



Australian Unity Personal Financial Services

# Financial Services Guide – Part 1

Financial Advice

Health | Wealth | Living

Australian Unity Personal Financial Services Limited ABN 26 098 725 145, AFS Licence No. 234459  
114 Albert Road, South Melbourne, VIC, 3205.

Version: 234459.3 Effective Date: 1 July 2017

This Financial Services Guide (**FSG**) Part 1 contains important information about:

- ❑ the services we offer you and information designed to assist you in deciding whether to use any of those services;
- ❑ how we and our advisers are remunerated;
- ❑ any potential conflict of interest we may have in providing you with the services; and
- ❑ our internal and external dispute resolution procedures and how you can access them.

This document must be read in conjunction with the **FSG Part 2**, which your advice provider will give you.

When we give you financial advice, we will provide a Statement of Advice (**SoA**). Prior to this, we must make reasonable enquiries about your objectives, financial situation and needs in order to ensure advice is appropriate to you.

In the SoA we will, amongst other things, tell you about:

- ❑ the basis on which the advice is or was given;
- ❑ our fees and commissions; and
- ❑ any associations we have with financial product issuers or other parties which may have influenced the advice we give you.

If you apply for or acquire a particular financial product, we will give you a *Product Disclosure Statement* (**PDS**) prepared by the issuer of that product. The PDS will assist you to make an informed decision about that financial product and whether to acquire it as it contains, amongst other things, a description of the product features, risks and benefits and information about your cooling-off rights.

<p><b>Who is your advice Provider?</b></p>	<p>The Provider of the services referred to in this FSG is an Authorised Representative of, and provides the financial services referred to in this FSG on behalf of, Australian Unity Personal Financial Services Limited (<b>AUPFS</b>). The Provider will provide you with an <b>FSG Part 2</b> in conjunction with this document, which explains their education, experience, the areas they are authorised to provide advice in, and the fee structure for their services.</p>
<p><b>Who is responsible for the financial services provided?</b></p>	<p>AUPFS is responsible for the financial services provided by your Provider. AUPFS authorises the distribution of this FSG, in conjunction with the FSG Part 2.</p> <p>AUPFS is an Australian Financial Services Licensee, (No. 234459) and can be contacted at:</p> <p style="text-align: center;">Level 14, 114 Albert Road South Melbourne Vic 3205 Telephone: 03 8682-6321 Facsimile: 03 8682-6399</p>
<p><b>Do we have any relationships or associations with financial product issuers?</b></p>	<p>AUPFS is part of the Australian Unity group of companies and as such is associated with the following related parties and product issuers:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Australian Unity Property Limited (AUPL);</li> <li><input type="checkbox"/> Australian Unity Investment Bonds Limited (AUIBL) ;</li> <li><input type="checkbox"/> Australian Unity Finance Limited (AUFL) ;</li> <li><input type="checkbox"/> Australian Unity Funds Management Limited (AUFML).</li> <li><input type="checkbox"/> Lifeplan Australia Friendly Society Limited;</li> <li><input type="checkbox"/> Big Sky Building Society Limited;</li> <li><input type="checkbox"/> Australian Unity Trustees Limited;</li> <li><input type="checkbox"/> Federation Alliance Limited;</li> <li><input type="checkbox"/> PFS Investment Management Limited (PFSIM); and</li> <li><input type="checkbox"/> Premium Investment Management Limited (PIM)</li> </ul>
<p><b>What kinds of financial services can AUPFS provide?</b></p>	<p>AUPFS holds an Australian Financial Services License (<b>AFSL</b>) for the following products and services:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> basic deposit products,</li> <li><input type="checkbox"/> deposit products other than basic deposit products,</li> <li><input type="checkbox"/> debentures, stocks or bonds issued or proposed to be issued by a government,</li> <li><input type="checkbox"/> life products including investment life and life risk insurance products (broking),</li> <li><input type="checkbox"/> interests in managed investment schemes including investor directed portfolio services,</li> <li><input type="checkbox"/> retirement savings accounts,</li> <li><input type="checkbox"/> superannuation including self-managed superannuation funds,</li> <li><input type="checkbox"/> securities including direct equities,</li> <li><input type="checkbox"/> margin lending, and</li> <li><input type="checkbox"/> instalment warrants.</li> </ul> <p>Your provider may be restricted to providing advice and services in only some of the above areas. The <b>FSG Part 2</b> will explain which of these areas your advice provider is authorised to deliver advice and services in.</p> <p><b>AUPFS operates using a selected range of researched products and therefore your Provider cannot advise on products other than from this range, except in special circumstances. This approved product list is extensive and incorporates a range of third party fund managers and life companies. Your Provider can provide you a copy of this list upon request.</b></p>
<p><b>What information should you provide to receive personalised advice?</b></p>	<p>You need to provide us details of your personal objectives and needs, details of your current financial situation and any other relevant information, so that we can offer you the most appropriate advice possible.</p> <p>You have the right not to disclose your personal information to us. However, if you do not provide us with sufficient information, the advice you receive may not be appropriate to your needs, objectives and financial situation. Similarly, if the information you provide us with is inaccurate, the advice you receive may not be appropriate in light of your true circumstances.</p> <p>You should read the warnings contained in all advice documents carefully before making any decision relating to a financial product/s.</p>

