



FINANCIAL SERVICES GUIDE

MY AFSL Financial Services Guide

This Financial Services Guide (FSG) dated 27 May 2020 is issued with the authority of My AFSL Pty Ltd ABN 88 625 856 840 Australian Financial Services Licence (AFSL) No. 508559 (My AFSL).

It is designed to assist you in determining whether to use any of the services offered by My AFSL acting through its Authorised Representatives and contains information about:

- My AFSL , which, as the AFS Licensee, is responsible for the financial services
- Your financial adviser who provides the services to you on My AFSL 's behalf as its Authorised Representative
- The financial services and products your financial adviser can provide
- How My AFSL , your financial adviser and other related parties are paid for the financial services provided to you
- Any associations or relationships that could create potential conflicts of interest
- Details of our Professional Indemnity Insurance
- Whom to contact should you have a complaint or require records of advice

Authorised Representative Profile (ARP)

This FSG must be read in conjunction with the Authorised Representative Profile (ARP) as it forms part of this FSG. It provides detailed information about your individual financial adviser such as their contact details, ASIC Authorised Representative number and the types of financial products they can advise and deal in.

Please retain both the FSG and the ARP for your reference and any future dealings with My AFSL.

The providing entity, being your Authorised Representative acts for My AFSL when providing authorised financial services.

What other documents might you receive?

You might receive the following documents to help you make an informed decision on any financial strategy or recommend financial product.

Statement of Advice (SOA)

All personal advice provided to you will be outlined in an SOA. The SOA will contain personal advice, the basis on which it is given, the reasons it is in your best interests, details of fees, commissions and information on relevant associations.

Where further advice is provided that involves a significant change you will be provided with a SOA. Where further advice is provided that does not involve a significant change your financial adviser will make a record of the advice (ROA).

Product Disclosure Statement (PDS)

You will receive a PDS if your financial adviser has provided advice on a particular product. A PDS will contain the key features of the financial product, significant risks and benefits, and fees associated with the financial product.

Who is My AFSL?

My AFSL holds an Australian Financial Services Licence No 508559 (AFSL) issued by ASIC and is wholly Australian owned and operated licensee company.

My AFSL conducts business through a network of financial advisers whom are appointed as its Authorised Representatives under its AFSL and are each on the Register of Authorised Representatives maintained by ASIC ("the ASIC Register"). ASIC has allocated Authorised Representative numbers to all Authorised Representatives.

Who is your Financial Adviser?

Your financial adviser will be the My AFSL Authorised Representative listed in the Authorised Representative Profile section of this FSG.

What kinds of financial services and products are available?

Your financial adviser can offer a range of insurance, investment, superannuation and retirement strategies and products.

My AFSL maintains an Approved Products List (APL) a copy which can be supplied to you upon request.

What advice is available to you?

Your financial adviser can provide advice and strategies on the following, but not limited to:

- Savings and wealth creation
- Financial management
- Investments in Funds, ETF's and shares
- Superannuation
- Retirement
- Self managed superannuation funds
- Insurance – Risk Cover
- Estate planning
- CentrelinkSalary packaging
- Business succession
- Finance and gearing

See the ARP for details of what My AFSL authorises your financial adviser to provide personal financial product advice on and/or to deal in.

What initial services are provided by your financial adviser?

- Identification of your financial goals and objectives
- Collection and analysis of your existing personal and financial situation
- Investigation and consideration of possible financial planning strategies and products that will assist you to meet your goals and objectives that they are in your best interests.
- Presentation of a written recommendation, referred to as a Statement of Advice
- Implementation of your strategy

What ongoing services can be provided by your financial adviser?

- Revision of your personal and financial situation at suitable agreed intervals
- Discussion of whether their recommendations remain appropriate should your personal circumstances or the legislative environment change
- Implementation of any recommendations made as part of their ongoing service to you

If your circumstances change over time your initial advice, recommendations, strategies, and products may no longer be appropriate for you.

Your financial adviser can periodically review this initial advice to determine its appropriateness or you can contact your financial adviser for a review when your circumstances change.

How will you pay for the services provided and what do they cost?

All fees are payable to My AFSL.

My AFSL and your financial adviser can be paid by fees or commissions, or a combination, for both the initial and ongoing service. Your financial adviser will discuss and agree both the rate and method of payment with you before any financial services are provided.

