

# Financial Services Guide

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## Licensee:

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## Authorised Representatives:

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- Cameron White (ASIC# 460706)
- Jesse Purser (ASIC# 1000468)
- Nathan Boseley (ASIC# 460096)

## Contact Details

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## Why am I receiving this document?

This Financial Services Guide (FSG) will help you decide whether to use the services that we\* offer. It contains information about:

- AP Licence Pty Ltd
- Advisory Partners Financial Services Pty Ltd & your Financial Advisor
- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

\* In this document 'we' refers to Advisory Partners Financial Services Pty Ltd and your Financial Advisor.

## AP Licence Pty Ltd

AP Licence Pty Ltd holds an Australian Financial Services Licence (499958) which has been issued by the Australian Securities and Investments Commission (ASIC).

AP Licence Pty Ltd is required to comply with the obligations of the Corporations Act and the conditions of its licence. This includes the need to have adequate compensation arrangements in place with a Professional Indemnity insurer for the financial services that it and its current and past representatives provide.

## Advisory Partners Financial Services Pty Ltd and Your Financial Advisor

Advisory Partners Financial Services Pty Ltd is a Corporate Authorised Representative of AP Licence Pty Ltd.

Nathan Boseley, Cameron White and/or Jesse Purser will be your financial advisor. Nathan, Cameron and Jesse are Authorised Representatives of AP Licence Pty Ltd.

We act on behalf of AP Licence Pty Ltd who is responsible for the services that we provide.

## What services do we provide?

We are authorised to provide personal advice and dealing services in the following areas:

- Superannuation and Self Managed Super Funds (SMSF)
- Retirement planning
- Portfolio Management
- Managed investments
- Securities (direct shares)
- Personal risk insurance

## **The financial advice process**

We recognise that the objectives and personal circumstances of each client are different. What is right for one client may not be right for another.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interests.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice (SOA) which you can take away and read.

The SOA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

For administration platforms, managed funds and personal risk insurance products we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we recommend.

You can provide instructions to us in writing, via phone or via email/fax.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will typically be documented in a Record of Advice (ROA) which we retain on file. You can request a copy of the ROA document at any time up to 7 years after the advice is provided.

## **Fees**

All fees are payable to Advisory Partners Financial Services Pty Ltd.

### **Plan Preparation Fee**

The Plan Preparation fee includes all 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 advice provided to you, and the time taken for us to provide this advice. We will agree and fix the fee with you before providing you with advice.

### **Plan Implementation Fee**

If you decide to proceed with our advice we may charge a fee for the time we spend assisting you with implementation (this will be disclosed in conjunction with any plan preparation fee (above) and again will be a fixed fee based on the time taken for us to implement the advice. We will let you know what the fee will be in the SOA.

### **Ongoing Services Fees**

Once our initial advice is implemented we will typically provide you with ongoing advice services. Ongoing fees will depend on what ongoing service we provide to you. They are typically both a fee and percentage of your portfolio value, combining to be an agreed annual fixed fee which is paid monthly from your nominated cash/bank account or deducted from your investment. The services and fees will be set out in the SOA or ROA that we provide to you.

## **Commissions**

We only receive commissions on insurance products. The commission will vary depending on the product which is recommended. You will be advised of the exact amount in the SoA or RoA. Advisory Partners Financial Services Pty Ltd receive a one-off upfront commission when you take out an insurance policy we recommend. We also receive a monthly commission payment for as long as you continue to hold the policy.

## **Investment Commissions**

Advisory Partners Financial Services Pty Ltd does not receive commission payment(s) from investment providers.

## **Placement Fees**

Advisory Partners Financial Services Pty Ltd does not receive one-off placement fees, such as where you invest in some listed investments (eg bank issued hybrids and IPO's). These are typically paid by the issuer of the investment and will typically be a set % of the investment amount.

## **Licensee Commission**

Advisory Partners Financial Services Pty Ltd does not receive from product providers an additional licensee commission. These are typically based on the total funds invested in their products or the total insurance premiums for their policies across our entire client base.

## **Other Benefits**

Advisory Partners Financial Services Pty Ltd may receive benefits by way of sponsorship of education seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

## **Advisor Remuneration**

Cameron White is a director and owner of Advisory Partners Financial Services Pty Ltd and is remunerated through the profits of the practice. Nathan Boseley and Jesse Purser are employees of the practice and are paid a salary. They may also receive a performance bonus which is based on a number of factors including the revenue generated for the practice.

## **Referral Fees and Commissions**

Advisory Partners Financial Services Pty Ltd does not receive fees or commissions where you are referred to an external party. Further to this Advisory Partners Financial Services Pty Ltd does not pay fees or commissions to external parties who have referred you to us.

## **Associated Businesses**

We may refer you to the accounting, tax, SMSF or business advisory services provided by the other companies within the Advisory Partners group. Cameron is a director and owner of the other companies within the Advisory Partners group.

## **Making a Complaint**

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 contact us. Please call us or put your complaint in writing to our office. If you are not satisfied with our response you can refer it to the Financial Ombudsman Service. You can contact FOS on 1300 780 808. This service is provided to you free of charge.

## **Your Privacy**

We are committed to protecting your privacy. We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information. Our Privacy Policy is available on request and on our website.