

# Financial Services Guide

## what is the purpose of this financial services guide (FSG)

This Financial Services Guide describes our financial planning and advisory services to assist you to decide whether to use our services. It describes how we are remunerated, our professional indemnity insurance and how we handle any complaints you may have.

We may give you other documents when providing our services. These may include:

- **Statements of Advice** - If we provide you with advice about your personal circumstances, we will set out our advice in a Statement of Advice (or in some cases, a shorter document called a Record of Advice). This will also tell you how we will be remunerated for the advice we give you. When we provide further advice to you, we may not give you a Statement of Advice (SoA), however we will record the advice and or your instructions, typically in a Record of Advice (RoA). You may be requested to acknowledge receipt of a RoA. Or you can ask us anytime for a copy of the RoA by calling us.
- **Product Disclosure Statements** - If we recommend that you acquire a financial product, we will also provide you with a Product Disclosure Statement (PDS) containing information about the product's features and risks.

## about us

Provenance Financial Solutions Pty Ltd (PFS) ABN 79 142 671 010, trading as Provenance Financial Group, holds an Australian Financial Services License (AFSL 358587). Some of our advisers are shareholders in our business.

## our services

Our high quality financial planning and advisory services can assist you to:

- Identify your financial and investment objectives, taking into account your current financial position and personal circumstances;
- Help you to develop financial goals and investment strategies;
- Advise you how to implement your investment strategies; and
- Recommend and arrange financial products that are suitable for your needs.

## financial services we are able to provide

We provide financial product advice and services in the following areas:

- financial planning;
- superannuation (including Self-Managed Super Funds);
- investments (including basic deposit products, debentures, stocks, bonds, managed funds and investment schemes including IDPS);
- personal and business life risk insurance;
- retirement planning;
- social security;
- estate planning;
- gearing strategies; and
- share trading facilities.

We act for you when giving advice and arranging financial products.

## how can you deal with us?

You can deal with us in person, by phone, fax or email. It is important that you provide us with complete and accurate information about your circumstances and you take the time to check any assumptions we make and the basis for our advice. If you don't our advice may not be appropriate for your needs.

You may also instruct us to buy/sell financial product(s) on your behalf. Your instructions must be provided in writing - email and signed faxes are acceptable. If by telephone, then signed written confirmation is required within 5 business days.

Naturally, your circumstances may change over time. When this happens, our initial advice and recommendations may no longer be appropriate for you. We can periodically review your financial position, personal circumstances, financial goals and investment strategies to decide whether those strategies and goals and the financial products you hold are appropriate. Or, you can contact us for a review when your circumstances change

## how we are paid

### **Financial planning and investment advice**

Our fees for financial planning and investment services depend on the type of services we provide to you.

- **Initial advice fee** - For our initial review and advice, we charge a fee between \$660 to \$13,200 incl. GST depending on the complexity of your situation. We may ask you to pay this in advance.
- **Ongoing advice fee** – If you ask us to provide ongoing review and advice services, we will charge between \$110 per month to \$1,375 per month incl. GST.
- **Hourly Rates** – In certain circumstances, you may wish to engage with us on an hourly rate basis. We offer hourly general advice consultations (one-hour minimum) at \$330 per hour incl. GST.
- **Share transactions** – If we recommend to you or you ask us to buy or sell shares, we will charge a flat fee of \$110 or 1.1% incl. GST of the total trade value (whichever is the greater). This is exclusive of the brokerage charged by your stockbroker.

### **Life insurance services**

If we arrange life insurance for you, we will receive a commission from the insurer with whom we place your insurance. The amount is a percentage of the premium (excluding taxes and statutory charges) and is included in the premium quoted to you. We will tell you the amounts that we will receive (or if we do not know, the way our remuneration will be calculated) when we advise you about your insurance requirements. This commission is included in the premium for the policy.

We may also charge you an insurance advice fee, the amount of which will depend upon the type of insurance we arrange. This fee is payable in addition to the premium.

## who we pay

### **Advisers**

Our advisers are paid an annual salary.

We may also ask you to agree that they also receive a share of the fees you pay us or the commissions we receive.

Our advisers may be eligible to receive a performance bonus if they meet pre-set agreed key performance indicators.

