

# Financial Services Guide

FINANCIAL SERVICES GUIDE  
AND CREDIT GUIDE  
Issued January 2020



Financial Decisions Pty Ltd ABN 14 121 685 318 AFSL 341678  
PO Box 484 Mona Vale NSW 1660 T 02 9997 4647 F 02 9997 7407  
[www.financialdecisions.com.au](http://www.financialdecisions.com.au)

For over 40 Financial Decisions has been advising individuals and companies on how to build stronger financial futures. Our team of highly qualified financial advisers offer years of experience in all areas of financial planning. The advisory team is supported by a group of exceptional support staff who are dedicated to meeting the needs of our clients in a timely and professional manner.

We offer the following comprehensive financial services to co-ordinate all aspects of wealth creation and management strategies under one roof:



Our objective is to create lasting partnerships with our clients and their families through an integrated approach to servicing their overall financial needs. Ultimately, we aim to manage, protect and maximise their wealth over the long-term.

The financial services referred to in this Financial Services Guide are offered by:

Financial Decisions Pty Ltd  
ABN 14 121 685 318  
Australian Financial Services License and Australian Credit License Number 341678  
Tax Practitioners Board, Tax (Financial) Adviser Registration Number 24963387  
AFCA Membership Number 14775

The accounting and taxation services referred to in this Financial Services Guide are offered by Financial Decisions Tax and Accounting. Financial Decisions has a 100% ownership and interest in Financial Decisions Tax and Accounting.

Financial Decisions Tax and Accounting Pty Ltd  
ABN 99 603 371 624  
Tax Agent Registration Number 25175713

Contact details:

Suite 10 Level 3 Gateway Building, 1 Mona Vale Road, Mona Vale NSW 2103  
Suite 1102 Level 11, 50 Margaret Street, Sydney NSW 2000  
Suite 103, Level 1, 4 Colombia Court, Norwest NSW 2153  
PO Box 484, Mona Vale NSW 1660

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## FINANCIAL SERVICES GUIDE

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

- our services;
- our remuneration;
- any potential conflicts of interest; and
- our internal and external dispute resolution procedures.

When we provide financial advice or a "Statement of Advice" (SOA), we must make reasonable enquiries about your current financial situation and future needs to ensure that advice is appropriate to you.

In the Statement of Advice we will advise you about:

- our fees and commissions; and
- any associations we have with financial product issuers or other parties that may have influenced the advice we provided to you.

If we recommend a particular financial product we will provide information about the financial product in a "Product Disclosure Statement" to help you make an informed decision. We will explain to you any significant risks of financial products and strategies that we recommend to you. If we do not do so, you should ask us to explain those risks to you.

### Your privacy

Financial Decisions is committed to protecting your privacy. We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information.

We will collect personal information from you so that we can understand your personal situation and provide you with advice that best meets your needs and objectives.

We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you. However in some cases we will seek authority to collect this information from other parties such as your accountant or your superannuation fund.

If you do not provide us with all of the information that we request, we may not be able to provide our services to you.

We will hold and use your personal information so that we can continue to provide our services to you. We will only disclose your personal information to external parties where:

- the law requires us to do so; and/or
- you consent for us to do so

Our Privacy Policy contains further information on how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information. Our full Privacy Policy is available on our website at [www.financialdecisions.com.au](http://www.financialdecisions.com.au).

# QUESTIONS AND ANSWERS

## Q Who is my adviser?

Your adviser will be one of the Financial Decisions' team members detailed on our website at [www.financialdecisions.com.au](http://www.financialdecisions.com.au).

If you do not wish to receive their advice, we may deal on your behalf by carrying out your instructions.

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.

## Q Who is responsible for the financial services provided?

Financial Decisions is responsible for the financial services provided including the distribution of this FSG. Financial Decisions (ABN 14 121 685 318) is an Australian Financial Services Licensee and Australian Credit Licensee, Number 341678.

## Q Do you have any relationships or associations with financial product issuers?

Financial Decisions is privately owned and is not controlled by any financial institution/s such as a fund manager, bank or insurance company.

Financial Decisions has a minority investment in Winston Capital Partners Pty Ltd.

