

# Financial Services Guide

## Anne Street Partners Financial Services Pty Ltd

ABN 25 107 671 563

Australian Financial Services Licence Number 258853

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**Sydney** Level 14, 383 Kent Street, Sydney NSW 2000 (Tel: 135 444).  
**Melbourne** Suite 5.02, Level 5, 360 Little Collins Street, Melbourne VIC  
3000 (Tel: 135 444).

**Brisbane** Level 11, 333 Ann Street, Brisbane QLD 4000 (Tel: 135 444).  
**Erina** Level 3, Suite 17, 200 Central Coast Highway,  
Erina NSW 2250 (Tel: 135 444).

# A guide to our relationship with you and other parties

## Purpose of this Document

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

- the services and types of products we are authorised to offer you;
- how we and our representatives are paid;
- any relationships that could influence the advice we give;
- our complaints handling procedures and how to access them; and
- our privacy policy.

This FSG is provided to you to assist you to make an informed decision about whether to use our services. If you have any questions, please contact us.

## Who we are

This FSG is issued by Anne Street Partners Financial Services Pty Ltd ("we", "our" or "us").

We are a financial services business dedicated to providing financial solutions appropriate to an individual's personal circumstances and needs.

Our Australian Financial Services Licence (AFSL) No 258853 issued by the Australian Securities & Investments Commission (ASIC) allows us to deal in and provide personal advice on a broad range of financial products and services to wholesale and retail clients, including:

- Deposit and payment products
- Retirement Savings Accounts
- Government issued debentures, stocks and bonds
- Securities
- Life products
- Standard margin lending facilities
- Managed investment schemes
- Superannuation
- Installment warrants issues in respect of interests in direct real property

We believe that being a successful provider of sound financial advice isn't just about analysing charts, graphs and numbers, or selling a product - in our view it's about being client centric. In an industry obsessed with numbers, above all else, we nurture and value our clients, and take the time to understand our clients' needs and their personal circumstances.

We believe that the delivery of our services under our four operational pillars of quality, integrity, teamwork and empathy will set us apart.

By never losing focus on what is in the "best interests of our clients", we ensure you will be provided with the opportunity to successfully shape your financial future, where the journey will be more rewarding, and the destination much more clearly defined. This is not a strategy statement of ours, "it is a fidelity".

## Your Adviser

Your Adviser is a competent professional who will act in your best interests and work with you to provide advice and services that are appropriate for your needs and personal circumstances. Your Adviser acts on our behalf and we are responsible for any advisory services your Adviser provides.

With this FSG you will be provided with an Adviser Profile which includes the name, contact details, experience and qualifications of your Adviser.

## Other documents you may receive

When we give you personal financial advice it will be in writing in a Statement of Advice or Record of Advice (Advice Document). An Advice Document is a record of our recommendations. It outlines the scope and basis of our advice, including the information upon which we have relied, and clearly details any fees, relationships or other relevant factors that may have influenced our advice.

When we make a recommendation for you to acquire, or when we assist you to acquire, a particular financial product (other than securities) we will provide you with a Product Disclosure Statement (PDS). A PDS contains information about fees payable, risks, benefits, and significant characteristics of the financial product.

These documents will assist you to make an informed decision in relation to the acquisition of a financial product. If you have entered into an ongoing service arrangement with us, you will be provided with an annual fee disclosure statement (FDS). This statement provides you with details of the ongoing services fees you have paid during the preceding 12 month period, the services you were entitled to receive during that period, and those you actually received.

You may also receive a Renewal Notice following every second anniversary of your ongoing service arrangement. This will be provided to you in writing and will accompany your FDS. You must complete the Renewal Notice in order to continue to receive an ongoing service and advice from your Adviser. If you do not complete the Renewal Notice, or fail to respond, the ongoing service arrangement terminates, meaning your Adviser will no longer provide you with an ongoing service or advice and you are no longer obligated to continue paying the ongoing fee.