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***How will we provide advice to you?***

You will be provided with a Statement of Advice (**SoA**) if we provide personal advice that is based upon your personal circumstances, needs and objectives. An SoA explains the reasons the advice is appropriate for your relevant personal circumstances and goals, and discloses the costs and benefits we will receive if you proceed with the advice. There may be a fee charged for the preparation of your SoA. Please refer to the **FSG Part 2** for more information about advice fees.

In some instances, we may provide further advice, for example at a review, where a Statement of Advice is not required by law. In these cases we will provide you with a Record of Advice (**RoA**) which will set out limitations in the scope of the advice, the basis for the advice, and any fees associated with the advice.

A Product Disclosure Statement (**PDS**) is provided with all SoAs where a financial product is recommended. The Product Disclosure Statement is a document provided by the product issuer which explains the features, limitations, terms and conditions of the product. Prior to making a decision about any product, you should carefully read the PDS.

There may be instances where we provide advice that is not based upon your personal circumstances, needs and objectives. This is General Advice, and you need to consider its appropriateness in light of your personal circumstances before acting on the advice. Where a particular product is mentioned, you should obtain a copy of the PDS for the product discussed and consider it before making any decision. Please contact us to obtain a copy of the PDS.

If you do not wish the Provider to advise you in relation to the financial products, the Provider may deal in or arrange those products by carrying out your instructions (ie product placement on an execution-only basis). If you do not obtain advice, you face the risk that the financial product/s you select will not fully take into account your objectives, financial situation or needs.

**You should carefully consider any warnings, which may be contained in the SoA, RoA PDS, or provided by other means, prior to making any decision about a strategy or financial product.**

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***What information do we maintain in your file and can you examine your file?***

Australian Unity Ltd and its subsidiaries (of which AUPFS is one), collectively 'Australian Unity' in this Privacy Statement respect the privacy rights of our members, customers and other individuals with whom we deal. Australian Unity is committed to complying with all applicable privacy laws including the Privacy Act 1988 (Cth) and Australian Privacy Principles.

We will only collect, maintain and use personal information about you if it is necessary for us to adequately provide you the products and services you have requested, provide you with information about other products and services offered by a member or representative of Australian Unity, or to meet our obligations under applicable Laws (e.g. the Anti-Money Laundering and Counter Terrorist Financing Act (2006) (AML Act)). If you wish to acquire a financial product we will share necessary information to the issuer of the product. Our detailed Privacy Policy can be found at <http://www.australianunity.com.au/privacy-policy> or alternatively you may request it by calling 13 29 39.

Our Privacy Policy outlines how we collect and use your personal information. Australian Unity will only disclose personal information to third parties for the purposes of managing, delivering and administering the product and/or service you require, and in accordance with our Privacy Policy and applicable laws. If you have an enquiry or complaint about our Privacy Policy or information handling practices, or would like to access or correct information that we hold, please contact us. You can do so by calling 13 29 39 or writing to:

Privacy Officer  
Australian Unity Personal Financial Services Ltd  
Level 8/114 Albert Road  
South Melbourne VIC 3205

