

# FINANCIAL SERVICES GUIDE

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Future Assist Financial Services Group Pty Ltd  
ABN 24 151 337 843 AFSL No. 413674

## ABOUT THIS FINANCIAL SERVICES GUIDE

This Financial Services Guide ("FSG") is issued by Future Assist Financial Services Group Pty Ltd ABN 24 151 337 843 Australian Financial Services Licence No. 413 674 ("FAFSG").

The information in this FSG is provided to help you decide whether to use our services, which will be provided to you by our Advisers (employee representatives). As a client, or potential client of FAFSG, you have the right to ask us about our service, the type of advice we give you, and what we expect to be paid for giving that advice and/or service. You also have the right to know what you can do if you have a complaint about our services. The distribution of this FSG has been authorised by FAFSG.

## HOW WE PROVIDE OUR SERVICES

We are required to collect sufficient information from you before we make recommendations regarding financial products. Your Adviser will ask you to complete a Client Data Questionnaire before providing any services to you. Your Adviser may also collect copies of statements for any existing financial products that you currently own. Alternatively, you may sign the Letter of Third Party Authority provided with this FSG to give your Adviser the authority to collect this information directly from the relevant product provider.

You may elect not to provide information to your Adviser. In this case there is a risk that the advice given may be inappropriate for you. Your Adviser will explain this to you and may require you to sign an acknowledgement of this.

We will only recommend a financial product to you after considering its suitability based on your individual investment objectives, financial situation and needs. Our advisory service will include ongoing reviews of your financial situation, your progress towards achieving your goals, your portfolio performance, insurance needs and any new goals or objectives you may have.

We will provide you with an initial Statement of Advice ("SOA") whenever we give advice that is likely to influence your decisions regarding the acquisition or disposal of financial

products and takes into account your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

In the event we make a recommendation of a particular financial product (other than securities), we will also provide you with a Product Disclosure Statement ("PDS") containing information about the product, which will enable you to make an informed decision in relation to purchasing that product.

If our representative provides further advice to you, and that further advice is related to the advice we provided in a previous Statement of Advice and we do not give any further advice to you in writing you may request a copy of the record of that further advice ("ROA") at any time up to 7 years from the date our representative gave that further advice to you.

It is important that you read all of the documents that are provided to you so that you can make an informed decision regarding accepting our recommendations and advice.

We prefer that you provide all instructions to us in writing (email is acceptable) however we will accept telephone instructions in some circumstances. We may write to you to confirm verbal instructions and require you to sign a confirmation of those instructions.

## ABOUT OUR AUTHORISED SERVICES

We take a holistic approach to financial planning through a thorough assessment of your current financial situation. While there is a wide range of investment products available we aim to ensure that our recommendations provide a suitable client product match and help you achieve financial independence.

We provide advice in the following areas:

- Wealth creation
- Budgeting & cash flow management
- Estate planning
- Gearing strategies
- Superannuation strategies
- Retirement planning

- Strategic financial planning
- Investment strategies
- Personal insurances – Life, Total & Permanent Disablement, Trauma and income Protection insurance

You can request advice in any of these areas if you feel it is relevant and valuable to you.

We will explain what each area involves to help you decide if you need that advice.

Our Licence authorises us to carry on a financial services business to advise on and deal in:

- (i) Deposit and payment products limited to:
  - A. basic deposit products;
  - B. deposit products other than basic deposit products;
- (ii) Life products including:
  - A. investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and
  - B. life risk insurance products as well as any products by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
- (iii) Interests in managed investment schemes including:
  - A. Investor directed portfolio services;
- (iv) interests in managed investment schemes limited to :
  - B. Managed Discretionary services;
- (v) retirement savings accounts (“RSA”) products (within the meaning of the Retirement Savings Account Act 1997);
- (vi) securities;
- (vii) standard margin lending facility; and
- (viii) superannuation to Wholesale and Retail clients

## HOW WILL YOU PAY FOR THE SERVICE PROVIDED?

Our initial consultation is free of charge.

For the preparation of a Statement of Advice our fee is typically \$650.

For the implementation of Advice, our fees range from \$Nil to \$1,500.