## What we expect from you

To enable your Adviser to provide you with appropriate advice, you need to provide them with:

- complete and accurate information about your personal objectives, financial situation and needs;
- documentation to enable your Adviser to verify your personal information; and
- information about any changes to your situation or contact details.

You may elect not to provide your Adviser with certain information, but if you do, you will need to consider the appropriateness of any advice provided to you before you act on it.

You should carefully read any warnings contained in your Advice Documents.

Before we provide you with advice you will need to confirm your agreement to the type and scope of advice to be provided. If you subsequently decide to act on the advice, you will need to sign a document called an "Authority to Proceed" to confirm you understand both the advice you have received and the benefits, risks and costs associated with the products or services recommended to you.

## Communicating with us

You can tell us how you would like to provide us with instructions. For example by telephone, email, fax or other means. You may also make an appointment to see your Adviser in person as part of a scheduled review meeting or for any other matter.

We and your Adviser will use the most recent contact details we have for you to communicate with you. If you have provided an email address, and unless we agree otherwise, we will generally use that medium to communicate with you.

## Relationships and associations with Financial Product Issuers

We have associations with a wide range of Financial Product issuers and Service Providers. However, we are not owned by any Financial Product issuer or Service Provider.

From time to time, we may refer you to other professional service providers, and, we may refer you to related entities for certain services, when appropriate, that encompass legal services, mortgage broking services, realty services, tax services, superannuation administration services and construction services.

These related party companies include:

- Anne Street Partners Home Loans Pty Ltd (ABN 11 135 905 681)
- Anne Street Partners Realty Pty Ltd (ABN 86 135 905 618)
- Anne Street Partners Super Solutions Pty Ltd (ABN 25 136 878 629)
- Anne Street Partners Tax Solutions Pty Ltd (ABN 44 162 176 543)
- Anne Street Partners Legal Pty Ltd (ABN 67 135 905 538)

Common directorships and common shareholdings do exist between us and the above listed companies and they are, therefore, related entities.

Anne Street Partners Financial Services Pty Ltd is not responsible for advice, services or information provided to you by any of these related entities.

You are under **NO OBLIGATION** to use the services of any of these related entities.

## Exclusive Partner Relationship

We have an exclusive partnership with a third party business, Nectar Mortgages Pty Ltd ("Nectar"), whereby Anne Street Partners Financial Services Pty Ltd ("ASPFS") will receive referrals for financial advice from Nectar and ASPFS will refer clients to Nectar for mortgage broking services.

- Where ASPFS refers you to Nectar, Nectar will pay Anne Street Partners Home Loan Pty Ltd ("ASPHL") a maximum of 45% of the upfront commission received by Nectar and 35% of the ongoing commission. Please note for refinance loans, the maximum trail commission will be 80% payable to ASPHL.
- Where Nectar has referred you to ASPFS, any referral fees applicable will be stated in your Statement of Advice.
- In all cases where an advice document is produced, referral fee amounts will be disclosed.

## Establishing a Self-Managed Superannuation Fund (SMSF)

You may engage the services of Anne Street Partners Super Solutions Pty Ltd (ASP Super Solutions) to assist you with the establishment and administration of your SMSF.

ASP Super Solutions is a Corporate Authorised Representative of Anne Street Partners Financial Services Pty Ltd. This appointment is limited to execution only services relating to dealing in superannuation products and basic deposit products. ASP Super Solutions does not provide financial advice.

ASP Super Solutions provides comprehensive SMSF administration services to over 650 funds. Our dedicated team can assist you with your core compliance requirements, as well as more complex issues, including:

- Establishment of your SMSF
- Establishment of a Corporate Trustee
- Establishment of a Custodian Trustee
- Annual Administration and Audit of your SMSF
- Annual Actuarial Certificate
- Amending/upgrading existing trust deeds

## Remuneration and other benefits relating to the services we provide

### Remuneration

We are for the most part a fee for service company. Our predominant source of income is the money you agree to pay us for our services. This is usually in the form of an initial advice fee and an ongoing service fee. Fees will be fully disclosed to you in your advice documents, and where relevant, your ongoing service agreement.

