

# Financial Services Guide

Head Office Address:

Exelsuper Advice Pty Ltd (ABN 72 080 419 745)  
Australian Financial Services Licence No. 428272  
Suite 1, 50 King William Road GOODWOOD SA 5034  
Telephone: 1300 558 713  
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## 1. Important Information

### Why have you been given a financial services guide?

This guide will help you decide whether to use our services. Before you use our services, we will explain:

- Who your Adviser is and how your Adviser can be contacted.
- What services and products Exelsuper Advice authorises your Adviser to provide.
- How Exelsuper Advice, your Adviser, and any other relevant parties are paid.
- Who to contact if you have a complaint about your Adviser or the services provided.

In this guide:

- 'you' means you, our client, or our prospective client.
- 'I,' 'us,' 'we' and 'our' means your Adviser whose details are outlined in section 3, "Who is your Adviser and how can they be contacted?".
- Exelsuper Advice (Pty Ltd) means Exelsuper Advice Pty Ltd ABN 72 080 419 745, Australian Financial Services Licence No. 428272.

### Other important documents that you will be given if you receive advice from us.

#### Statement of Advice

Personal financial advice will only be provided to you in writing after agreeing the scope of the advice required, reviewing the information you give to us and carefully considering your financial goals and your instructions. Any advice you receive from us that takes your personal objectives, financial situation or needs into account will be confirmed in writing in the **Statement of Advice (SOA)**. The SOA is an important document as it sets out what your Adviser is recommending and why this advice is suitable and appropriate for you. It will contain enough detail for you to make an informed decision about whether to act on the advice.

The SOA will contain:

- the advice;
- the basis on which it is given;
- information about replacement of existing financial products;
- detailed information about fees and commissions; and
- details of associations that Exelsuper Advice and/or your Adviser have with financial product providers or other parties.

#### Product Disclosure Statement

If a particular financial product is recommended to you (other than listed shares) you will be provided with a **Product Disclosure Statement (PDS)**. A PDS will also be provided if you instruct your Adviser to transact on your behalf and place a financial product without providing personal advice. The PDS contains information about the financial product to help you decide about that product.

#### Lack of Independence

Exelsuper Advice Pty Ltd cannot call itself 'independent', 'impartial' or 'unbiased' under section 923A Corporations Act, as we receive commissions from life insurance product providers for advice provided in relation to life insurance products as payment for our services.



## 2. Who will be providing you with financial services?

By law anyone who advises you, or promotes financial products to you, must have an **Australian Financial Services (AFS) licence** or be authorised by an AFS Licensee. Exelsuper Advice Pty Ltd is the holder of an AFS Licence (AFS Licence No. 428272) and is **responsible for the personal and financial product advice given to you.**

## 3. Who is your Adviser and how can they be contacted?

### Corporate Authorised Representative

**Exelsuper Pty Ltd - AFSR Number: 001241248**

**PO Box 845**

**UNLEY SA 5061**

**PH: 1300 558 713**

## 4. What financial services can Exelsuper Advice Pty Ltd, and its authorised representatives provide?

### Will you receive personal financial advice?

Yes, Exelsuper Advice Pty Ltd, via your adviser is **licensed** to provide **personal financial advice** that is tailored to your needs, objectives, and financial situation. Your adviser is also able to provide you with general advice and information and transact on your behalf.

### What information should you provide to receive personal financial advice?

To provide you with appropriate advice, your Adviser will ask you to provide information about:

- your personal circumstances;
- details of your current financial situation; and
- other relevant matters.

You have the right not to disclose all information, but your Adviser may not be able to provide advice that is appropriate to your needs, objectives, and financial situation without it.

You should read the warnings contained in any documentation carefully before making any decision relating to a financial product.

