

# Financial Services Guide



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November 1, 2018

Best Interest Advice Pty Ltd  
ABN 82 084 204 035 | AFSL 292925  
Level 4, 32 Delhi Road North Ryde NSW 2113  
PO Box 115 North Ryde BC NSW 1670 T 1300 664 118

## Introduction

This guide contains important information about the services we offer, how we and our associates are paid, any potential conflict of interest we may have and our internal and external dispute resolution procedure and how you can access them.

Best Interest Advice Pty Ltd holds an Australian Financial Services Licence Number 292925 since 2006. Its services are varied and it authorises individuals and corporates to provide fee-based advice to Australian individuals and small and medium size companies.

Our AFS Licence permits us to advise on and deal in the following classes of financial products:

- deposit and payment products
- government debentures, stocks or bonds
- general insurance products
- investment life insurance products
- interest in managed investment schemes
- investor directed portfolio services
- RSA products
- life risk
- insurance products
- managed investments
- retirement income streams
- securities
- standard margin lending facilities
- superannuation
- self-managed superannuation funds
- Applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of deposit products, general insurance government bonds. Life products and investor directed portfolios, RSA's and securities standard margin lending facility and superannuation to retail and wholesale clients.

## Who is my adviser?

Best Interest Advice authorises both individual and corporate advisers that you may engage. If you do not wish to receive our advice, we may act on your behalf in which case we will only be carrying out your instructions. If you do not obtain advice, you face the risk that the investments or financial product(s) you select may not meet your objectives, needs or suit your financial situation. Best Interest Advice Pty Ltd is responsible for the actions of its employees and representatives. However, Best Interest Advice Pty Ltd is not responsible for services provided to you by any other third party including other financial service providers.

As part of our delivery of services to you, we may prepare a Statement of Advice or a Record of Advice and possibly provide you with one or more Product Disclosure Statements prepared by one or more product issuers. Where we prepare a Statement of Advice or a Record of Advice we will always provide you with a copy (either electronic or paper version) and keep a copy in our files, or on our website. You are entitled to request a copy (at no cost) up to 7 years after the date of issue. As a provider of financial services, we may act on the instructions we receive from you in writing, by telephone, email or any other form of communication.

## What information should I provide in order to receive personalised advice?

Our advisers will only provide advice after you agree to the terms of our financial services guide. You will then be required to complete an online personal fact find which will collect your personal information, goals and objectives, financial situation and needs. If you do not provide accurate information about your situation, the advice you receive may not be appropriate to your needs.

## What is the difference between getting general advice and personal advice?

General advice is given only if your adviser clarifies with you (the client), when they give the advice, that they are not giving personal advice, because they do not consider the relevant circumstances (i.e. your objectives, financial situation or needs).

If you choose to receive a general advice report it will be without considering your objectives, financial situation or needs (s949A (2) (a) of the Corporations Act. You should then consider whether this advice is appropriate to your needs.

## How are we paid for the advice services we provide?

We charge for our advice based on the time it takes to collect the data, consider the scope of the advice, consult experts and stress test strategies to make sure that they are appropriate and in your best interests.

### Advice and Consultancy – Hourly Rate

1. Certified Financial Planner® \$450.00 per hour
2. Senior Financial Planner \$350.00 per hour
3. Financial Planner \$250.00 per hour
4. Para Planner \$150.00 per hour

### Additional Services and brokerage fees

Any services provided outside the initial arrangements will be charged based on the time spent and be calculated based on the consultancy rates.

#### Desktop Broker, SAXO.

For Desktop Broker we receive an additional brokerage fee or introduction fee of between \$5.00 or 0.01% of the trade amount whichever is greater.

For Saxo we receive \$10 per trade when we buy or sell listed securities on your behalf.

## Insurance and other commissions

<b>Upfront and/or ongoing commission</b>	We may receive an upfront and/or ongoing commission payment from a life insurance company for recommending their products. The initial commission may be a maximum of 80% with a trailing commission of 20%. Alternatively, a level commission may be received and this is 30%. These rates exclude GST. We may also be entitled to receive grandfathered commission on orphan or discontinued products that have our AFSL listed. <b>If you appoint us as your adviser then we will receive any ongoing commission or fees associated with your account. You will receive a fee disclosure each 12 months outlining those fees and an opt in every 24 months to continue with our service.</b>
<b>Lending and credit brokerage and commission</b>	We hold a credit licence 292925 and may be entitled to receive a commission on loans and lending products between 0.25% and 1.00%.