Some institutions continue to pay grandfathered volume bonuses, details of which (if applicable) will be fully disclosed in your Statement of Advice.

## Q Do you have a list of approved products?

Financial Decisions has an extensive Approved Product List. This means we are not limited to recommending products from a particular organisation when choosing an appropriate product to suit your objectives, financial situation and needs. The recommendations will be made after conducting an investigation into the financial products and may require us to consider a product that is not on the Approved Product List. All products on the Approved Product List are supported by research from external and/or internal research experts. We conduct due diligence on external research report providers that provide us with research. Should we consider it in your interests to use a non approved product, we follow a rigorous review and approval process to ensure the product is appropriate for your circumstances.

## Q What information should I provide to receive personalised advice?

You need to provide Financial Decisions with a list of your personal objectives, details of your current financial situation and any relevant information, to enable us to offer you the most appropriate advice.

You have the right not to provide this information to Financial Decisions if you do not wish to. However, if you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation.

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

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

Financial Decisions maintains a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

If you wish to examine your file, we will make arrangements for you to do so upon request.

## Q How can I give you instructions about my financial products?

You may inform Financial Decisions how you would like to provide instructions to us, for example, by telephone, fax or email.

If we provide you with execution related telephone advice, you may request a record of this advice at that time or up to 90 days after providing the advice.

## Q How will I pay for the services provided?

You may pay Financial Decisions as per our Professional Fees and Fee Schedule which form part of this FSG. Alternatively, where law allows, we may receive a payment called commission that is paid to us by the product issuer/s.

We will give you a Statement of Advice containing details of our fees and any payments made to us by a financial product issuer/s.

## Q How are the commissions, fees or other benefits calculated for providing the financial services?

Generally the payment received by Financial Decisions will be based on the amount you invest.

Details of payments we receive are contained in the Product Disclosure Statements, which are available from your adviser.

If you receive financial product advice from us, we will tell you about any commissions, fees or other benefits, where possible in actual dollar amounts, in the Statement of Advice. Our adviser will give you this tailored Statement of Advice before we proceed to act on your instructions.

- We may be entitled to receive an ongoing payment from the financial product issuer.
- We may receive a placement commission on capital raisings for listed stocks. This includes IPO's and rights issues. Placement fees are paid by the respective company or broker that is selling stock to the public.
- Some product providers who had an existing arrangement with Financial Decisions prior to 1 July 2013 may pay us what is commonly referred to as a volume bonus. This bonus is calculated on the amount of client money paid to a particular issuer (platform products) by a licensee.
- We may receive upfront commission from life insurance companies. Typically commissions may range from 22% to 66% (including GST) of premium for life insurance products (based on the net annual premium). For example, initial commission rate of 66% on a net annual premium of \$1,500 would be \$990.
- Financial Decisions may also receive additional benefits such as help with marketing expenses, complimentary or subsidised attendance at conferences, and other rewards such as gift vouchers, tickets to sporting events and invitations to social events that are below \$300.
- Details of our Professional Fees etc are as indicated in our Fee Schedule which forms part of this FSG.

## Q What should I do if I have a complaint?

If you have any complaints about the service provided to you by Financial Decisions, you should take the following steps:

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 45 days, please contact our Compliance Manager on (02) 9997 4647 or put your complaint in writing and send it to us at our address, noted at the beginning of this FSG. We will endeavour to resolve your complaint efficiently and fairly.
3. If the complaint cannot be resolved to your satisfaction you have the right to refer the matter to the Australian Financial Complaints Authority on 1800 931 678 or at [www.afca.org.au](http://www.afca.org.au).

Financial Decisions has Professional Indemnity Insurance in place to cover us for the financial services that we provide. We believe it will meet our requirements as a financial services licensee. The policy includes coverage for claims made in relation to the conduct of representatives and employees who no longer work for us (but who did at the time of the relevant conduct).

## Q Who should I contact if I have further questions?

If you have any further questions about the financial services that Financial Decisions provides, please contact our Compliance Manager on (02) 9997 4647. Please retain this document for your reference.

