

# Financial Services Guide

## Part 1

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This Financial Services Guide (FSG) comes in two parts, this document which is Part 1, and Part 2, the Adviser Profile.

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Backed by **TAL**

# About Affinia

Affinia Financial Advisers Limited (Affinia) is a wholly owned subsidiary within the TAL Group of companies whose ultimate holding company is TAL Dai-ichi Life Australia Pty Limited (ABN 97 150 070 483) (TAL). Affinia is a related corporation of TAL Life Limited (ABN 70 050 109 450) the life insurance provider; and of TAL Superannuation Limited (ABN 69 003 059 407) the superannuation provider within the TAL Group. Affinia's Australian Financial Services Licence (AFSL) Number is 237857 and this commenced on 19 January 2004.

Affinia is a Corporate Member of the Association of Financial Advisers Ltd (AFA) and actively supports the AFA Code of Ethics and Professional Conduct.

## About this guide

This Financial Services Guide (FSG) contains important information about the financial services available to you. Affinia holds an AFSL, under which your Adviser operates as an authorised representative. This FSG outlines the services that both your Adviser and Affinia offer you, and aims to assist you in deciding whether to use the services available to you. It contains information including:

- the financial services available
- how your Adviser and Affinia are paid
- any potential conflicts of interest, and
- dispute resolution procedures if you have a complaint.

When you receive personal financial advice your Adviser will provide you with a Statement of Advice (SOA). This contains details of the advice provided, the basis on which it was given and information about fees, commissions and associations which may reasonably be expected to be capable of influencing the provision of the advice. However, your Adviser has an overriding obligation to act in your best interests.

If your Adviser provides you additional advice, and that further advice is related to what was included in your previous SOA (and is not provided to you in writing), you may request a copy of the record of that further advice at any time up to seven years from the date your Adviser gave that further advice to you. You can request the Record of Advice by contacting your Adviser or Affinia.

In some circumstances your Adviser will provide general financial product advice. In these situations your Adviser will provide a warning that the advice does not take into account your personal objectives, financial situation or needs and, in these circumstances, you will not be provided with an SOA.

When you receive personal or general advice to acquire a particular financial product, your Adviser will provide you with a Product Disclosure Statement (PDS). This contains information about a particular product and will assist you in making an informed decision about that product.

If you ask to purchase a specific product you will be provided with the appropriate PDS.

This FSG has been authorised for use by Affinia.

# Your Adviser

Your Adviser is an authorised representative of Affinia Financial Advisers Limited. They will be acting on behalf of Affinia when they recommend financial products to you.

Affinia is responsible for any of the financial services provided, including the distribution of this FSG. You should also receive Part 2 of this FSG, the Adviser Profile, with this Part 1 of the FSG. Part 2 provides more detailed information about your Adviser.

## Advisory services

Affinia is authorised to provide financial product advice and deal in the following areas:

- Basic Deposit Products
- Deposit Products other than Basic Deposit Products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life Insurance – Risk
- Life Insurance – Investments
- Managed Investment Schemes (including Investor Directed Portfolio Services)
- Retirement Savings Accounts
- Securities
- Standard Margin Lending Facility
- Superannuation

The Adviser Profile sets out which of these financial services your Adviser is authorised to provide as an authorised representative of Affinia.

Affinia may also provide the following advisory services:

- Financial Advisory Services
- Financial Planning
- Superannuation Rollover Advice
- Investment Advice
- Social Security Advice
- Succession Planning
- Savings Plans
- Portfolio Reviews

A financial product will only be recommended to you after it is considered suitable for your individual needs, objectives and financial circumstances.

Affinia is registered with the Tax Practitioner's Board as a Tax (Financial) Adviser. A Tax (Financial) Advice service is:

- Provided in the context of the advice provided by a financial adviser under an AFSL; and
- The part of financial advice that interprets and applies the tax laws (including tax, superannuation and SMSF laws) to the personal circumstances of a client.

Whilst Affinia is registered as a Tax (Financial) Adviser, we are not registered tax agents and only provide services directly related to the nature of the advice provided to you. We recommend you consult a registered tax agent to confirm your taxation position for matters beyond the scope of this advice.

