

# Financial Services Guide Part One

Version 3.0 | 02 August 2016 | **GENERAL DETAILS** | Issued with authority of AIW DEALER SERVICES PTY LTD.

**This document should be read in conjunction with the Financial Services Guide Part Two (Financial Adviser Details) which will be provided by an authorised representative of AIW Dealer Services Pty Ltd.**

## Why should you read this?

This Financial Services Guide (FSG) provides information about:

- AIW, its relationship with your Financial Adviser and other entities.
- Other documents you may receive.
- Financial services we provide, as well our general fee structures.
- Collecting your personal information and providing instructions.
- How we resolve complaints.

## About AIW Dealer Services Pty Ltd

AIW Dealer Services Pty Ltd ("Astute") is a 100% privately owned financial planning licensee originally founded in early 2010 by leading mortgage aggregator Astute Financial Management. It operates under AFSL No. 414256.

The financial advice that you receive is provided by Astute's Financial Advisers. Information about your Astute Financial Adviser is included in Part 2 (Financial Adviser Details) of this FSG.

## The services we offer

Astute is authorised to provide financial advice on, and deal with, the following products:

- Deposit;
- Government Debentures, Stocks & Bonds;
- Life Insurance Investment and Risk;
- Managed investment Schemes;
- Securities;
- Retirement Savings Account;
- Superannuation; and
- Standard Margin Lending Facilities.

The scope of services that your Astute Financial Adviser can provide on our behalf is outlined in Part 2 (Financial Adviser Details) of this FSG.

## Preparing Your Financial Plan\*

<p><b>1</b> Defining the Scope Of Engagement</p> <p>Your Astute Financial Adviser will explain the process, find out what your needs are and make sure they can meet them. You can ask them about their background, how they work and how they charge.</p>	<p><b>2</b> Identifying Your Goals</p> <p>You work with your Astute Financial Adviser to identify your short and long term financial goals – this stage serves as a foundation for developing your financial plan.</p>	<p><b>3</b> Assessing Your Financial Situation</p> <p>Your Astute Financial Adviser will take a good look at your position – your assets, liabilities, insurance coverage and investment or tax strategies.</p>	<p><b>4</b> Preparing Your Financial Plan</p> <p>Your Astute Financial Adviser will recommend suitable strategies, products and services, and answers any questions you have.</p>	<p><b>5</b> Implementing Recommendations</p> <p>When ready, your financial plan will be put into action; where appropriate, your Astute Financial Adviser may work with specialist professionals, such as an accountant or solicitor.</p>	<p><b>6</b> Reviewing the Plan</p> <p>It is important your financial plan is regularly reviewed, to keep you on track. By opting-in to our ongoing review service, your Astute Financial Adviser will review your strategies ensuring your plan stays up to date as your life changes.</p>
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\* Based on FPA's "How does financial planning work?"

## Your financial plan

Each financial plan that we prepare is unique since it is based on your circumstances and designed to meet your own personal and financial goals.

If we provide you with financial advice, your Astute Financial Adviser will present to you a written Statement of Advice (SoA) which is your financial plan. For any subsequent advice, your Astute Financial Adviser may provide you with either another SoA or a copy of a Record of Advice (RoA).

Your Astute Financial Adviser will also give you the applicable Product Disclosure Statements (PDS) for all recommended financial products to help you decide.

We will also provide you with the details of the previous 12 months' fees that were paid by you to us through an annual Fee Disclosure Statement.

## Remuneration and benefits

Astute Financial Advisers are remunerated by way of fee for service, commission or a combination of the two. The remuneration is neither linked to the provision of advice in any areas, nor is it linked to recommendations related to specific financial products.

Astute and/or its representatives may receive sponsorship support or rewards from Fund Managers or Life Companies. This money is paid out of the Fund Managers' and/or Life Companies' own resources and is not an additional cost to you. Sponsorship is paid to Astute to further educate and enable professional development of Astute Financial Advisers.

If you were referred to us by another person, that person may be paid a fee, commission or benefit in relation to that referral. Again, this is not an additional charge to you. An outline of any such arrangements is provided in Part 2 (Financial Adviser Details) of this FSG, with more detailed information provided when you receive the relevant advice document.

## Privacy collection statement

### Collecting your information

We collect personal information about you when you meet with your Astute Financial Adviser, request or use our services, email us, phone us or visit our website. This information may include:

- your personal objectives
- details of your current situation
- other relevant information.

We may also collect information about you from others, such as service providers, agents, advisers, brokers, employers or family members.

Where collecting sensitive information such as health and lifestyle information, usually for insurance purposes, we will ask you for your consent.