## OUR SERVICES

The senior advisers of Financial Decisions provide advisory services designed to help you create, manage and protect your wealth including:

- wealth creation;
- retirement planning;
- direct equities;
- margin lending
- debt management;
- strategic advice about consumer credit and consumer credit referrals
- self-managed superannuation funds;
- corporate superannuation;
- personal insurances;
- business insurance (other than general insurance);
- succession planning; and
- estate planning.

We also offer mortgage broking, commercial financing and leasing services under our Australian Credit Licence.

Financial Decisions is authorised to provide financial product advice in relation to:

- deposit and payment products (basic and non-basic);
- government debentures, bonds or hybrids;
- life insurance products (investment and risk);
- managed investment schemes (including investor directed portfolio services);
- retirement savings accounts;
- securities;
- structured products; and
- superannuation,

and is also authorised to deal in these products.

### Portfolio monitoring

Internal databases are maintained detailing clients' investments that were recommended by Financial Decisions. This does not constitute portfolio monitoring. Portfolios are reviewed on an annual basis, subject to a client's discretion.



# OUR PROFESSIONAL FEES

Financial Decisions believes the services that we offer are valuable and the remuneration received is a fair reward for our expertise and skills. We are transparent about any benefits or payments we receive and the costs you will incur for using our services.

1. We charge fees for our initial advice, its implementation, ongoing monitoring and review.
2. We may also charge fees for other advice or services that fall outside of the scope detailed in item 1 above.
3. Further details about our fees are contained in our Fee Schedule which forms part of this FSG.
4. No fees are payable by you unless you have instructed us to proceed with the provision of advice and services by signing our Letter of Engagement.
5. All fees charged by us and any brokerage or commissions paid by product providers (total remuneration) are received by Financial Decisions as the Australian Financial Services Licensee.
6. If you purchase or retain a life insurance policy on our recommendation, we may receive brokerage payments from the insurer who issues the policy. There are a number of ways these payments can be structured. Insurers currently offer brokerage payments of up to 77% of the first year's premium and up to 33% for subsequent years over the life of the policy.
7. We may also make payment to people or organisations that refer clients to us.
8. The principals of the firm are Damien Cooper, Matthew Collins, Timothy Brosnan and Chetan Sharma. They (or their company) receive a dividend from the firm.

Full details of all fees, brokerage, commissions or other benefits that we or any other related parties receive as a result of recommendations to you will be provided in the Statement of Advice.

## OUR FEE SCHEDULE

### Plan preparation fee

The plan preparation fee includes all initial meetings with you, the time we take to determine our advice and the production of the Statement of Advice.

The plan preparation fee is based on the scope and complexity of advice provided to you. We will determine this fee with you at our first meeting, after we have clarified your requirements.

### Plan implementation fee

If you decide to proceed with our advice we will charge a fee for the time we spend assisting you with implementation. We will let you know what the fee will be in your Statement of Advice.

### Ongoing services fees

Once your investments are established we will meet with you every twelve months (or at another frequency we agree upon) to provide performance reports and update our advice.

### Fee for service

We can also operate under an agreed Fee for Service (FFS) arrangement if preferred. This will also be detailed in your Statement of Advice after discussion with your adviser. FFS arrangements will increase by 5% per annum to cover the increasing costs of managing a financial planning practice.

### Future of financial advice (FOFA)

Financial Decisions will provide an annual Fee Disclosure Statement (FDS) to all clients paying an ongoing advice fee. The FDS outlines the services you are entitled to receive and those services actually delivered in the prior 12 months as part of the ongoing advice arrangement. All clients from 1 July 2013 onwards are required to "Opt-in" on a biennial basis, by signing an agreement to continue with our services and the associated fees.

### Letter of Engagement

All fees will be outlined to you in our Letter of Engagement and your written consent will be obtained before proceeding. No fees are payable unless you engage our services by signing the Letter of Engagement.

We recommend that you review your financial situation at least every 12 months or whenever your personal or financial circumstances change. It is your responsibility to initiate the review process. If you would like a review or if at any time you have any specific concerns, please feel free to contact us.

# CREDIT GUIDE

The National Credit Code generally regulates loans to individuals where the loan is provided or intended to be provided wholly or predominantly for personal, domestic or household purposes, or to purchase, renovate or improve residential property for investment purposes (or the refinancing of any such loans). Financial Decisions provides credit services in relation to loans regulated by the National Credit Code, including:

- strategic credit advice;
- referral to our inhouse broker or credit provider; and/or
- other credit assistance.