Affinia also has access to specialist advice on tax and estate planning. Where required, these specialist areas of advice will

be provided only by referral. Whether you use the specialist referred to you, or a professional that you currently have an involvement with, they will be responsible for the advice provided to you.

If you require advice on a wider range of products or complex issues you may be referred to another financial services provider.

## Your Adviser's responsibilities to you

Your Adviser will:

- where personal advice is given, act in your best interests and only provide personal advice that they reasonably consider is appropriate, having regard to your personal circumstances
- where personal advice is given, give priority to your interests if a conflict exists between your interests and the interests of your Adviser, Affinia or an associate of these
- generally only advise within Affinia's approved product list
- deal if directed but only with your approval
- take instructions from you
- subject to any registration rules which may be applicable, consider but not advise on tax issues other than as a Tax (Financial) Adviser, and
- not ask you to sign blank documents.

## Your responsibilities to your Adviser

It is expected that you will:

- when you are seeking personal advice, tell your Adviser about your personal objectives, current financial situation and any other relevant information so they can offer you the most appropriate advice. If you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation
- where required, provide your Adviser with complete and accurate information
- update your Adviser as required with any changes in your personal situation
- not sign blank forms
- carefully consider their advice when making decisions about financial products, and
- carefully consider the implications or risk associated with any recommendations in your SOA before making a decision relating to a financial product.

## Your information and privacy

We collect, use, disclose, secure and manage your personal information in accordance with the Privacy Act 1988 (Cth), the 13 Australian Privacy Principles and any relevant privacy codes. Affinia is well aware of the importance of maintaining the confidentiality of the personal information you disclose to your Adviser and we take all reasonable steps to handle the information you provide in accordance with your expectations

and our obligations. Generally your personal information is collected for the purpose of providing our financial services to you such as providing you with financial advice and access to products you may require. The way in which your information is collected, used and disclosed is explained in the Affinia Privacy Policy. You can access this at [www.affinia.com.au](http://www.affinia.com.au) or by contacting Affinia you can obtain a copy free of charge. The accuracy of the information you provide is important. If you need to update or correct any information, please let your Adviser know.

From time to time we may disclose your personal information to other individuals and organisations in connection with providing products and services to you.

Generally you are entitled to obtain access to the information which we hold about you, subject to limited exceptions and should you require access to information you can either contact your Adviser or Affinia directly.

If you have any questions regarding the privacy of your personal information or questions about our information handling practices you can contact us to discuss. However, should you want to know more about privacy rights and other privacy issues, there are a number of useful resources available at the website of the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au).

## Fees and commissions

There are various ways payment is received and distributed by your Adviser and their associates for the services provided. You may be charged a set fee, an hourly rate or your Adviser and their associates may receive commissions directly from the financial product issuer whose products are recommended to you.

Part 2 of this FSG, the Adviser Profile, contains further information detailing fees and commissions as well as other benefits your Adviser and their associates may receive for the services they provide.

Affinia or its Advisers may be entitled to receive partnership payments from product issuers, including TAL. This may be by way of additional commission (including amounts additional to the rates of commission disclosed in Part 2 of this FSG), a rebate of some or all of the fees that your Adviser pays to Affinia, or other payments and may depend on the volume of business Affinia and its Advisers collectively or individually place with a product issuer.

Affinia may have these types of arrangements in place with any product issuers on its approved product list (APL). A copy of Affinia's APL is available on request from your Adviser or Affinia.

Your SOA outlines the specific amount of any initial and ongoing commissions, fees, charges and other benefits that are paid to any person as a result of the financial products or services you obtain. It will also explain how the commissions, fees, charges and other benefits are calculated.

If your Adviser only provides general advice, you can request further details about how remuneration is calculated, provided you do so within a reasonable time after receiving this FSG and before you receive a financial service.

If your Adviser recommends a financial product, the issuer of that product will receive a benefit which may be in the form of a premium, entry fee or management fee. This is fully explained in the relevant PDS.