Once you have implemented the advice, we may then offer ongoing services to you, including reviews and further advice.

Our ongoing service may include:

- Review meetings at a mutually agreed frequency.
- Additional written advice as required by you.
- Telephone support as required by you.
- Monitoring of your investments and insurance arrangements.
- Proactive contact on any matters that require your attention.
- Provision of investment reports on request.
- Assistance with administering your financial arrangements.
- Quarterly newsletters.

Our fees can be paid by Electronic Funds Transfer (“EFT”) or by credit card. Please note all stated fees in this FSG include GST.

## FEES AND BENEFITS WE RECEIVE

### **Superannuation Funds**

FAFSG may charge you a fee for the establishment of a Retail or Self-Managed Superannuation structure. Our fee can range between \$200 and \$4,500 depending on complexity.

For Retail Superannuation facilities we may charge an ongoing fee of between 0% and 1.5% of funds under management per annum.

### **Managed Discretionary Accounts (MDA)**

Typically the total MDA service fee is 1.298% of funds under management, which is comprised of:

- FAFSG adviser services – 1.1% per annum
- Wealth02 platform and MDA Operator fees – 0.198%. In addition Wealth02 will charge a minimum fee of \$220, which will increase the costs for accounts with balances below approximately \$115,000.

Wealth02 also charge a platform fee of \$132 per annum.

For example; on a \$50,000 portfolio the annual fee – is \$902 per annum, or a monthly cost of approximately \$75.

### **Equities, Managed Discretionary Account Platform, Exchange Traded Funds & Fractional Property**

For the establishment of such facilities and initiating transactions, we may charge you a fee of 2%, with an entity lifetime cap of \$2,000.

### **Personal Investment Products – Index Funds, Investment, Education & Funeral Bonds**

FAFSG charges an establishment fee of \$295 and ongoing fees range between 0% and 2% per annum. In some situations we may charge an withdrawal fee of \$110 to fund the internal withdrawal processing costs.

### **Life Insurance Product Providers**

We are entitled to receive up to 77% of the first year’s premium in the form of Upfront Commission and up to 33% Ongoing Commission from year 2 onwards from insurance product providers whose products we recommend to you.

FAFSG has commercial arrangements with TAL whereby FAFSG will receive an additional bonus payment based on the total clients’ existing premiums being above predetermined targets. In addition loyalty bonuses may be received if client retention rates are kept above agreed levels.

At all times, we will advise you of actual fees, commissions and benefits that we will receive for recommending financial products to you when we make those recommendations.

Please note all stated fees in this FSG include GST.

### **Remuneration or Other Benefits Received by FAFSG Advisers**

FAFSG Advisers are remunerated by salary and do not directly receive any commissions or fees. They may be eligible for monthly bonus payments paid to them by FAFSG.

These bonus payments are discretionary and based on achievement of pre-determined business objectives which may include; standards of client service and business outcomes including individual and team performance.

FAFSG Advisers may also be eligible to:

- share in incentives (monetary and non-monetary) as a reward for outstanding service; and
- receive indirect benefits from product providers as a result of advice provided to you. These indirect benefits may

include items such as corporate lunches, tickets to sporting or cultural events, local and overseas study tours, business promotional merchandise and other minor benefits which cannot be quantified at this stage.

### **Related Body Corporate**

FAFSG has several related businesses, in particular:

- Future Assist Accountants Pty Ltd ACN 151 072 776 – who we may refer to you to provide accounting services in connection with self-managed superannuation funds;
- Future Assist Home Loans Pty Ltd ACN 140 670 908 - who we may refer to you to provide mortgage broking services;
- Gatekeeper Auditing Group Pty Ltd ACN 600 290 382 – who we may refer to you to provide auditing services in connection with self-managed superannuation funds;
- Fidelis Legal Pty Ltd ACN 634 979 981 – who we may refer to you to provide legal services.
- Future Assist Property Services Pty Ltd ACN 600 096 839 - who we may refer to you to provide real estate agency services; and

FAFSG does not receive any commissions, fees or other financial benefit from its related body corporates for referrals made.