Where your financial adviser is a Credit Representative of Financial Decisions your financial adviser may provide credit services in relation to credit contracts with a range of credit providers. The credit providers with which Financial Decisions deals most are:

- |                     |                        |
|---------------------|------------------------|
| • Adelaide Bank     | • Macquarie Mortgages  |
| • AMP               | • ME Bank              |
| • ANZ               | • NAB                  |
| • BankWest          | • Pepper Home Loans    |
| • Citibank          | • St George            |
| • Commonwealth Bank | • Suncorp              |
| • FirstMac          | • Teachers Mutual Bank |
| • ING Bank          | • Westpac              |
| • Liberty Financial |                        |

Financial Decisions uses the services of Finconnect to enable you to enter into credit contracts with a large range of credit providers, in addition to the credit providers listed above. Not all of Financial Decisions' Financial Advisers are authorised to use the services of Finconnect. When providing any such credit services, Credit Representatives of Financial Decisions will not act as your agent, and will not act as agent of any credit provider, except to the extent necessary as part of the application process.

## Our general obligation

We will not suggest that you apply, or assist you to apply, for a credit contract or for an increase to the credit limit of a credit contract or suggest that you remain in a credit contract if we assess that the credit contract is unsuitable for you. This assessment is the 'Preliminary Assessment'.

### Q When will a credit contract be unsuitable?

A credit contract will be unsuitable if:

- the credit contract does not meet your requirements or objectives;
- it is likely that you will be unable to comply with your financial obligations under the credit contract; or
- it is likely that you could only comply with your financial obligations under the credit contract with substantial hardship.



### Q How can you access a copy of the Preliminary Assessment?

We will give you a written copy of the applicable Preliminary Assessment, if you request a copy of this from us during the period of 7 years from the date of the quotation for credit assistance we have provided to you (the 'Quotation Date').

### Q What types of fees, charges and commissions do we receive for our services?

We may charge fees or charges for the preparation, presentation and implementation of our credit advice.

These fees or charges will be based on your individual circumstances and the complexity of the credit assistance you require. We will discuss and agree these and any other fees or charges with you before we provide you with credit assistance.

## Commissions

If you take out a credit product through us, Financial Decisions may receive payments in the form of initial commissions and/or ongoing commissions from the credit provider.

## Referral fees and commissions

If Financial Decisions is likely to pay referral fees or commissions to a third party (such as accountants, lawyers or real estate agents) who refer you to us for credit assistance, further details about these payments will be included in your Statement of Advice where applicable. If these payments apply, you may also request from us an estimate of the payment and how it is calculated.

# APPENDIX 1

## MANAGED DISCRETIONARY ACCOUNT SERVICE



### Managed Discretionary Account services

A Managed Discretionary Account (MDA) is a financial service that allows an Australian Financial Services Licensee (and its representatives), such as Financial Decisions, to invest in financial products on behalf of a client and/or manage a client's (financial product) investment portfolio, on a discretionary basis. Usually we will do this using a regulated platform.

We are authorised by the Australian Securities & Investments Commission (ASIC) to advise and deal in an MDA service and the client must enter into an MDA contract with us if they wish to use these services. The terms of the contract are set out principally here in this FSG, but also in your Statement of Advice. We do not outsource any functions of ours as an MDA operator.

The MDA contract allows us to rebalance a client's portfolio, or replace a financial product with another, for a particular reason, without having to contact the client and obtain the client's authority to make the changes. These actions may be necessary for example in times of market volatility, which is outside normal circumstances, or if the portfolio is overweight in a particular asset class.

MDA clients must also sign a section of the regulated platform's application form which directs the platform operator to take instructions from us, on behalf of the client, and act on those instructions.

The MDA service offered by Financial Decisions is limited to this discretion and authority (Authority).

The MDA service is optional for the clients of Financial Decisions.

### Q What are the significant risks associated with using a MDA service?

#### Risks associated with the Authority

- a) The Authority allows Financial Decisions to make changes to a client's investments without seeking the client's prior authority. By giving us the Authority, the client is bound by our actions and the changes we make to the client's investments (as long as the changes are within the limits of the Authority and in accordance with the Corporations Act). It is important that a client understands what we are authorised to do and carefully read and understand the activities that the client is authorising us to perform on the client's behalf.