If you enter into an ongoing fee arrangement with your Adviser you will be sent a Fee Disclosure Statement (FDS) annually. The FDS notes the services you were entitled to receive, the services you actually received and the fees you paid for those services in the previous 12 months.

An ongoing fee arrangement is an arrangement under which you are charged an ongoing fee during a period of more than 12 months for personal advice (but does not include commissions paid to Advisers). Where you enter into an ongoing fee arrangement after 1st July, 2013 your adviser is required to send a renewal notice to you every two years. Your ongoing fee arrangement will only be able to continue if you respond to this notice.

If personal advice is provided, when you are happy with the recommendations and information in your SOA, you need to authorise your Adviser to implement the recommendations by signing it.

## Referrals

If you are referred to your Adviser or Affinia by someone else, and they are paid a fee or commission for that referral, your SOA will show the amount of that fee or commission, or you can request this information from your Adviser.

## Anti-Money Laundering and Counter-Terrorism Financing Act 2006

Affinia has a number of obligations under the Anti – Money Laundering and Counter Terrorism Financing Act 2006 (Cth), “AML / CTF obligations”.

These AML / CTF obligations may require us to carry out procedures to identify you and to verify the identification information you provide. In some circumstances AML / CTF obligations require us to report certain information about our clients to relevant authorities, including the Australian Transaction Reports and Analysis Centre (AUSTRAC). Where legally permitted or obligated to do so, we may disclose that information to regulatory or law enforcement agencies, to our related bodies or to other third parties.

The AUSTRAC website at [www.austrac.gov.au](http://www.austrac.gov.au) provides information relating to the AML / CTF obligations.

## Professional indemnity

As a subsidiary of TAL, Affinia, its employees and its representatives are indemnified under Professional Indemnity Insurance secured by TAL. That insurance covers work done for Affinia, by its representatives and employees. These arrangements satisfy the compensation requirements for an AFS licensee under section 912B of the Corporations Act.

## If you have any concerns or complaints

At Affinia we strive to ensure that you are satisfied with the services we provide. However, we acknowledge that there may be instances, from time to time, where individuals may have some concerns, or be dissatisfied, with the services we deliver. If this is the case, certain avenues exist through which you may seek a resolution.

It is Affinia's experience that many concerns or complaints arise from miscommunication and can usually be resolved through consultation with your Adviser. Affinia therefore encourages you in the first instance to contact your Adviser to discuss the issue. Your Adviser's contact details may be located in Part 2 of this FSG, within the Adviser Profile.

If the matter is not satisfactorily resolved by contacting your Adviser, or if you would prefer to contact Affinia directly to discuss the issue, we have an internal complaints process through which we may review, and seek to address, your concerns. In these circumstances your complaint will be escalated to our National Manager, Advice and Research, and where appropriate, forwarded to our Professional Standards team for consideration. Affinia will aim to resolve your complaint quickly and fairly and will communicate our proposed solutions to the issue with you, in writing, within 45 days of receipt of your complaint at the address detailed below (or 90 days in cases where we have notified you that we require 90 days to resolve your complaint and you have agreed).

National Manager – Advice & Research  
Affinia Financial Advisers Limited  
GPO Box 5380 Sydney NSW 2001  
t 1300 AFFINIA (1300 233 4642)  
e [hello@affinia.com.au](mailto:hello@affinia.com.au)

If you remain dissatisfied with the outcome provided by our internal complaints process, you are entitled to refer your complaint to the Financial Ombudsman Service (FOS). FOS is an external, independent body offering free and accessible dispute resolution services to individuals who have been unable to satisfactorily resolve their complaint. Affinia is bound by the determinations made by FOS.

The FOS contact details are set out below:

Financial Ombudsman Service  
GPO Box 3, Melbourne VIC 3001  
t 1800 367287  
f 03 9613 6399  
e [info@fos.org.au](mailto:info@fos.org.au)  
w [www.fos.org.au](http://www.fos.org.au)

## Further enquiries

If you have any further questions about the financial services outlined in this FSG, please contact your Adviser in the first instance. Alternatively, you can contact Affinia on 1300 AFFINIA (1300 233 4642).

Please retain this document for your reference and any future dealings with your Adviser or Affinia.