

# Financial Services Guide

## Purpose of this Financial Services Guide (FSG)

The purpose of this FSG is to assist you in deciding whether to use any of the financial services we offer. After reading this FSG, you will know:

- § Who we are and how to contact us
- § What financial services can be provided to you and how these services will be provided to you
- § How we (and any other relevant persons) may be remunerated
- § Whether any relevant associations or relationships exist that may influence our advice
- § How we maintain your personal information
- § How to access our internal and external complaints handling arrangements.

## Who are Austbrokers Phillips and what do we do?

Austbrokers Phillips Pty Ltd (ABN 91 007 075 934) ("Phillips") is an Australian Financial Services Licensee, Licence No 234457 and is responsible for the provision of advice and financial services provided to you by our representatives.

Austbrokers Phillips has earned its reputation as a highly regarded professional advisory firm providing excellent standards of service since 1989. Our success is due to our focus on client service, professional standards and competitive performance. We have a highly skilled and dedicated team of staff who will provide you with the right advice and secure the best products at a competitive price.

Phillips representatives are referred to as Advisers and are employed by Austbrokers Phillips Pty Ltd, they will provide you with an 'Adviser Profile' which describes the products and services they are authorised to assist you with together with more specific information about our fees and charges.

Austbrokers Phillips is a principal member of the Financial Planning Association of Australia (FPA) and is bound by its Professional Code of Conduct and Ethics.

Austbrokers Phillips contact details are:

Address: Level 2, 424 Warrigal Rd, Moorabbin, VIC, 3189

Ph: (03) 8586 9333

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

Fax: (03) 8586 9394

Web: [www.austbrokersphillips.com.au](http://www.austbrokersphillips.com.au)

You are entitled to receive a '**Statement of Advice**' on the first occasion that we provide you with personal advice. This document will:

- § Explain the advice and the basis of the advice,
- § Provide information about our remuneration,
- § Provide information about any products we have recommended by providing a product disclosure statement (PDS) and
- § Disclose any associations or relationships that have the potential to influence our advice.

Copies of all advice documents will be retained on your client file and if you have not already been provided with one you may ask for a copy of these documents at any time.

## What financial services are we authorised to provide and how will these be provided to you?

Austbrokers Phillips can offer financial services and advice that covers the following areas:

- § Wealth Creation including advice on securities
- § Retirement Planning including superannuation and pensions
- § Risk management & protection of assets
- § Retrenchment & redundancy advice
- § Social Security / Centrelink entitlements
- § General Insurance

From these financial services, certain kinds of financial products may be recommended to you. Austbrokers Phillips can provide advice and arrange transactions on the following class of financial products:

- § Superannuation and Retirement Savings Accounts
- § Managed Investments (including an Investor Directed Portfolio Service (IDPS)) and Securities
- § Margin lending facilities (standard)
- § Government Debentures, Stocks or Bonds and Deposit Products
- § Insurance products including Life and General

Our Advisers can only provide advice on financial products within these classes where they appear on the Austbrokers Phillips “Approved Product List.” The Approved Product List includes a large range of investment and insurance products for which the appropriate research and analysis has been undertaken.

Advisers of Austbrokers Phillips cannot advise you on, or influence you in favour of, a financial product which:

- § is not on the approved product list; or
- § is a managed discretionary account, or any arrangement where your Adviser can make changes to your portfolio before obtaining your consent; or
- § is a product they are not authorised to provide advice on. Your Adviser’s Adviser Profile will tell you the class of financial products your Adviser can advise on.

Please be aware that Austbrokers Phillips shall not be responsible where an Adviser provides any services to you which are outside of their authorisation limits. You should therefore refer to the Adviser Profile and ask your Adviser to specifically confirm that the service or product does not fall within one of the above exclusions, prior to acting on any advice.

### Are these all of our services?

Austbrokers Phillips are industry leaders in general insurance and risk management advice and products. Our specialist teams provide services which range from home and motor insurance to corporate risk management programs. If you require further details talk to your adviser who will provide you with a separate FSG that specifically covers these services.

### Can I provide my Adviser with instructions?

You may provide your Adviser with specific instructions by letter, email, telephone, fax or other means (as agreed with your Adviser).

## **How are we paid and how will you pay for the service?**

Before you agree to obtain advice or financial product from us we will provide you with details of any cost to be incurred by you, how these costs are calculated and how you can pay for our services.

This page provides a summary of how we calculate and how you pay for insurance and financial advice, the attached adviser guide will have a more detailed explanation, and your statement of our advice will have your specific fee and commission information.

### **Insurance Advice**

When we provide insurance advice to you we work on a commission basis. Insurance product providers pay commissions to Austbrokers Phillips based on the premium they receive for the insurance. These commissions do not form part of your premium and are not in addition to your premium payment.