You do not have to disclose all of your personal information, however without it your Astute Financial Adviser may not be able to provide advice that is appropriate for your objectives, financial situation and needs.

### Exchanging your information

We may exchange your personal information with Financial institutions for the provision of financial products such as mortgages, investments, life insurance and superannuation. Together with third parties as permitted by law or for the uses listed below. Third parties include service providers where we outsource activities, persons acting on your behalf, other financial institutions, auditors, insurers and government agencies. Some of which may be located overseas

### Using your information

We collect, exchange and use your information so that we can:

- provide advice that is appropriate for your objectives, financial situation and needs;
- manage our relationship with you;
- price, design and administer our services or inform you about other services that may be of interest to you; manage our risks;
- help identify and investigate illegal activity; and
- comply with our legal obligations and assist Government and law enforcement Agencies.

The law requires us to establish your identity and assess applications for products and services by confirming its accuracy. In particular, your Astute Financial Adviser will need to verify your full name, date of birth and residential address and to do so, they will need to sight and maintain records of various identification documents such as a driver licence or passport.

### Respecting your privacy

We are committed to assuring the privacy and security of your personal information. As part of our continuing commitment to client service and maintenance of client confidentiality, we have adopted the principles set out in the Privacy Act. Our Privacy Policy will assist you in ascertaining how to access the personal information, how to complain, how your complaint is dealt with and provide further information on our personal information handling practices. Please refer to Astute's Privacy Policy available at [www.astutefinancial.com.au](http://www.astutefinancial.com.au), or request it from your Astute Financial Adviser.

### Fees

The cost of our services to you will be calculated based on the time that needs to be taken and how complicated your situation is. As a guide the following fee structure applies:

- The initial fees you pay will be determined by the services you select, the complexity of the advice and specific products you purchase.
- There may be a fee for the provision of initial advice, preparing a personalised SoA as well as the implementation of any recommendations contained within the SoA. Your Astute Financial Adviser will disclose the exact fee to you prior to the preparation process.
- We may also charge an ongoing service fee for all personal advice given. The cost will depend on the review agreement between you and your Astute Financial Adviser. This fee and the payment options will be disclosed in the SoA provided to you, or in a separate Ongoing Service Agreement, and before any work is undertaken.
- From time to time you may require other services from us. We may charge you on an hourly rate for these services. With respect to brokerage for ASX transactions, you will be charged for the actual cost of the share trading transactions. The charge will depend on the broker used. We will disclose to you the exact costs before executing the trades.

### Ongoing review

Your Astute Financial Adviser can help you review your financial situation at least annually or when your personal circumstances change to ensure that the advice remains appropriate for you.

### Commissions

We may continue to receive commissions on some products under existing arrangements permitted by law. Commission is a payment that is a percentage of either your premium (insurance products) or the amount you invest (investment products). In all cases you will be informed about the amount of the commission we may receive in the advice document we give you.

Please note that commissions from investment products are no longer made on new investments after the 30<sup>th</sup> of June 2013 but may continue on existing investments.

### Other disclosures

Astute is the model manager of Astute Separately Managed Accounts (SMA) and may receive up to 0.24 percent (after deducting the Responsible Entity's share) of the amount invested in the fund. For example, for an investment of \$1000, Astute will receive up to \$2.40. Where the Astute SMA is recommended, full details of any benefits received will be detailed to you in a Statement of Advice.

### Instructing us

You may instruct your Astute Financial Adviser to buy or sell financial products on your behalf through telephone, fax, email or other means. We will, however, require email or written confirmation from you at all times. FSG Part 2 (Financial Adviser Details) contains the contact details of your Astute Financial Adviser.

### Compensation arrangements

Astute holds professional indemnity insurance that satisfies the requirements of the *Corporations Act 2001* (Cth).

### Complaints?

#### Internal Dispute Resolution

If you are unhappy with the services provided to you, please contact us on the following:

AIW Head Office (Complaints Manager)

Telephone 07 3311 1599

Email [ComplianceAIW@astutefinancial.com.au](mailto:ComplianceAIW@astutefinancial.com.au)

Fax 07 3311 1598

Post PO Box 6 Paddington, QLD 4064

Website [www.astutefinancial.com.au](http://www.astutefinancial.com.au)

#### External Dispute Resolution

If the complaint can't be resolved to your satisfaction, you have the right to refer the matter to:

Financial Ombudsman Service (FOS)

Telephone 1300 780 808

Email [info@fos.com.au](mailto:info@fos.com.au)

Fax 03 9613 6399

Post GPO Box 3 Melbourne, VIC 3001

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