### **Referrers**

If you were referred to us, we may pay the person who referred you up to 25% of the remuneration we receive for providing services to you. We can tell you the amount that we will pay when we know what it is.

These fees are paid from the commissions we receive, or fees we charge you, and do not represent an additional cost to you nor affect the performance of your investment and or product or the premiums you pay. You will receive more detailed information concerning any referral fee or commission in your SoA or RoA.

## important associations

We operate under license an online portfolio administration service – Class Super from which we earn fees. We may offer this service to you if you require portfolio administration services and we will charge a fee for this service.

## how we deal with complaints and our professional indemnity insurance

If you wish to complain about our services, you can either discuss the matter with your adviser or contact our Complaints Officer. We will acknowledge receipt of your complaint immediately, and attempt to resolve it within 45 days.

**Contact our Complaints Officer to discuss your complaint.**

|               |   |
|---------------|---|
| <b>Mail:</b>  | The Compliance Manager<br>Provenance Financial Solution Pty Ltd<br>PO Box 820 Inglewood WA 6932 |
| <b>Email:</b> | compliance@provenancegroup.com.au   |
| <b>Phone:</b> | 08 9271 0506  |
| <b>Fax:</b>   | 08 9271 0516  |

We are a member of the Australian Financial Complaints Authority, or AFCA, an external dispute resolution scheme. If you are not satisfied with the manner in which we handle your complaint, you are entitled to take your complaint to them.

The contact details for AFCA are:

|                |  |
|----------------|--|
| <b>Phone:</b>  | 1800 367 687   |
| <b>Online:</b> | <a href="http://www.afca.org.au">www.afca.org.au</a>   |
| <b>Email:</b>  | <a href="mailto:info@afca.org.au">info@afca.org.au</a> |
| <b>Mail:</b>   | GPO Box 3, Melbourne VIC 3001                          |

You can access this scheme for free and any decision they make is binding on us, but not on you.

**Our professional indemnity insurance**

We have professional indemnity insurance in place which covers us for any errors or mistakes relating to our financial planning services. This insurance meets the requirements of the Corporations Act and covers the services provided by us, our advisers and our authorised representatives. The cover continues after our advisers cease working for us provided we notify the

insurer of the claim when it arises and this is done within the relevant policy period.

## how to contact us

|           |   |
|-----------|---|
| Post:     | PO Box 820, Inglewood WA 6932             |
| Office:   | 953d Beaufort Street<br>Inglewood WA 6052 |
| Email:    | info@provenancegroup.com.au               |
| Phone:    | 08 9271 0506                              |
| Internet: | www.provenancegroup.com.au                |

## How do we protect your privacy

We are committed to protecting your privacy. We use the information you provide to advise about and assist with your financial affairs. We provide your information to financial service providers or other companies with whom you choose to deal (and their representatives) and our related entities. We do not trade, rent or sell your information.

We may disclose your information to recipients in the United States of America for the purpose of required transaction notifications (E.g. Form W-8 BEN). We may also store your information in the 'cloud' for the purposes of data storage and file backups. These 'cloud' service providers may be in countries not regulated by laws, which protect your information in the way that is similar to the Privacy Act. If a recipient is not regulated by laws, which protect your information in a way that is similar to the Privacy Act, we will seek your consent before disclosing your information to them. We will not be accountable for any recipient's breach of Australian privacy laws and you will not be able to seek redress under those laws.

If you don't provide us with full information, we can't properly advise or assist you with your financial affairs.

For more information about how to access the information we hold about you, how to have it corrected and how to complain if you think we have breached the privacy law, ask us for a copy of our Privacy Policy.

# client acknowledgement

|                   |                   |
|-------------------|-------------------|
| Client 1:         |                   |
| Client 2:         |                   |
| Appointment Date: | Appointment Time: |
| Adviser           |                   |

I/We acknowledge that the above Adviser has provided me/us with PFS Financial Services Guide (FSG, version 3.5) dated 1 November 2018.

## signatures

|                       |  |
|-----------------------|--|
| <b>Signed:</b>        |  |
| <b>Client 1 Name:</b> |  |
| <b>Date:</b>          |  |
| <b>Signed:</b>        |  |
| <b>Client 2 Name:</b> |  |
| <b>Date:</b>          |  |

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