### Initial advice fee

The Initial Advice Fee is the cost of us preparing and subsequently implementing your personalised strategy. This fee is calculated using our Advice Fee Calculator which estimates the number of hours and associated costs of preparing and implementing your personalised strategy based on the complexity of your circumstances. Fifty percent of this fee is payable upon presentation to you of your personalised strategy and the other fifty percent is payable should you choose to implement the advice.

### Ongoing service fee

Depending on your personal situation and the services you require, you may elect to take up our ongoing service offering. This fee will commence upon you signing an 'Ongoing Service Agreement' and will be calculated using our Advice Fee Calculator based on the complexity of your circumstances.

### Risk Only Advice Fees

A plan preparation fee of \$330 (inclusive GST) will become payable. This fee is intended to cover preparation, administration and servicing costs. The fee is waived in full if your policy is accepted and completed by the Insurer, as Anne Street Partners

will be remunerated by way of commission payable by the Insurer. If the policy is canceled within the first 13 months the fee will become payable by you, as commissions are retracted.

### Commissions on Life Insurance Products

We may receive initial and ongoing commissions from insurance providers. These commissions are paid to us by the company that issues the product that ASP's Advisers recommend to you, and they are included in the premiums you pay for the product. The commissions vary and are based on the policy cost, which is the sum of the premiums you pay and may include other fees related to the product.

The initial commission is paid in the first year by the product issuer to us. Ongoing commissions are payments paid by product issuers to us in the years after the first year.

If you initiate an increase to your cover, we may receive initial and ongoing commissions on the increase to your policy cost. The ongoing commission on a client initiated increase is only paid in respect of the period that starts from the first anniversary of the increase.

If the initial commission is higher than the ongoing commissions, the maximum commission that we may receive is set out in the table below:

Date a new product is issued	Initial commission (% of annual policy cost or increase excl. GST)	Ongoing commission pa (% of annual policy cost or increase excl. GST)
Before 1 January 2018 or before 1 April 2018 when the application was received prior to 1 January 2018	0 - 140%	0 - 38.5%
1 January 2018 - 31 December 2018*	0 - 80%	0 - 20%
1 January 2019 - 31 December 2019*	0 - 70%	0 - 20%
From 1 January 2020*	0 - 60%	0 - 20%

\* Anne Street Partners Financial Services may receive the pre 1 January 2018 commission rates above from the product issuer if:

- > your policy was issued before 1 January 2018, and you exercise an option to establish new or additional cover under your policy after 1 January 2018; or
- > your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.

**Example:**

You have an existing policy with us, issued in 2017, and in 2018 you decide to increase the cover on that policy with a corresponding increase in policy cost of \$100 pa. We may receive up to \$140 (140% excl. GST) as initial commission on that increase. The ongoing commission payable to us in respect of this increased policy cost may be up to \$38.50 (38.5% excl GST).

Or, we recommend an insurance product to you and it is issued on 2 April 2018. The annual policy cost is \$450. We may receive up to \$360 (80% excl. GST) as an initial commission. Assuming the policy cost stays the same each year, we may receive up to \$90 pa (20% excl. GST) as an ongoing commission.

From 2 September 2018, you decide to increase your insurance cover. The cost of this increased cover is \$100. The initial commission payable to us in respect of this increase will be up to \$80 (80% excl. GST) as the increase has occurred in 2018. The ongoing commission payable to us in respect of this increased policy cost will be up to \$20 pa (20% excl. GST), payable in respect of the period starting from the first anniversary of the date on which you increased your insurance cover (i.e. 2 September 2019).

From 2 September 2020, you decide to increase your insurance cover again. The cost of this increased cover is \$100. The initial commission payable to us in respect of this increase will be up to \$60 (60% excl. GST). The ongoing commission payable to us in respect of this increase will be up to \$20 pa (20% excl. GST), payable in respect of the period starting from the first anniversary of the date on which you increased your insurance cover (i.e. 2 September 2021). These commissions may be passed onto us.