### What is the extent of the advice that we can offer you?

Exelsuper Advice Pty Ltd through your Adviser can provide personal financial advice, and deal (transact on your behalf), relating to the following types of financial product:

- Securities\* - (e.g. listed securities, hybrid securities and listed property trusts)
- Managed investment schemes - (e.g. managed funds, unit trusts, Separately Managed Accounts, and Investment Directed Portfolio Services)
- Investment and funeral bonds
- Deposit Products - (e.g. term deposits, savings accounts)
- Government debentures, stocks, and bonds
- Personal and Business Risk Insurance (e.g. income protection, total and permanent disability, trauma, life cover, business overheads insurance, and group life insurance)
- Margin Lending
- Superannuation - (e.g. rollovers, account-based pensions, and annuities)
- Retirement Savings Accounts

### How advice must be provided

Personal financial advice will be provided to you in writing (in an SOA) by your adviser only after your Adviser has reviewed the information you have provided and has carefully considered your financial goals.

### What other information will I need from you?

If you decide to implement your adviser's advice, the law requires your adviser to obtain additional information from you and to confirm the accuracy of that information. Your adviser will need to verify your full name, date of birth and residential address. To do so we will need to sight various identification documents such as a current Australian Driver's Licence or Australian Passport and keep records of the identified documents. To minimise your inconvenience, we will try to verify this information at the same time as I collect information about your financial needs and objectives. However, if you would prefer the verification not to occur until you decide to implement the advice, please let me know. Please appreciate that the verified information will be made available to your product provider(s) and that they are unable to process your application without this verification.

### The scope of financial products used to meet your needs.

Exelsuper Advice Pty Ltd maintains an Approved Product process through which we review and evaluate financial products issued by third parties. Our advisers and research committee regularly reviews research relating to the products we recommend. Where appropriate, your adviser will recommend a financial product using this Approved Product process. Any product we recommend must meet our selection and approval process.

### Limits on the advice that can be provided.

When making recommendations to you, estate planning issues can be discussed but we are not authorised to give advice relating to these issues. If you want detailed advice, you should consult a specialist in that area.

It is important to note that **Exelsuper Advice Pty Ltd, and its advisers cannot provide advice** on the following:

- General Insurance
- Foreign Exchange
- Derivatives

### What personal information is maintained in your file and is it kept secure?

The law requires us to keep a record of your personal profile. This must include details of your personal needs, objectives and financial situation and a record of any advice given to you.

Exelsuper Advice Pty Ltd is committed to ensuring 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 under the Australian Privacy Principals. Please ask us for a copy of our Privacy Statement or refer to our website for more information.

### Use and Disclosure

We may disclose your personal information to a recipient located outside Australia. For example, this may include the following:

- Our contracted service providers operating overseas; and
- organisations operating overseas with whom we partner to provide goods and services and who are likely to be in foreign countries.

### Will your portfolio be reviewed?

We recommend that you review your financial situation 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 you have any concerns, please contact your Adviser.

You will, of course, receive regular information from the product providers about the value and performance of your investments, as well as details of any insurance policy cover.

### What happens if we provide you with further advice?

When we provide you with personal advice, you will initially receive a Statement of Advice (SOA). Where you maintain the advice relationship with us, a SOA is generally not provided for further advice situations provided your circumstances and the basis of the advice are not significantly different. However, we are required to keep a Record of Advice.

You may request a copy of the Record of Advice we keep. Any request must be made within 7 years of the provision of such advice and should be directed to your Adviser.

### How do you provide instructions to us?

Generally, we need you to instruct your Adviser in person, as your signature will be required for verification. However, for some products and services it is possible for special arrangements to be put in place where instructions can be given to your Adviser by fax, phone, or e-mail.

## 5. What fees are paid to Exelsuper Advice?

### What are the costs involved in obtaining advice and to whom are they paid?

Exelsuper Advice Pty Ltd believes that it is vitally important to separate any remuneration that Financial Advisers receive from the funds they recommend, as advisers who have conflicts of interest may be influenced, and their advice tainted by those conflicts such as commission paid to them by fund managers. It is vitally important to separate these fees, to ensure that you can clearly distinguish between what you pay to have your funds managed by fund managers and what you pay for advice, implementation, and ongoing service.

