Telephone: (03) 9292 0101

Your financial adviser is an employee representative, and as such we are responsible for the financial services provided by your financial adviser. FFA has authorised your financial adviser to distribute this FSG.

Your financial adviser's details are set out in the 'Adviser Profile' which forms part of this FSG. These documents should be read together.

Findex Financial Advice Pty Ltd provides the following financial advice services:

- Accounting services;
- Taxation services;
- Audit and Assurance services;
- Lending and Finance services;
- Business Advisory services.

Findex Financial Advice Pty Ltd acts on your behalf and is responsible for the financial services offered in this FSG.

You can provide us with instructions by contacting one of our representatives using their direct contact details included in their Adviser Profile, otherwise you can contact us using the contact details on the back page of this FSG.

2. The financial services and products we provide

Our services are designed for people and organisations serious about professionally managing their current financial resources. Creating and building assets is your first step towards ensuring your financial security. We owe our success in building clients' assets to the commitment we make to you and to the sound advice we provide, time after time. You benefit from:

- our extensive experience;
- our straightforward professional approach; and
- our ability to draw on information and support from other divisions of the wider Findex group.

Findex Financial Advice Pty Ltd offers advice concerning:

- Superannuation contributions;
- Superannuation consolidation;
- Self-Managed Super Funds (SMSFs);
- Pension and lump sum benefit payments, including retirement income streams; and
- Limited recourse borrowing arrangements.

Our advisers also provide high level strategic advice to you in relation to asset transfers into superannuation.

We are not licensed to advise you on investing in specific financial products, for example, we may recommend that you invest in direct shares, but we cannot tell you which direct shares are appropriate for you.

3. Our process in helping you achieve your goals

Your needs are as individual as you are. We focus very carefully on understanding your unique issues, so our solutions are specifically developed for you and for your circumstances.

The success of your superannuation and retirement plan depends critically on obtaining an in-depth understanding of your financial circumstances, income, investments, assets and liabilities, so that we know your current and future requirements.

We typically analyse your short and long term goals in the context of your lifestyle, family considerations, working life and retirement. Once we understand your position, we develop a strategy to achieve your superannuation and retirement goals. In line with the Future of Financial Advice requirements, our advice is always provided with your best interests at the forefront of our process.

Little is achieved without your assistance and understanding. You will need to:

- identify your financial goals;
- be realistic about a time scale for achieving your goals;
- be well organised to put your plans into action;
- review your progress;
- be willing to make changes.

FFA will help you in each step of this process by:

- identifying and clarifying your objectives, financial situation and needs;
- developing a financial strategy;
- implementing your plan;
- making available services to review your plan to ensure you remain on track to achieve your financial objectives and to help you adapt to your changing circumstances; and/or
- refer you to a specialist adviser where appropriate.

We may also liaise with other advisers within the wider Findex network where social security, risk insurance, investment advice and estate planning advice may be of benefit to you.

This allows us to apply our skills and experience as your personal situation and your interests change.

We implement the process listed below to ensure that we give you quality financial advice relevant to your needs:

A. Getting to know you

Getting to know you may take several meetings. We establish what your expectations are and tell you about the services we are authorised to provide.

We also collect relevant information from you and explain how we are paid for our services.

Any information you give us is managed according to our privacy policy and anti-money laundering procedures.

You can ask us for a copy of our personal profile of you, it includes details of your investments and objectives and of our recommendations to you. Please remember that we can only make recommendations based on the information you give us.

If we don't have all relevant information about you, our advice may not match your needs.

B. Helping you identify your goals and objectives

We discuss and help you identify your superannuation and retirement goals and objectives.

The more we know about your specific needs, the more we can help you. This may include your requirements for income and the need for cash for major expenses. You need to ensure we are aware of any changes that may be relevant to future advice.

C. Identifying any financial issues

We identify any issues that may affect your superannuation and retirement financial position now and in the future, such as taxation, social security considerations and estate planning.

D. Preparing your Statement of Advice

When we provide you with formal advice, it will be contained in a Statement of Advice (SOA).

Your SOA sets out:

- where you are now;
- where you want to be;
- what you need to do to get there.

We also explain any significant risks of the strategies we recommend to you. The SOA also contains information about the fees and benefits that we or our associated entities may receive.

We discuss our recommendations with you, make any changes you require, and ensure that you agree with our recommendations before we act on them as efficiently and cost effectively as possible.

You can ask for a record of our written or oral advice at any time.

E. Implementing your SMSF

Where we have recommended an SMSF, we ask you for a written 'Authority to Proceed' to assist you to establish the SMSF.

F. Revising your plan

To ensure that your retirement plan protects and grows your assets, it is critical that your plan is carefully and diligently reviewed.

If our financial advice is changed as a result of a review, we give you an updated SOA or a Record of Advice (ROA).

4. Fees/commissions that may apply

We are paid by fees when we provide you superannuation and financial advisory services. We will tell you about any payments and other benefits we receive as a result of preparing and implementing your retirement plan. We will include the information in your SOA or ROA, or as soon as practicable afterwards.

If we can, we will tell you the exact amount. If we don't know that when we advise you, we will explain how the payments and any other benefits are calculated.

If you have been introduced to us by a professional third party we may pay an introductory fee to that third party. That introductory fee would be calculated according to various factors which may include the number or size of referrals. Where we pay a fee for a referral, we fully disclose to you who will receive that fee or commission and the amount they receive.

You can always ask for more information about payment arrangements, including information about the range of amounts or rates of remuneration. Even if personal advice is not given to you, you can request this information within a reasonable time of receiving the FSG and before any financial service is provided to you.

Your adviser is paid a salary package and may also receive bonuses, which are calculated depending on certain performance standards for quality, compliance and productivity. At your initial interview, your adviser will tell you about any remuneration they receive in addition to that listed in this FSG.