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### Ongoing Investment service Fees:

As an investment services manager who enlists the services of specialist asset managers and consultants from around the world we charge a fee for our investment management expertise to deliver and rebalance investment portfolios. This fee is deducted on a monthly basis and is between 0.30% and 0.95% excluding GST and will be shown separately in the statement of advice or record of advice.

### Financial Choice Administration Services

Financial Choice Administration provides self-managed superannuation administration and investment management services for self-managed superannuation funds. This service is for the setting up and rebalancing of your portfolio each six months.



#### SMSF establishment and administration fees include:

- SMSF establishment documents including Trust Deed
- ATO registration with TFN and ABN application
- Saxo and Macquarie Cash Management Account establishment
- Preparation of financial statements, tax preparation and lodgement
- Independent audit

FEE TYPE	FEE
One-off set-up fee.  Fund establishment trust deed, registration with ATO including ABN and TFN application.	\$495
One-off fee for corporate trustee establishment (if applicable)  Includes ASIC company registration fee.	\$880
Ongoing admin Annual audit fee	\$150 month* \$550

\*This fee is for a no advice administration only service. Additional fees may apply for complex funds and this is charged on a time basis.

Note: Each ETF in your portfolio will charge management fees to cover their admin/operating costs. These fees flow to the ETF issuer and are incorporated in the share price of the ETF.



### **Search and Consolidation Fees**

Get a complete listing of all your superannuation accounts for free. A fee of \$250.00 ex GST is charged to consolidate your accounts into a nominated fund. If you want advice on the best superannuation fund to suit your needs then you will be charged on a time only basis.

### **Personal Tax Return fees**

Australian Online Taxation Services Pty Ltd is a registered tax agent. Existing clients can use AOTS to get a complete listing of all superannuation accounts for free to assist in consolidating your accounts. AOTS charges a tax lodgement fee of \$150.00 ex GST.

### **Referral Arrangements**

We do not pay referral fees.

### **Complaints**

We hope you will be satisfied with our services and encourage you to discuss any concerns you have with your adviser or our client services staff.

Should our staff fail to assist you we have an established procedure to deal with complaints. If you make a complaint we will:

- acknowledge its receipt
- assign it to an appropriate person for investigation and resolution
- respond to you as quickly as we can

We are a member of FOS as an external complaint handling authority that has been renamed AFCA. Before you lodge a dispute with AFCA, read about the types of disputes we can consider. If your dispute remains unresolved even after you have complained directly to your financial services provider, learn how you can lodge a dispute with us.

Should we fail to solve your complaint within the above guidelines or to your standards you may contact the Australian Financial Complaints Authority who can be contacted at:

- Phone: 1800 931 678
- Email: [info@afca.org.au](mailto:info@afca.org.au)
- Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

AFCA is the new one-stop shop complaints resolution service for the financial sector that will replace the Financial Ombudsman Service (FOS), the Credit and Investments Ombudsman (CIO) and the Superannuation Complaints Tribunal (SCT). AFCA will start accepting new disputes from 1 November 2018.

### **Professional indemnity insurance**

Best Interest Advice maintains professional indemnity insurance policies on behalf of your adviser. These policies cover the advice, actions and recommendations which your adviser has been authorised to provide to you by Best Interest Advice. These arrangements satisfy the requirements imposed by the Corporations Act.

### **Privacy Policy**

Your privacy is important to Best Interest Advice. We have systems and processes in place to protect your privacy. For further details of our privacy policy please refer to our websites [www.financialchoice.com.au](http://www.financialchoice.com.au), [www.selfmanagedsuper.com.au](http://www.selfmanagedsuper.com.au), [www.findmysuper.com.au](http://www.findmysuper.com.au), [www.lifecoveronline.com.au](http://www.lifecoveronline.com.au)

## How can you contact us?

You can contact Best Interest Advice in the following ways:

- Phone: 1300 664 118
- Email: [support@selfmanagedsuper.com.au](mailto:support@selfmanagedsuper.com.au) OR [support@financialchoice.com.au](mailto:support@financialchoice.com.au)
- Postal Address: PO Box 115 North Ryde BC NSW 1670
- Business Address: Level 4, 32 Delhi Road, North Ryde NSW 2113
- Business address: 838 Collins St, Docklands. Victoria 3008

## Declaration and understanding of our services (please tick)

- I/we have received, read and agree to the terms and conditions outlined in this Financial Services Guide (FSG).
- I/we authorise Best Interest Advice to debit all applicable service fees from my/our SMSF's bank account or personal bank account or platform (where applicable) as per this FSG.

Client Name: \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

Client Name: \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

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