#### A. Hourly Rates

##### i) Initial Advice & Implementation fees

We do not charge entry fees. Instead, the fee for advice & work required to implement your instructions will be charged based on an estimate of the time required, disclosed to you before work commences, and will be capped at the disclosed amount.

##### ii) Advice & Service Fees for Non-packaged clients

You may not wish to pay an agreed ongoing advice & service fee, but rather pay as you go. Therefore, if you have not elected to pay for an ongoing advice & service package, we will charge an hourly rate for services provided. This hourly rate is \$385 including GST for the services of a financial planner and an hourly rate of \$132 including GST for Client Service Manager services. An estimate of the costs will be provided to you before work commences and a tax invoice will be provided to you at the end of each calendar month. You may choose to have these hourly rate-based fees deducted from your investment funds where possible.

##### iii) Ongoing Advice & Service Fee Packaged Clients

As a valued client you are entitled to Exelsuper Pty Ltd.'s ongoing advice and service package. We charge a fee based on the work required to manage your portfolio on an ongoing basis. This fee is agreed upfront & is charged from your funds monthly.

#### B. Commissions & Fees

##### Commissions

Exelsuper Advice Pty Ltd insist that all its advisers seek a transparent and open system of payment. There are times when product providers pay commission. From 1 January 2020 this type of payment will only be received in relation to Risk Policies only

Under this method of payment, Exelsuper Advice Pty Ltd receives a commission directly from the Insurance product provider. These commissions fall into two general categories:

- **Initial Commission** - This is a one-off commission paid at the start of an insurance policy. The initial commission on an insurance product can be up to 60% (GST inclusive) of the first year's premium.
- **Ongoing Commission** - This is paid every year in which the insurance policy is maintained, as part of the product provider's ongoing charges. The ongoing commission on insurance products can be up to 38.5%pa (GST inclusive) of the renewal premium.
- These commissions may be offset against other fees payable by you and will be negotiated prior to the implementation of any product containing such commissions.

#### C. Ongoing Advice and Service Fees

The Ongoing Advice and Service Fee is a fee agreed between you and us for ongoing advice and service. It is paid to Exelsuper Advice Pty Ltd who will then pay it on to us as your adviser.

Some products offer the option to deduct the Adviser Service Fee from your funds on a periodic basis.

If this fee is applicable, it will be fully detailed in your SOA.

#### D. Direct Share Investment

We can charge you a fee over and above the brokerage fee charged by the settling broker for trading shares, and a management fee based on the value of your direct share investment. This charge is optional and has no minimum or maximum. These fees and commissions will be detailed in your SOA.

### Are fees paid for referrals?

If you have been referred to us by someone else, or if we refer you to someone else, Exelsuper Advice Pty Ltd or any of its advisers or related entities will not pay any remuneration to those we refer to, nor will we accept any remuneration in return.

### 6. What does Exelsuper Pty Ltd pay its employees?

Once Exelsuper Advice Pty Ltd receives payment for a service, it will pay its authorised representatives, including Exelsuper Pty Ltd 100% payment it receives from you. This is disclosed to you in the statement of advice. Employees of Exelsuper Pty Ltd which is a corporate authorised representative of Exelsuper Advice Pty Ltd are paid by way of salary and/or bonus and/or profit share and distributions to various family trusts. In addition, the owners of Exelsuper Advice Pty Ltd and Exelsuper Pty Ltd may receive a benefit by way of selling the goodwill accumulated in the Exelsuper Advice Pty Ltd and Exelsuper Pty Ltd businesses.

