

# GUIDANCE

Bespoke. Ethical. Investments.

## Financial Services Guide

Dated 07/08/2017 Version: 1.0

Guidance Financial Services Pty Ltd  
ABN: 60 468 730 209  
11/207 Buckley St  
Essendon VIC 3040  
Tel: (03) 9870 6544  
Email: mail@guidancefs.com.au

Guidance Financial Services Pty Ltd is a corporate authorised representative of Sprout Financial Pty Ltd AFSL 495546

Paul Benson  
ASIC Adviser identification number: 298818  
Authorised representative of Sprout Financial Pty Ltd  
11/207 Buckley St  
Essendon VIC 3040  
Tel: (03) 9870 6544  
paul@guidancefs.com.au

### How can we help you?

Before seeking our advice, you probably have a number of questions you would like to ask about us and how we can help you. To help you get to know us and decide whether to use our services, we have prepared this Financial Services Guide (FSG) which is designed to explain:

1. Who we are
2. Matters we can help you with
3. How we are paid
4. Privacy
5. If you have a complaint
6. Other matters you might want to know
7. Our relationships

If you need more information or clarification, please contact us.

#### 1. Who we are

Guidance Financial Services is a privately owned financial planning practice based in Essendon, Victoria. Guidance was established in 1989 and has been operated by the current management since 2008. To learn more about Guidance Financial Services, please visit our web site: [www.guidancefs.com.au](http://www.guidancefs.com.au) .

This FSG is given to you by your adviser with the authority of Sprout Financial Pty Ltd. When a member of our team provides financial services to you, they will be acting for you on behalf of Sprout Financial Pty Ltd.

Paul Benson is a Member of the Financial Planning Association (FPA) and must comply with the FPA's code of conduct. Guidance is also an accredited FPA Professional Practice.

Sprout Financial Pty Ltd is 100% owned by financial planners, with no equity stake held by product manufacturers. We feel this is extremely important so that you can have confidence that the advice you receive is in your best interests.

## 2. **Matters we can help you with**

We can help you with the following:

- Retirement planning strategies
- Wealth creation
- Superannuation strategies
- Self-managed superannuation advice
- Insurance services
- Gearing strategies
- Social security advice
- Estate planning
- Tax consequences of our financial advice

In addition, we can offer you an on-going monitoring and review service for your investment portfolio or life insurance program.

We are licenced to provide financial product advice and deal in some or all of the following financial products:

- Deposit and payment products, including basic deposit products, deposit products other than basic deposit products and non-cash payment products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Risk insurance products, including life, trauma, income protection and total and permanent disability insurance
- Retirement savings accounts
- Securities
- Superannuation, including Self Managed Superannuation
- Managed investments

If we provide personal advice to you, we are required under the law to act in your best interests and prioritise your interests ahead of our own.

You may specify how you would like to give us instructions. For example by telephone, email, fax or other means. But in all cases we must receive a written confirmation of these instructions.

### 3. How we are paid

With the exception of insurance advice and some legacy investment products, we do not charge or receive commissions for providing you with advice. Our services are charged as explicit fees. These may be calculated based on flat dollar amounts, hourly rates, or as a percentage of the investment portfolio for which we are providing advice.

For insurance advice, we may receive upfront commissions from the product manufacturers which can range between 0% and 120% of the first years premium depending on the product provider and options chosen, while on-going commission may range between 0% and 33%. For example, on an insurance premium of \$1,000 paying 80% initial commission and 20% on-going commission, the upfront commission would be \$800 and the on-going commission \$200 per year.

### 4. Privacy

We will need to find out your individual objectives, financial situation and needs before we recommend any financial product 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.

We keep a record of the personal information, which may include details of your investment objectives, financial situation and particular needs, you provide to us. On your request, we can provide you with a copy of your personal information and advice documents, which we keep on record for no less than 7 years. Please note that a fee for this service may apply.

We are committed to implementing and promoting a Privacy Policy which will ensure the privacy and security of your personal information. A copy of our Privacy Policy is attached for your information.

### 5. If you have a complaint

We are committed to providing quality advice to you. This commitment extends to providing accessible complaint resolution mechanisms for you.

If you have any complaint about the service provided to you, you should contact our Complaints Manager at Sprout Financial Pty Ltd on (03) 9870 6544 about your complaint and we will try and resolve your complaint within 45 days.

If after 45 days we cannot reach a satisfactory resolution to your complaint, we are a member of the **Financial Ombudsman Service** and you can raise your concerns with them through the contact details below:

## **Financial Ombudsman Service**

GPO Box 3

Melbourne VIC 3001

(P) 1300 780 808

(F) 03 9613 6399

[info@fos.org.au](mailto:info@fos.org.au)

[www.fos.org.au](http://www.fos.org.au)

## **6. Other matters you might want to know**

We will also provide you with an SoA whenever we provide you with any advice which takes into account your objectives, financial situations and or 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.

If we give you further advice, or when no financial product is recommended, a RoA may be provided to you instead of a SoA. You can request a copy of the RoA by contacting us (if you have not previously received a copy) within 7 years of that further advice being given.

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.

We hold professional indemnity insurance cover for the activities conducted under our AFS licence which we believe satisfies the requirements of section 912B of the *Corporations Act 2001* for compensation arrangements. The insurance will cover claims in relation to the conduct of authorised representatives, representatives and employees who no longer work for the Licensee (but who did at the time of the relevant conduct).

## **7. Our relationships**

Neither your Adviser nor the Licensee have any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

We do have relationships with some referral sources such as accountants and mortgage brokers. Where such a relationship results in the distribution of revenue to or from one of these sources, this will be disclosed to you, typically in the Statement of Advice. These relationships do not result in you paying any more for the services provided to you, or impede our ability to provide you with impartial advice.

# Privacy Policy

Sprout Financial Pty Ltd is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Federal Privacy Commissioner at [www.privacy.gov.au](http://www.privacy.gov.au).

## **What is Personal Information and why do we collect it?**

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, from media and publications, from other publicly available sources and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure, for example financial planning advice subsequent to the initial advice provided. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing or via email.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

## **Sensitive Information**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose

- With your consent; or where required or authorised by law.

## **Third Parties**

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

## **Disclosure of Personal Information**

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

## **Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

## **Access to your Personal Information**

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Sprout Financial Pty Ltd will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

## **Maintaining the Quality of your Personal Information**

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## **Policy Updates**

This Policy may change from time to time and is available on our website.

## **Privacy Policy Complaints and Enquiries**

If you have any queries or complaints about our Privacy Policy please contact us at:

**Sprout Financial Pty Ltd**  
**11/207 Buckley St**  
**Essendon Vic 3040**