### **Financial Advice and other Financial Products**

All other services are provided on a fee for service basis. This means that we will provide you with an agreed fee depending on the services and financial product that you require. Because of the variety of services that we offer this fee may be:

- i. A one off and/or ongoing agreed fixed fee
- ii. An Asset Under Management (AUM) fee\* or:
- iii. A combination of the above

\*AUM is a percentage based fee determined by your investment assets.

You are able to pay for these fee by:

- Cheque, EFT or Direct Debit and/or;
- Direct payment via your investment

The relevant Product Disclosure Statement will contain full details of fees applicable to any financial products recommended.

### **Other (additional) payments**

Austbrokers Phillips may also receive additional payments from investment platform providers. These payments are usually based on the amount invested with the product provider. More detail will be provided in a SOA if the relevant products are recommended to you.

### **Other Benefits**

Austbrokers Phillips may benefit indirectly through the provision of subsidised conference attendance and training costs from some of the product providers on the "Approved Product List".

Your Adviser may also receive a range of other benefits from product providers such as marketing support or sponsorship, entertainment, conferences, accommodation and travel.

## **Do any relationships or associations exist which may influence the financial advice we provide?**

We do not believe that any relationships or associations exist which would influence our advice to you.

We maintain a public register outlining the forms of alternative remuneration that are payable to Austbrokers Phillips and its representatives and a copy of this register can be accessed upon request.

## **How do we maintain information about you?**

National Privacy Principles apply to the collection of personal or sensitive information. In effect, this means that information provided by you in the course of receiving financial planning services must be used only for the following purposes:

- § to provide you with information, products or services that you might reasonably expect or request;
- § to fully understand or anticipate your needs during our relationship;
- § to manage rights and obligations under any laws applying to the services provided; or
- § to conduct research, or planning and marketing, which includes direct marketing, although you do have the right to specifically instruct that your details aren't used for these purposes

The type of information which will usually be requested will include significant details about your financial, taxation, health, employment and estate planning matters. This may include details relating to your partner or family members.

You are entitled to request access to your file for the purpose of reviewing and correcting the information held. However, you cannot access information where it would have an unreasonable impact upon the privacy of another person, or if the information is relevant to legal obligations or legal proceedings.

We will, from time to time, disclose information about you to other professionals, insurance providers, superannuation trustees, product issuers and our service providers in connection with providing our services to you.

You are entitled to obtain access to the information which we hold about you by contact the Privacy Officer on (03) 9916 6300 or by writing to our:

Privacy Officer, Austbrokers Phillips Pty Ltd  
Level 2, 424 Warrigal Road, Moorabbin, VIC, 3189

For more information regarding our collection, use, storage and disclosure of your personal information, our Privacy Policy can be accessed on our web site [www.austbrokersphillips.com.au](http://www.austbrokersphillips.com.au)

## How can you access Phillips's complaints handling arrangements?

Austbrokers Phillips is a member of the Financial Ombudsman Service (FOS).

If you have a complaint regarding the provision of financial services to you, you should take the following action:

1. Speak to your Adviser about your concerns, or
2. Contact us on 03 8586 9333 and ask to speak to our Professional Standards Manager.

If after speaking to your Adviser or our Professional Standards Manager, your complaint is not resolved within fourteen (14) days, please put your complaint in writing and send it to us, addressed to:

Professional Standards Manager, Austbrokers Phillips Pty Ltd  
Level 2, 424 Warrigal Road, Moorabbin, VIC, 3189

Whilst every endeavour will be made to resolve the matter promptly and impartially, if you are not satisfied with how your complaint is dealt with, you can elect to refer the matter, free of charge, to the Financial Ombudsman Service (FOS). FOS can be contacted on 1300 780 808. You can also write to them at:

Financial Ombudsman Service  
GPO Box 3, Melbourne VIC 3001

If your concerns involve your Adviser's conduct, you may wish to raise this with the Financial Planning Association of Australia (FPA). You can write to them at:

Financial Planning Association Limited  
PO Box 109 Collins Street West, Melbourne VIC 8007

Alternatively, other matters can be referred to the industry regulator, the Australian Securities and Investments Commission (ASIC) on free-call 1300 300 630 or visit the website [www.asic.gov.au](http://www.asic.gov.au)

### Professional Indemnity Insurance

Austbrokers Phillips has Professional Indemnity Insurance in place to cover us and our representatives for liability arising from the financial services we provide. This includes claims relating to the conduct of representatives who no longer work for Phillips, but did so at the time of relevant conduct. We understand it is adequate to meet our requirements as a financial services licensee.