**The exact amounts payable to Exelsuper Advice Pty Ltd and any resulting adviser payments will be disclosed in your Statement of Advice (SOA). If the amount is not calculable at the time the SOA is given, the method of calculation will be disclosed in the SOA.**

Exelsuper Advice Pty Ltd maintain a public register of alternative forms of remuneration of \$100 or equivalent value received from product providers or fund managers whose products or platforms Exelsuper Advice Pty Ltd recommends. A copy of this register is available to you.

Exelsuper Advice Pty Ltd  
P.O. Box 845 Unley SA 5061  
Phone: 1300 558 713  
Email: service@exelsuper.com.au

### 7. What should you do if you are not happy with the service?

If you are not happy with the services provided by your Adviser, please:

- Contact your Adviser and discuss your complaint.

We will aim to resolve your complaint quickly, fairly and within prescribed time frames.

If you are still not satisfied you have the right to refer the matter to Australian Financial Complaints Authority (AFCA) which Exelsuper Advice Pty Ltd is a member of. They can be contacted on 1800 931 678.

Exelsuper Advice Pty Ltd.'s professional indemnity insurance arrangements satisfy the compensation arrangements required under section 912B of the Corporations Act and includes cover for claims against former representatives, whilst they acted for Exelsuper Advice Pty Ltd.

### 8. Other services available from Exelsuper Advice Pty Ltd

The financial services Exelsuper Advice Pty Ltd and its Advisers can offer are described in section 4 of this Financial Services Guide. Some of the financial services Exelsuper Advice Pty Ltd can provide may be beyond those which we, as your Adviser can provide. Exelsuper Advice Pty Ltd and its advisers can provide personal financial advice, and deal (transact on your behalf), relating to the following types of financial product:

- Securities - (e.g. listed securities, hybrid securities and listed property trusts) Managed investment schemes - (e.g. managed funds, unit trusts, Separately Managed Accounts, and Investment Directed Portfolio Services)
- Investment and funeral bonds
- Deposit Products - (e.g. term deposits, savings accounts)
- Government debentures, stocks, and bonds
- Personal and Business Risk Insurance (e.g. income protection, total and permanent disability, trauma, life cover, business overheads insurance, and group life insurance)
- Margin Lending products
- Superannuation - (e.g. rollovers, account-based pensions and annuities, and self-managed superannuation funds)
- Retirement Savings Accounts

### 9. Related entities and product providers

As professional individual advisers who are bound by Corporations Law and FASEA industry code of conduct obligations, our advisers and employees have an obligation to act in the best interests of their clients when making recommendations to them.

In providing advice to you, should any material conflict of interest arise, then we undertake to bring any such conflict of interest to your attention and will as a result decline to advise you in any way. We have sought to ensure that these conflicts are eliminated, so as not to influence the advice provided, but we must lawfully draw them to your attention to ensure that you can consider this information prior to engaging us for advice.

Exelsuper Pty Ltd is a Corporate Authorised Representative and related entity of Exelsuper Advice Pty Ltd which is responsible for Exelsuper Pty Ltd, and its Sub Authorised Representatives (our employees) advice under its Australian Financial Services License number 428272.

Exelsuper Advice Pty Ltd also a tax agency number 24722145. Exelsuper Advice Pty Ltd and its authorised representatives, where appropriate may recommend that you establish an SMSF, & recommend that you use our services as the administrator of your fund.

Exelsuper Advice Pty Ltd is the investment manager of the Exelsuper Essentials, and ExelPrivate Separately Managed Account (SMA) model portfolios. Our investment committee monitors and manages the portfolio of shares, exchange traded funds and direct investments held within the SMA portfolio. For this Exelsuper Advice Pty Ltd may receive a fee from the product provider as an investment management fee. Where applicable this will be disclosed in your Statement of Advice and approved by you before implementation.

If you have any further questions about obtaining personal financial advice, or the financial products Exelsuper Advice can offer you, please contact your Adviser. Your Adviser's details are listed in section 3.

**Please retain this Financial Services Guide for your reference and any future dealings with Exelsuper Advice Pty Ltd.**

