



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.

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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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