Any new ongoing service fees agreements established after 1 July 2013 will require your financial adviser to send you on the anniversary of the agreement a Fee Disclosure Statement (FDS).

The FDS describes for the previous 12 months:

- The amount of fees paid by the retail client
- The services that they were entitled to receive
- The services that they did receive

Fees

Fees and any ongoing fees may be either a fixed rate fee, a percentage or based on an hourly rate or a combination of both, and will reflect the complexity of your personal situation and the time and effort in our work for you.

Fees may also include brokerage on direct share trades. Brokerage is an amount marked up on the cost of the trade.

Commissions

For clients to whom My AFSL provided services before 1 July 2013, My AFSL may receive a commission from the product issuer (usually at the end of each month or annually).

Ongoing commissions may be paid for as long as you hold the product.

Commissions vary depending on the circumstances, however, may be up to 5% initial and 1% ongoing of the amount for investment products, and up to 80% initial and 20% ongoing of the premium for life insurance products.

For example, for an investment of \$10,000 in a product whose product issuer pays 5%, My AFSL will receive an initial amount of \$500. Your financial adviser may receive up to 100% of this benefit, i.e. \$500.

Referral Fees

If a third party referred you, your financial adviser may forward referral payments or commissions to the third party. These amounts do not involve additional costs and will be disclosed in your SOA.

All Fees and Commissions are subject to GST.

How are My AFSL and their financial advisers paid?

All fees and commissions disclosed in the SOA are payable to My AFSL. My AFSL will forward up to 100% of the amount paid to your financial adviser. For example, if My AFSL receives \$100, My AFSL will retain up to \$0 and pay up to \$100 to your financial adviser.

What other benefits may product providers give to My AFSL or your financial adviser?

Some product providers may give My AFSL or your financial adviser non commission benefits such as entertainment, training and support, or sponsorship. Both My AFSL and your financial adviser maintain a Register in line with industry standards to document any alternative forms of payment received. These registers are publicly available and must be provided within 7 days after request.

Does My AFSL have any relationships or associations with financial product Issuers?

None

What information should you provide to receive personal advice?

When you receive personal advice, your SOA will detail all remuneration and other benefits associated with the advice.

Your financial adviser will collect your personal objectives, lifestyle goals, details of your current financial situation and any other relevant information typically via a client questionnaire known as a Fact Find.

The information obtained will be assessed by your financial adviser to assist them in providing advice that is in your best interests.

You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

You should read any warnings contained in the Client Questionnaire and SOA carefully before making any decision relating to a financial strategy or product.

How can you give instructions to your financial adviser about your financial products?

You may specify how you would like to give your financial adviser instructions. For example you may nominate to instruct by telephone, fax, email or other means

Compensation arrangements

My AFSL holds Professional Indemnity (PI) Insurance cover under its AFS Licence. The limit of the indemnity is \$20 million for any one claim and \$20 million in the aggregate for all claims in one year arising out of its AFS licence activities. The PI Insurance cover satisfies the requirements for compensation arrangements under s. 912B of the Corporations Act 2001.

What information is maintained in your file and can you examine the client file and who may access it?

Your financial adviser will maintain a record of your personal information including details of your objectives, financial situation and any recommendations made to you. If you wish to examine your file or receive a copy of your record of advice please ask your financial adviser and they will make arrangements for you to do so.

My AFSL and your financial adviser are committed to complying with a privacy policy to protect the privacy and security of your personal information. Please ask your financial adviser if you wish to obtain a copy of our privacy policy.

When advice is provided to you, you may request a record of that advice within 7 years of receiving the advice and this can be done by contacting your Authorised Representative or My AFSL directly.

What should you do if you have a complaint?

If you have any complaints about the services provided, please take the following steps:

- Contact your financial adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within 3 working days, please contact the My AFSL Compliance Manager by telephone or in writing. My AFSL will try to resolve your complaint quickly and fairly.

If you do not get a satisfactory outcome, you have the right to take your complaint to the Australian Financial Complaints Authority (AFCA), GPO Box 3, Melbourne Vic 3001, telephone toll free 1800 931 678. My AFSL is a member of this Service.

This FSG is issued by:

My AFSL Pty Ltd
ABN 88 625 856 840 AFSL 508559
Suite 3.04,
247 Coward Street
MASCOT NSW 2020

Ph: 02 8338 0988
E: info@myafsl.net.au