Initial Appointment

This is free and doesn't oblige you to do anything.

Initial advice and implementation fee

We charge a fee for providing initial advice, which includes preparing an SOA. We may also charge a once-off implementation fee for the SMSF establishment. These fees are based on the complexity of the advice we give you and are agreed to before we begin any work for you. Your adviser's hourly rate is set at \$250 per hour including GST.

Further advice fee

As we have no ongoing service arrangement with you, you may need to ask us for further advice or a review. We may then charge you a fee for any services we provide. The fee may be charged by the hour for the work completed at a rate of \$250 per hour including GST.

Execution Service

If we arrange implementation of any financial products, on which we have not provided advice, we may charge a fee for carrying out your instructions. This will be a flat fee. The fee will be agreed with you in advance.

5. Relationships or Associations

Findex Advice Services, ABN 88 090 684 521 AFSL 243253, provides and operates Managed Discretionary Account (MDA) Services. Findex Advice Services is a wholly owned subsidiary of Findex Group Limited ABN 40 128 588 714.

Findex is one of Australia's largest privately owned providers of wealth, accounting, lending and risk protection advisory services. Findex has developed a proprietary system for identifying the individual needs of its clients and providing advice and services to meet those specific needs. As a result, it has solutions to suit Australians at every stage of their lives, delivered via Findex Group. From time to time Findex will share client information between its divisions for the sole purpose of delivering an improved level of service and comprehensive financial solutions to its clients.

Findex also owns Specialised Private Capital Ltd (SPC) ABN 87 095 773 390 AFSL No.246744 and Alliance Capital Management Pty Ltd (ACM) which is a Corporate Authorised Representative (Number 401978) of SPC both of which hold supplier agreements with a number of the financial product providers (including managed investment schemes and administration (wrap) platforms) that FFA recommends to its clients.

SPC receives payments and rebates from a number of those product providers.

Findex and its sub-entities hold exclusive distribution rights to the encircle platform. These may be recommended to you if deemed appropriate to your circumstances and not in contravention of your best interests.

These platform services have an independent Trustee and Custodian (Super/Pension) or independent Operator and Custodian (Investment) who supervise administration and approved investments.

The approved investments are all provided by external professional Fund Managers or purchased directly on the ASX.

Findex also has supplier agreements with a number of administrative platforms. We may receive additional payments for arrangements entered into prior to 1 July 2013. These payments are usually based on the amount invested with the product provider. If the relevant products are recommended to you, more details about this arrangement will be provided in the SoA and your consent for such payments to be made will be required.

If you purchase or sell direct securities through us, we may receive a fee for these transactions. Details of which will be disclosed in your advice document.

Your financial adviser may also receive a range of other benefits from product providers such as marketing support or sponsorship, entertainment, conferences, accommodation and travel which will be disclosed in your SoA.

We maintain a public register outlining the forms of alternative remuneration that we both pay and receive. A copy of this register can be accessed upon request. Any of the payments listed above will be made to the extent permitted by law.

6. If you have a complaint

If you have a complaint about the financial services provided to you, you should take the following action:

1. Speak to your financial adviser about your concerns, or
2. Call us on (03) 9292 0101

If, after speaking to us or your financial adviser, your complaint is not resolved within five (5) business days, please write to:

Disputes Manager
Findex Group Limited
PO Box R1851 Royal Exchange NSW 1225

If we have not resolved your complaint within 45 days, or the issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to consumers. They can be contacted on 1800 931 678, online at www.afca.org.au, via email at info@afca.org.au or in writing to Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

You can also make a complaint and obtain information about your rights on the Australian Securities and Investments Commissions free call information line: 1300 300 630 or online at www.moneysmart.gov.au.

We maintain professional indemnity insurance that satisfies the requirements for compensation arrangements under section 912B of the Corporations Act 2001. The insurance provides indemnity up to the sum insured for Findex Financial Advice and for our representatives in respect of authorisations and obligations under our Australian Financial Services Licence (subject to terms and conditions). This insurance covers former representatives and employees for work done whilst they were engaged with us.

7. How we look after your privacy

Findex Financial Advice Pty Ltd complies with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. It is governed by the Findex Group Limited privacy policy. Findex Financial Advice Pty Ltd collects information from you to:

- provide accounting and financial planning services to you;
- complete associated documents and application forms for you;
- provide agreed services to meet your requirements, goals and objectives;
- market services that may be supplied by us, our related bodies corporate or by other suppliers—unless you ask us not to.

You do not have to provide us with the information we ask for, but if you decline to do so, we may not be able to provide the level of service and advice you need.

We may sometimes have to disclose your personal information to other professionals and organisations such as:

- Financial institutions – including fund managers, life companies, superannuation trustees, share brokers;
- Government departments – such as the Australian Taxation Office, and Centrelink;
- Other companies within the Findex group.

Findex Financial Advice Pty Ltd recognises how important the privacy of your personal information is to you, so we will always seek to ensure that your personal information is protected from misuse, loss, unauthorised access, modification or disclosure. And we will only use or disclose your information for the purposes we have listed above, or for related purposes, or as required by law unless you give us consent to disclose your information for other purposes.

Findex Group Limited's privacy policy can be found at:
findex.com.au

8. About Findex Financial Advice Pty Ltd

If you have any further questions about the financial services Findex Financial Advice Pty Ltd provides, please contact our head office on (03) 9292 0101.

Please retain this document for your reference and any future dealings with Findex Financial Advice Pty Ltd.

Findex Financial Advice Pty Ltd
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MELBOURNE VIC 3000
Ph: (03) 9292 0101

This FSG was issued on 2 April 2019 by Findex Financial Advice Pty Ltd (FFA)
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