You'll find details of how your insurance policy cost is calculated in the relevant PDS that we provide you. Where personal advice is provided to you, you'll also find details of the commission that we are entitled to receive if you decide to purchase a life insurance product, in your SoA or RoA.

In addition, we may receive benefits as part of the Insurance Partner Program in the form of education, training and other support and resources to assist in the delivery of life insurance advice. Participants in the Insurance Partner Program may pay a fee to us. Participants may be given the opportunity to provide training about their life insurance products. The total amount of fees, or the fees that may be paid by each individual life insurance product provider, will depend upon the commercial arrangements that may be negotiated from time to time between us and each product provider. These payments will not change the amount of the policy cost payable by you.

**Other commissions**

We do not generally receive commissions for financial products other than insurance products. We can only accept commissions where they commenced under an arrangement between us and the product provider prior to 1 July 2013.

**Adhoc fees**

If you do not wish to take up our ongoing service offering we can provide you with adhoc services when requested. The Hourly charge-out rates for our team of professionals is calculated using our Advice Fee Calculator.

Fees will include, but are not limited to, all professional time for drafting, reviewing and completing documents, correspondence, advices, conferences, reading materials, traveling (where related to the work), telephone calls, research and providing letters where requested by you.

**How is my Adviser paid?**

We are responsible for paying your Adviser. Our Advisers receive an annual salary as an employee. They may also receive other remuneration such as a bonus or reward subject to meeting a range of key performance indicators including client service standards.

**Alternative remuneration**

From time to time our advisers may receive non-cash benefits with a cash value of less than \$300, for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits. Benefits valued at more than \$300 are generally for conference attendance and professional development content. These benefits do not influence our advice to you. We maintain a register of non-monetary benefits which can be made available to you upon request.

**ASP Super Solutions fees**

If you have engaged the services of ASP Super Solutions you will be invoiced in accordance with the Pricing Schedule given to you by ASP Super Solutions prior to the services being provided.

**Referral fees**

With the exception of Nectar, covered above, where you have been referred to us by a third party we may pay them a fee. This is not a cost to you. Any referral payments we make will be disclosed to you in your Advice Document.

**Privacy policy**

We maintain a record of your personal profile including details of your objectives, financial situation and needs. We maintain records of any recommendations we make to you.

In accordance with our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act we are required to verify your identity and the source of any funds. Accordingly we may ask you to provide documentation including particular identification documents such as your passport or driver's license.

We are committed to protecting your privacy. Your personal information will be handled in accordance with our privacy policy. This document outlines how the information we collect from you is used, stored and disclosed. A copy of our privacy policy can be obtained from our offices or downloaded from our website.

You may inspect and copy any part of your client file, over which we do not claim privilege, but we may ask you to pay for reasonable copying costs. Your client file remains our property.

## Compensation arrangements

We have a Professional Indemnity Insurance Policy (PI policy) in place which meets the requirements of the Corporations Act 2001 (Cth). The PI policy covers us and our representatives for claims made against us by clients as a result of the conduct of our employees or representatives in the provision of financial services, even if that person has ceased to act or work for us.

## Complaints

Your satisfaction is important to us and we will endeavour to resolve any concerns you have quickly and fairly.

Often the best thing is to first speak frankly with your Adviser.

If this is uncomfortable, or if your concerns are not resolved to your satisfaction within 5 business days, please contact us on 135 444 or put your complaint in writing and send it to:

### **The Complaints Manager**

Anne Street Partners Financial Services Pty Ltd  
PO Box Q1078, Queen Victoria Building,  
Sydney, NSW 1230

Or via email to

**[complaints@annestreetpartners.com.au](mailto:complaints@annestreetpartners.com.au)**

If your complaint still cannot be resolved within 45 days of contacting us, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers..

**Telephone** 1800 931 678 (free call)

Email: [info@afca.org.au](mailto:info@afca.org.au)

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

**In writing to** Australian Financial Complaints Authority, GPO Box 3,  
Melbourne VIC 3001

