

# Australian Unity Personal Financial Services



**Health & Finance**

Integrated

## Financial Services Guide

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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This Financial Services Guide (FSG) 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 associates are paid;
- ❑ 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.

When we give you financial advice – in a *Statement of Advice (SoA)* - 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, product features and benefits and information about your cooling-off rights.



<p><i>Who is my Provider?</i></p>	<p>The financial services referred to in this FSG are provided by:</p> <p>William Johns  ASIC Authorised Representative Number: 317216  Level 6, 88 Phillip St  Sydney, NSW 2000  Telephone: 1300 104 499  Fax: (02) 8458 5165</p> <p>The Provider is an authorised representative of and provides the financial services referred to in this FSG on behalf of Australian Unity Personal Financial Services Limited (AUPFS). William Johns is employed by Health &amp; Finance Integrated Pty Ltd which is also an authorised representative of AUPFS.</p> <p>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 only). 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.</p>
<p><i>Who is responsible for the financial services provided?</i></p>	<p>AUPFS is responsible for the financial services provided by your Provider. AUPFS authorises the distribution of this FSG.</p> <p>AUPFS is an Australian Financial Services Licensee, (No. 234459) and can be contacted at:</p> <p>Level 14, 114 Albert Road  South Melbourne Vic 3205  Telephone: 03 8682-6321  Facsimile: 03 8682-6399</p>
<p><i>Do you have any relationships or associations with financial product issuers?</i></p>	<p>AUPFS is part of the Australian Unity group of companies and as such is associated with the following 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: and</li> <li><input type="checkbox"/> Big Sky Building Society Limited</li> </ul>
<p><i>What kinds of financial services is the Provider authorised to provide me and what kinds of financial product/s do those services relate to?</i></p>	<p>Your Provider is authorised by AUPFS to advise on and deal in;</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</li> <li><input type="checkbox"/> self-managed superannuation</li> <li><input type="checkbox"/> margin lending</li> <li><input type="checkbox"/> securities</li> </ul> <p>You should be aware that the Provider operates using a selected range of researched products and cannot advise on products other than from this range. This approved list is extensive and incorporates a range of external fund managers and life companies.</p> <p>The Provider can provide you a copy of this list upon request.</p>

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*What information should I provide to receive personalised advice?*

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.

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.

You should read the warnings contained in the *SoA* carefully before making any decision relating to a financial product/s.

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*What information do you maintain in my file and can I examine my file?*

We maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations we have made to you and the basis for making them.

In order to implement some of the personal advice we provide to you, it may be necessary to collect some personal identification information from you and pass that on to product issuers. This is a requirement of the Anti-Money Laundering/Counter-Terrorist Act.

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

If you wish to examine your file please ask us. We will make arrangements for you to do so.

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*How can I give you instructions about my financial product/s ?*

You may tell us how you would like to give us instructions. For example by telephone, fax or other means such as e-mail.

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*How will I pay for the services provided?*

You may pay us a fee and all cheques must be made payable to Australian Unity Personal Financial Services Limited. Alternatively, we may receive a payment called commission, which is paid to us by the financial product issuer/s. We will give you a *SoA* containing details of our fees and any payments made to us by a financial product issuer/s.

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*How are any commissions, fees or other benefits calculated for providing the financial services?*

Please refer to the Schedule of Fees for further information.

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*Who benefits from the fees paid and are there any other factors that could influence the advice I have been given?*

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 Health & Finance Integrated Pty Ltd. This will mean 90% of the **total** fees and commission received, depending on the level of business written.

**For example:** Let's assume we are paid total fees/commissions of \$1,000 for the financial services provided (as per the previous question). This may be a *SoA* fee, commissions or a fee for service basis. These fees are initially paid to AUPFS. AUPFS then splits these fees as follows:

Australian Unity Personal Financial Services Limited (10%)	\$100
Health & Finance Integrated Pty Ltd (90%)	\$900

<b>Total Fees Paid</b>	<b><u>\$1,000</u></b>
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The Provider is paid a fixed salary by the provider's employer, Health & Finance Integrated Pty Ltd. As a director of Health & Finance Integrated Pty Ltd, your Provider may also receive a share of profits paid in the form of dividends from time to time.