FAFSG does not pay commissions, fees or other financial benefits to its related body corporate for referrals received.

Should you engage the services of a related body corporate of FAFSG, FAFSG will not receive any commissions, fees or financial benefit. But, as a shareholder Sterling Holdings Australia Pty Ltd may share in the profits or losses of those entities.

Each related body corporate will disclose any financial or other benefits in connection with and for the provision of their respective services to you where required by law.

### **Fee Disclosure Statements (FDS)**

For clients with ongoing fee arrangements, we will provide you with an FDS at least once every year. A FDS is a statement setting out any ongoing fees we have received from you over the preceding 12 months, the services you were entitled to receive and the services you have received.

### **WHAT SHOULD YOU KNOW ABOUT ANY RISKS OF THE INVESTMENTS OR INVESTMENT STRATEGIES WE RECOMMEND TO YOU?**

Any significant risks associated with any of our recommendations will be explained and discussed with you and will be fully detailed in your Statement of Advice. If at any time you are unclear about the risks you may be taking, you should discuss them with us before you implement any recommendation.

### **WHAT HAPPENS IF YOU SPECIFICALLY REQUEST AN INVESTMENT NOT RECOMMENDED BY YOUR ADVISER?**

If you specifically request to purchase an investment not on FAFSG Approved Products List (APL), your adviser can offer an execution only service, based on an hourly rate fee.

Before such a service can be provided you must give your adviser written confirmation of your understanding under which this service is sought. Your adviser can only recommend financial products that are on FAFSG APL. This means that they only considered products included on the APL when they prepared your advice. The list is compiled by the FAFSG research team and is regularly reviewed and updated.

### **COMPENSATION ARRANGEMENTS**

In accordance with s912B of the Corporations Act, FAFSG holds professional indemnity insurance which may cover claims arising out of the conduct of FAFSG, its employees and representatives in the provision of services by FAFSG. The policy also covers FAFSG (subject to its terms and conditions) for work done for FAFSG, by employees and representatives who no longer work for FAFSG (but who did at the time of the relevant conduct).

### **WHO CAN YOU COMPLAIN TO IF YOU HAVE A COMPLAINT ABOUT THE ADVISORY SERVICE?**

If you have any complaint about the service you should take the following steps:

In the first instance, contact your Adviser and tell him/her about your complaint and what you would like them to do about it.

If your complaint is not satisfied within 3 working days, please put your complaint in writing and send it to us at:

The Compliance Officer  
Future Assist Financial Services Group Pty Ltd  
PO Box 1305 Parramatta, NSW 2124  
Phone: (02) 9922 2000  
Email: [complaints@futureassist.com.au](mailto:complaints@futureassist.com.au)

We will try to resolve your complaint quickly and fairly.

If you still do not get a satisfactory outcome you may have the right to complain to:

Australian Financial Complaints Authority (AFCA):  
GPO BOX 3, Melbourne Vic 3001

Toll free **1800 931 678** Fax (03) 9613 6399

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

The Australian Securities & Investments Commission (ASIC) also has a free call information line 1300 300 630 which you may use to make a complaint and obtain information about your rights.

### **HOW DO WE PROTECT YOUR PRIVACY?**

Future Assist is committed to ensuring the privacy and security of your personal information. Any personal information held by FAFSG will only be used by FAFSG and its associated parties to support your relationship with the group, and to ensure you receive the most appropriate range of information and services. For further information on how FAFSG manages your personal information, please refer to FAFSG's Privacy Policy, located on the website.



# FutureAssist

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FINANCIAL SERVICES  
GROUP

YOUR GOALS | OUR FOCUS

FUTURE ASSIST FINANCIAL SERVICES GROUP PTY LTD  
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AUSTRALIAN FINANCIAL SERVICES LICENCE No. 413674  
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**HEAD OFFICE**

Suite 502, Level 5  
69 Phillip Street  
Parramatta NSW 2150

**OTHER LOCATIONS**

Melbourne, Victoria  
Brisbane, Queensland  
Gold Coast, Queensland

Tel: 1300 118 618  
[futureassist.com.au](http://futureassist.com.au)