

# **financial services guide (FSG)**

**Access Financial Management Pty Ltd**  
**ABN 27 097 442 914**  
**Australian Financial Services License Number 229 760**

**Current as at 5 October 2021**

**Version 2.4**



## why am I receiving this document?

You have the right to ask us about our charges, the type of advice we will give you, and what you can do if you have a complaint about our services.

This Financial Services Guide (“FSG”) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contracted, what services we are authorised to provide you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures and how you can access them.

It is intended that this FSG should assist you in determining whether to use any of our services described below. The distribution of this FSG by its representatives has been authorised by Access Financial Management Pty Ltd. After reading this FSG you should be able to make an informed decision as to whether you wish to use a representative of Access Financial Management Pty Ltd as your financial adviser.

You should also be aware that you are entitled to receive a Statement of Advice whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The Statement of Advice will contain the advice, the basis on which it is given and the information about fees, commissions and associations which may have influenced the provision of advice. If we provide further personal advice a financial plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period at no cost.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.



## before you get our advice

### **Lack of independence**

Because Access Financial Management Pty Ltd receives commissions from the issuers of life insurance products, the licensee is not independent, impartial or unbiased. The Corporations Act states that if a licensee or an adviser receives commissions from a product issuer they cannot claim to be independent, impartial or unbiased.

### **who will be providing the financial service to me?**

Access Financial Management Pty Ltd is responsible for any financial services provided to you.

**Access Financial Management Pty Ltd**

**ABN 27 097 442 914**

**Australian Financial Services License Number 229 760**

Our contact details are below:

<b>office address</b>	<b>postal address</b>	<b>phone and email</b>
Suite 2, 275 Wattletree Road Malvern VIC 3144	PO Box 2219 Wattletree Road Post Office VIC 3145	T 03 9500 9988 E info@accessfm.com.au

### **who is my adviser?**

Your adviser will be a salaried employee adviser of Access Financial Management. All advisers are qualified and appropriately experienced.

### **what kind of financial services are you authorised to provide me and what kind of products do those services relate to?**

Access Financial Management is licensed to provide advice on, and deal in managed funds, shares, superannuation, retirement savings accounts, bank deposits, government stocks debentures or bonds, and life insurance products. We also offer an annual review service.

### **who do you act for when you provide financial services to me?**

Access Financial Management Pty Ltd is responsible for the financial services provided to you including the distribution of the Financial Services Guide. As an employee of Access Financial Management, your adviser has no obligations or commitment to any product provider. Their first duty is to represent you, the client.



## how will I pay for the service?

Access Financial Management will charge you a fee for services provided as detailed below:

<p><b>initial fee (plan preparation)</b></p>	<p>This fee provides for the necessary time, research and analysis to develop the strategies and recommendations contained in your Statement of Advice.</p> <p>The initial fee will vary in a range from \$0 - \$11,000, depending on the complexity of advice required. You will be advised of an estimated fee prior to any work being carried out.</p>
<p><b>ongoing advice fees</b></p>	<p>Our ongoing advice fee ensures that your plan incorporates the latest legislative changes and that your plan evolves with the inevitable changes in your lifestyle and goals. You will also receive ongoing administrative support with the implementation of your strategies, ongoing advice and administration.</p> <p>Ongoing advice fees may range between \$0 - \$5,000 per month for the provision of ongoing advice and services that we will provide.</p> <p>The fee is dependent on the complexity of advice and service levels required. Your financial planner will detail the ongoing fee payable once a summary of your requirements is known and how those fees will be deducted.</p>
<p><b>commissions</b></p>	<p>Access Financial Management will not receive commissions because of investments you make in investment products our advisers may recommend to you.</p> <p>We may receive commissions directly from insurance companies when you take out an insurance policy we recommend. The initial commission paid to us is a maximum of 66% of the initial premium. We also receive an ongoing commission payment each year for as long as you continue to hold the policy. This ongoing commission is a maximum of 27.5% of the ongoing premium amount.</p> <p>For example, if your insurance premium is \$1,000, we may receive up to \$660 from the insurer as an initial commission and up to \$275 pa as an ongoing commission.</p>

All or any of these if applicable to you will be fully disclosed in percentage and dollar terms in your Statement of Advice. All Access Financial Management advisers are salaried employees and are not paid any commissions or bonuses that are related to the products they recommend.

### **conflicts of interest register**

Access Financial Management maintains a register, which outlines any conflicts of interest of alternative forms of remuneration. This register provides information on any conflicts or potential conflicts of interest, which may impact upon product recommendations made to you. Any conflicts of interest specific to your situation will be included in our advice to you.

Registers are publicly available and can be accessed by request.

### **do any relationships or associations exist which might influence you in providing me with the financial services?**

Access Financial Management Pty Ltd does not have any relationships or associations that would influence any recommendations in the financial services we offer. Access Financial Management Pty Ltd is 100% owned by the company director.



## **will you give me advice suitable to my needs and financial objectives?**

Yes, but to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you.

You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

Access Financial Management does not guarantee the success of any statements of advice prepared for you. The risks of recommended investments and statements of advice will be explained to you, but you should take special care to have these risks outlined.

### **what should I know about any risks of the financial products or strategies you recommend to me?**

We will explain to you any significant risks of financial products and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

### **what information do you maintain on my file and can I examine my file?**

We maintain a record of your personal profile, which includes details of your objectives, financial situations and needs. We also maintain records of any recommendations we make to you. If you wish to examine your file, you should ask us and we will arrange for you to do so.



## your privacy

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information.

We will collect personal information from you so that we can understand your personal situation and provide you with advice which meets your needs and objectives. We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act. We will generally collect this information directly from you however in some cases we will seek your authority to collect it from other parties such as your accountant or your superannuation fund. If you do not provide us with all the information that we request, we may not be able to provide our services to you.

We will hold and use your personal information so that we can continue to provide our services to you. We will only disclose your personal information to external parties where:

- the law requires us to do so
- you consent for us to do so

Our Privacy Policy contains further information on 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.

A copy of our full privacy policy is available by contacting our office.

### **can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?**

Yes. You may specify how you would like to give us instructions. For example, by telephone, email, or other means.



## if you have any complaints

### who can I complain to if I have a complaint about the provision of the financial services to me?

Access Financial Management Pty Ltd is a member of the Australian Financial Complaints Authority ('AFCA').

Access Financial Management Pty Ltd has in place Professional Indemnity Insurance that is required by the Corporations Act and which meets ASIC's requirements and covers present and past representatives.

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

1. Contact your adviser and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within three (3) days, please contact our Responsible Officer, Maurice Patane, or put your complaint in writing and send it to us at the address noted at the beginning of this FSG. We will try and resolve your complaint quickly and fairly and within 30 days.
3. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)

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

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

4. If your concerns involve ethical conduct you may wish to consider raising your concerns in writing with the Financial Planning Association of Australia Limited (FPA). They can be contacted at PO Box 109, Collins Street West, Melbourne Vic 8007.

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