**Other arrangements**

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. We will provide specific details of these arrangements in the *SoA*.

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*Will anyone be paid for referring me to you?*

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, we will tell you in the *SoA* who will receive that fee or commission and the amount they will receive.

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

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 relevant External Dispute Resolution Scheme listed below:

<p><b>Financial Ombudsman Service Ltd</b> GPO Box 3 Melbourne Vic 8007 <b>Telephone:</b> 1300 780 808</p>
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This External Dispute Resolution Scheme can make a decision that AUPFS is obliged to follow.

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

AUPFS has Professional Indemnity Insurance policies in place to cover for the services we provide to you. This includes claims relating to conduct of the provider that is no longer authorised under AUPFS's licence (but who was at the time of the relevant conduct).

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

Retain this document for your reference.

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## Schedule of Fees

<p><b>Statement of Advice Preparation Fee</b></p>	<p>Fees are payable for the preparation of a Statement of Advice (financial plan), these fees are generally calculated based on an hourly rate of \$385 per hour (including GST). The actual fee payable will depend on the complexity of the work involved, but it generally takes in excess of five hours to complete all work involved in the completion of a comprehensive statement of advice. The actual fee payable will be estimated and agreed with you prior to the preparation of the SoA and subsequently invoiced by AUPFS.</p>																																								
<p><b>Up-Front Fee</b></p>	<p>A fee payable for costs associated with establishing investment accounts, superannuation accounts and structures and transferring assets or making additional contributions to your account. The fee may be calculated as a flat dollar amount, or a percentage of the amount being invested or based on an hourly rate. This fee will be negotiated and agreed with you prior to the completion of your SoA. The fee may be paid directly by you or in some cases, with your consent, may be debited to your account in the relevant investment, administration service or superannuation fund.</p> <p><i>For example</i>, if we were to charge an upfront fee of 1% of the amount to be invested and you invested \$10,000 we will charge an upfront fee of \$100, calculated as follows: <math>\\$10,000 \times 1\% = \\$100</math> (incl GST)</p>																																								
<p><b>Ongoing Service Fee</b></p>	<p>The ongoing service fee charged will be based on the services you require, subject to a minimum fee as outlined in the service packages below. These fixed dollar fees will be reviewed annually and generally will be increased in line with increases in the Consumer Price Index.</p> <p><b>Our Financial Wellbeing Packages</b></p> <table border="1" data-bbox="320 696 1525 1093"> <thead> <tr> <th>SERVICES</th> <th>Essential</th> <th>Advanced</th> <th>Optimum</th> </tr> </thead> <tbody> <tr> <td>1 Annual Review</td> <td>✓</td> <td></td> <td></td> </tr> <tr> <td>2 Annual Reviews</td> <td></td> <td>✓</td> <td></td> </tr> <tr> <td>3 Annual Reviews PLUS 1 Bonus Review</td> <td></td> <td></td> <td>✓</td> </tr> <tr> <td>Personal Financial Risk Assessment</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Financial Goal Setting</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Retirement Planning</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Centrelink Review</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Insurance Claims Management (Up to a maximum of 10 hours of assistance)</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td></td> <td><b>\$1,925 (incl GST)</b></td> <td><b>\$3,850 (incl GST)</b></td> <td><b>\$5,225 (incl GST)</b></td> </tr> </tbody> </table> <p>*Please note:</p> <ul style="list-style-type: none"> <li>Assets over \$500,000 will incur a higher risk charge of \$400 for every \$100,000 (rounded to nearest \$100,000) over the \$500,000 threshold.</li> <li>Couples incur an additional charge of \$385 per annum (incl GST).</li> </ul> <p>In some circumstances, ongoing commission may be payable to us by the financial product issuer. In these circumstances, the ongoing service fee may be reduced by the amount of the commission payable.</p> <p>The ongoing service fee may be deducted from your investment portfolio monthly, quarterly, half yearly or annually or alternatively paid directly to us by you.</p>	SERVICES	Essential	Advanced	Optimum	1 Annual Review	✓			2 Annual Reviews		✓		3 Annual Reviews PLUS 1 Bonus Review			✓	Personal Financial Risk Assessment	✓	✓	✓	Financial Goal Setting	✓	✓	✓	Retirement Planning	✓	✓	✓	Centrelink Review	✓	✓	✓	Insurance Claims Management (Up to a maximum of 10 hours of assistance)	✓	✓	✓		<b>\$1,925 (incl GST)</b>	<b>\$3,850 (incl GST)</b>	<b>\$5,225 (incl GST)</b>
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<p><b>Ad hoc fees</b></p>	<p>Fees for ad hoc advice and services may be charged at an hourly rate of \$385 per hour (including GST).</p> <p>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.</p> <p>If we are required to engage in Administration on your behalf, fees are charged at an hourly rate of \$82.50 per hour, up to a maximum of \$385 per each occasion (incl GST). The total fee will be agreed upon prior to commencing the work, and an estimate of the time required will also be provided.</p> <p>If we are to provide Trustee Assistance on your behalf, a fee up to \$495 (incl GST) will be charged.</p>																																								