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<b><i>How can you give us instructions about your financial product/s?</i></b>	You may tell us how you would like to give us instructions. For example by telephone, in writing, or by other means such as e-mail. Please note that we cannot act upon all written or email instructions without verbal confirmation. If we execute your transactional instructions in instances where you have declined the offer of personal advice, you will be required to sign a letter confirming the instruction was execution-only.
<b><i>How will you pay for the services provided?</i></b>	<p>You may pay us a fee for preparation of a SoA, and/or for the provision of ongoing services. In some instances you may elect to pay this fee through the product provider, otherwise payment can be made by cheque. All payments must be made direct to Australian Unity Personal Financial Services Limited. Alternatively, we may receive a payment called commission, which is paid to us by financial product issuer/s.</p> <p>The <b>FSG Part 2</b> contains information about the costs of the services that your adviser can provide. Your SoA will contain details of our fees and any payments made to us by a financial product issuer/s.</p>
<b><i>How are any commissions, fees or other benefits calculated for providing the financial services?</i></b>	Please refer to the Schedule of Fees in the Statement of Advice, and the <b>FSG Part 2</b> , for information about how the fees are calculated.
<b><i>Who benefits from the fees paid and are there any other factors that could influence the advice you are given?</i></b>	<p>AUPFS will retain a portion of the fees or commissions we are paid by you or the product issuer, and the remainder is paid to your adviser or their corporate entity. The <b>FSG Part 2</b> provides information about how much AUPFS retains and how your adviser is paid. AUPFS uses their portion of the fees or commissions to cover the costs associated with operating the Australian Financial Services License under which your provider operates.</p> <p><b>Other arrangements</b></p> <p>AUPFS has entered into arrangements to receive monetary support from various platform providers, master trust administrators and fund managers based on the total funds under management. These arrangements only apply in respect of financial products (excluding life insurance products) that were acquired by clients prior to 1 July 2013. We will provide specific details of these arrangements in the SoA where they relate to products that have been recommended to you.</p> <p>AUPFS receives support from various platform providers, master trust administrators and fund managers for the purpose of providing education and training support to our advisers, or to assist with covering the costs associated with licensing and providing financial services. AUPFS has strict controls in place to ensure that these payments are not able to influence the financial product advice you receive.</p>
<b><i>Will anyone be paid for referring you to us?</i></b>	We may engage in referral practices with external parties. There may be occasions where AUPFS representatives engage in commission sharing and referral arrangements with other AUPFS representatives or external parties. Where this occurs, your advice document will disclose who will receive that fee or commission, and the amount they will receive.

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**What should you do  
if you have a  
complaint?**

All licensees are required by law to have access to an External Dispute Resolution (EDR) scheme. AUPFS is a member of the Financial Ombudsman Service Ltd.

If you have any complaints about the service provided to you, you should take the following steps.

1. Contact your Provider and tell your Provider about your complaint.
2. If your complaint is not satisfactorily resolved within 7 days, please contact:

Complaints Manager  
Australian Unity Personal Financial Services Limited  
114 Albert Road South Melbourne Vic 3205.  
Telephone: 03 8682-6347

We will endeavor to resolve your complaint quickly and fairly.

3. If the complaint can't be resolved to your satisfaction you have the right to refer the matter to the External Dispute Resolution Scheme listed below:

<p><b>Financial Ombudsman Service Ltd</b> GPO Box 3 Melbourne Vic 8007 <b>Telephone: 1300 780 808</b></p>
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This External Dispute Resolution Scheme will review a matter and has the power to make a decision that is binding AUPFS.

4. The Australian Securities and Investments Commission (ASIC) also has a Freecall Infoline on 1300 300 630.

Australian Financial Services licensees are required to have adequate compensation measures in place under s912B of the Corporations Act (2001). AUPFS has Professional Indemnity Insurance in place to cover the services we provide to you. We are of the view the insurance is sufficient to meet our regulatory requirements. Our cover includes claims relating to the conduct of advisers who no longer work for us, but did at the time of the relevant conduct.

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If you have any further questions about the financial services AUPFS provides, please contact us.

**Please retain this document for your reference.**

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## **Chris Chan**

Northpoint Financial Group Pty Ltd as  
trustee for Northpoint Financial Group  
Unit Trust

**How to contact us:**

Suite 5.14  
365 Little Collins Street  
Melbourne VIC 3000  
0417 521 163  
cchan@northpointfg.com.au

This Adviser Profile forms the second part of the Australian Unity Personal Financial Services (**AUPFS**) Financial Services Guide. This Adviser Profile provides important information about me and my employer, and must be read in conjunction with the Financial Services Guide (**FSG**) Part 1. In this document, the words “me”, “I”, “we” and “our” refer to Chris Chan and Northpoint Financial Group Pty Ltd as trustee for Northpoint Financial Group Unit Trust, as Authorised Representatives of AUPFS.

**Australian Unity Personal Financial Services**

# **Financial Services Guide – Part 2**

**Effective Date: 1<sup>st</sup> July 2017**

Australian Unity Personal Financial Services Limited ABN 26 098 725 145, AFS Licence No. 234459  
114 Albert Road, South Melbourne, VIC, 3205

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**Am I authorised to provide financial services?**

Yes. I am authorised by AUPFS to provide financial advice. My ASIC authorisation number is 001002079

I am an employee and director of Northpoint Financial Group Pty Ltd as trustee for Northpoint Financial Group Unit Trust which is a Corporate Authorised Representative of AUPFS.