- b) Neither Financial Decisions, nor any related or associated person or body corporate guarantees or makes any representations concerning the future performance of investments, the return of capital, any specific level of performance, the success or tax effect of any strategy that we may use, or the success of our overall decisions pursuant to the Authority.
- c) The investment decisions made by Financial Decisions are subject to various market, currency, economic, environmental, political and business risks, and that those investment decisions will not always be profitable.
- d) There is also a risk that Financial Decisions' management and investment decisions will not achieve a client's expectations and needs or that a regulated platform may not act as it should.
- e) These risks may affect the value of a client's investment and the return it may receive.

### Q How does a client give instructions about the exercising of rights relating to the financial products in its portfolio?

Managed funds: Managed funds held through the MDA generally do not have rights or entitlements that a client can exercise because the investment is owned by the regulated platform operator or its custodian/administrator, with the client having beneficial ownership. If any rights or entitlements are offered, Financial Decisions will seek the client's instructions on how to exercise those rights or entitlements.

Securities: If the regulated platform offers particular securities that can be purchased via the platform, those securities may have rights or entitlements attached to them. For these rights to be exercised by a client, generally the securities must be registered in the client's name. Typically, securities offered by a regulated platform are registered in the name of the platform's custodian/administrator with the client having beneficial ownership. It is possible that the custodian/administrator may, but not always, inform the beneficial owner, or the owner's adviser, of any new rights or entitlements and request instructions on how to proceed. If we are not notified of any intending corporate actions we will pass that information to you.

### Q Does a client have to enter into a contract for Financial Decisions to provide MDA services?

Yes. Before Financial Decisions provides a client with any MDA services the client must first enter into an MDA contract with us. This contract will set out the terms and conditions of the Authority and also an appropriate investment programme. The terms of this contract are set out principally here in this FSG.

### Q Who prepares the investment programme?

Financial Decisions will prepare an investment programme for each MDA client. We will rebalance a client's portfolio to ensure the portfolio remains consistent with the investment programme.

**Q Will the investment programme in the MDA contract comply with the law?**

Yes it will. The relevant law is the Corporations Act.

Financial Decisions may either provide a client with an investment programme as part of the MDA contract or a separate investment programme with the MDA contract.

In either case the client's investment programme will comply with Division 3 of Part 7.7 and Division 2 of Part 7.7A of the Corporations Act. This means that we must determine if the MDA is appropriate for a client based on the client's personal circumstances, needs and financial position, and provide a Statement of Advice that includes our recommendations and remuneration disclosure. The Statement of Advice may either form part of the contract or be a separate document.

The MDA contract will also contain:

- statements about the nature and scope of the discretions that Financial Decisions will be authorised and required to execute under the MDA contract and any investment strategy that is to be applied in exercising those discretions;
- information about any significant risks associated with the MDA contract;
- the basis in which we consider the MDA contract to be suitable for a client; and
- particular warnings if Financial Decisions has formed the view that a client has provided us with inaccurate or limited information, and that the service may not be suitable for a client if any relevant personal circumstances change.

**Q Who is responsible for reviewing the investment programme?**

Financial Decisions is not required to review the investment programme to ensure that it remains suitable for a client.

If Financial Decisions does conduct a review, it will provide the process in a separate document.

**Warning:** The MDA contract may not be suitable for you if you provide us with inaccurate or limited information, and not suitable for you if any relevant personal circumstances change.

**Q Does Financial Decisions provide custodial or depository services for a client's portfolio?**

Financial Decisions does not provide custodial or depository services. A client's portfolio interests in the regulated platform are held by the operator of the regulated platform or its custodian/administrator. Their contact details will be in the documents which explain the regulated platform.

**Q Are there any costs for using Financial Decisions' MDA services?**

There are no costs payable to Financial Decisions for clients to use the MDA services, although regulated platforms may charge fees and costs (detailed in their documentation) and any commissions or other payments received by us will be detailed in the Statement of Advice provided to the client.





**Disclaimer**

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