<p><b>Commissions for Financial Products (except Insurance)</b></p>	<p>Commissions vary from one financial product issuer to another and are payable on an upfront and an ongoing basis. We do not accept upfront commissions and endeavor to refund ongoing commissions. However, in some cases it is not possible to or practical to rebate ongoing commissions and in this case we will off-set these commissions against any ongoing fees that are payable or in some cases waive any ongoing fees. In some instances commissions are paid out of your investment and in other instances the product issuer pays it. The method of the commission payment will be disclosed in the Statement of Advice provided to you when you receive personal advice.</p> <p><b>For example (ongoing)</b>, if your investment has had an average value of \$10,000 for the year and the ongoing commission rate is 0.50%, we will receive an ongoing commission of \$50 for that year, calculated as follows:</p> $\$10,000 \times 0.5\% = \$50 \text{ (incl GST)}$
<p><b>Commissions for Insurance Products</b></p>	<p>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 30% up to 123.75% of the base premium. The rate of renewal commission ranges from 9% 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.</p> <p><b>For example</b>, 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. <math>\\$1,500 \times 123.75\% = \\$1,857</math> and an ongoing commission of \$135.</p> <p>Alternatively, AUPFS may receive an initial payment of up to \$525. <math>\\$1,500 \times 35\% = \\$525</math> and an ongoing commission of up to \$525.00 per annum.</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. We will provide specific details of these arrangements in the SoA.</p> <p>We may also receive benefits from product providers such as professional development seminars, hospitality, sponsorship and travel. Where such benefits exceed \$300 in value, they will be recorded on an alternative remuneration register. You can request to view this register at any time.</p>
<p><b>Commission Details</b></p>	<p><b>Details of the commissions payable to us from the various financial product issuers are contained in the PDSs of the financial product issuers. If you receive personal advice from us, we will tell you about any commissions, fees and any other benefits, where possible in actual dollar amounts, in the SoA. Our adviser will give you this SoA, before we proceed to act on your instructions.</b></p>

## Australian Unity Privacy Commitment

Australian Unity and its subsidiaries respect the privacy rights of our members, customers and other organisations with whom we deal. Australian Unity is committed to complying with all applicable privacy laws including the Privacy Act 1988 (Cth) and National 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 of the Australian Unity Group, or to meet our obligations under applicable Laws (e.g. the Anti-Money Laundering and Counter Terrorist Financing Act (2006) (**AML Act**)). 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. If you have an enquiry or complaint about our Privacy Policy or information handling practices, please contact us by calling 13 29 39 or alternatively write to:

Group Privacy Officer  
Australian Unity Limited  
114 Albert Road  
South Melbourne VIC 3205