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**What areas am I authorised to advise on?**

I am authorised by AUPFS to provide financial services including advice or services in the following areas:

- Financial Planning
- Life Insurance
- Superannuation
- Self-Managed Superannuation Funds
- Managed Investments
- Margin Lending

If you require services that I am not authorised to provide advice in, I can provide a referral to a professional who can assist. Additionally, I may identify a requirement for you to receive advice in these areas, and refer you to a specialist accordingly.

If I receive a specific fee for this referral, it is disclosed below. It may also be disclosed in an advice document such as a Statement of Advice (**SoA**) or Record of Advice (**RoA**), if I provide you with personal advice.

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**Do I have an interest in any financial products or service providers that I may recommend to you?**

I have no interests in any of the products or services I may recommend.

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**How are the fees you pay shared between me, my employer and AUPFS?**

All of your fees are paid to AUPFS, who retains a portion to cover the costs associated with operating and providing a financial services business. It retains 10% of fees (or a minimum of \$25,000) per annum up to \$1 million, after which it retains 5%. The remaining fees are passed to Northpoint Financial Group Pty Ltd as trustee for Northpoint Financial Group Unit Trust.

I receive a salary and bonus as an employee and director of Northpoint Financial Group Pty Ltd as trustee for Northpoint Financial Group Unit Trust. I could also receive a performance bonus which may be based upon the amount of revenue I generate for Northpoint Financial Group Pty Ltd as trustee for Northpoint Financial Group Unit Trust in advice fees and commissions, as well as other performance measures including compliance.

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**Do I provide referrals for certain financial services or receive referrals from third parties? If so, what benefits do I receive from these referrals?**

I may receive a payment for making a referral to an external specialist such as an accountant or solicitor. Any amount payable will be disclosed in the SoA or RoA provided to you. This will be paid by the external specialist and will be at no additional cost to you.

If you have been referred to me by an external party and you accept the services I provide, I may make a payment to the external party for that referral. Any amount payable will be disclosed in the SoA or RoA provided to you. This will be paid by me to the external party and will be at no additional cost to you.

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**What fees do you pay for financial services I provide?**

Initial Advice Fees:

Fees are charged for my initial advice and the preparation of a SoA. Fees are based on the complexity of the advice provided and are capped at \$600 inclusive of GST. I will confirm the exact amount, which we will agree on before commencing any work.

You will be sent an invoice and payment is required within 14 days from the invoice date. Please note that my initial advice fees still apply where you decide not to implement my advice.

Ad-hoc Fees:

Fees for ad hoc advice and services may be charged at an hourly rate of in the range of \$220 and \$440 per hour (including GST) depending on the complexity of the work involved.

The hourly rate will be agreed upon prior to commencing the work, and an estimate of the time required will also be provided. You will be invoiced for these fees after the service is provided.

Subsequent Service Fees:

Fees for ongoing services and reviews are all based on an annual fee, ranging from 0.0% to 2.2% of the funds under advice. For example, if you have \$100,000 invested, and my annual fee is 2.20% of your portfolio, the fee will be \$2,200.

All fees may be deducted from your investment funds (or insurance premiums) and paid to me by product providers instead of being invoiced directly to you.

All fees are inclusive of GST.

**NOTE:** Full details of all fees and commissions for Financial Services will be provided to you in a SoA, or RoA and Product Disclosure Statements at the time of receiving any recommendation.

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**Do I receive any commissions from product providers?**

For financial products (except insurance products) that were opened prior to 1 July 2013, a commission may be payable from the product provider to me. Where such a payment is made, it will be disclosed to you in your SoA or RoA and the method of calculation fully explained.

**Insurance products**

Where we arrange an insurance product, the insurer pays us an upfront commission and an additional commission when the product is renewed each year. The rate of initial commission payable ranges from 0% up to 123.75% of the base premium. The rate of renewal commission ranges from 0% up to 35% of the base premium. In general terms, the higher the upfront commission, the lower the renewal commission and vice versa. Importantly, the choice of commission payment arrangements does not affect the amount of premium payable.

For example, if you purchase a life insurance policy with an annual premium of \$1,500 AUPFS may receive an initial payment of up to \$1,857, calculated as  $\$1,500 \times 123.75\% = \$1,857$ ; and an ongoing commission of \$525 calculated as  $\$1,500 \times 35\% = \$525$ .

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