

PART 1



- **FINANCIAL SERVICES GUIDE**

DATE OF ISSUE: 19 JULY 2021

## 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) and Asteron Life & Superannuation Limited (ABN 87 073 979 530) (Asteron) the life insurance providers; 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 both the Financial Planning Association (FPA) and the Association of Financial Advisers Ltd (AFA) and actively supports their Codes of Ethics and 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 product 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.

## Lack of Independence

Affinia Financial Advisers Limited (AFS Licensee Number: 237857) ("Affinia") is not independent, impartial or unbiased under section 923A of the Corporations Act, for the following reasons:

- Affinia and its Authorised Representatives receive commissions on the placement of life risk insurance products that are not rebated in full to clients: s923A(2)(a)(i);
- Affinia and its Authorised Representatives use Approved Product Lists and are not free from direct or indirect restrictions relating to financial products in respect of which they provide financial services: s923A(2)(d)
- Affinia is wholly owned by an issuer of the financial products that it and its Authorised Representatives give personal advice to retail clients on: s923A(2)(e).

## 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

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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

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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.

## OUR ASSOCIATIONS AND RELATIONSHIPS

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It is important that you are aware of the relationships we have with other service providers so you can decide on the services you wish to use.

We are a member of the TAL group of companies. As such we are affiliated with:

- TAL Life Limited (TAL Life) ABN 70 050 109 450, AFSL 237848; and
- Asteron Life & Superannuation Limited (Asteron) ABN 87 073 979 530, AFSL 229880.

If our adviser recommends a product issued by the TAL group company or if our adviser provides general or personal advice on a product ('financial advice') issued by TAL group company and that product is issued by such TAL group company to you, the TAL Group company may benefit from the financial advice provided by our advisers by receiving fees (including product, administration, investment or management fees) they charge on that product. The amount and calculation of those fees are shown in the relevant product disclosure document. Further, we and your adviser may also benefit if a TAL group company product is issued to you, or a TAL group company product you hold is varied, as a result of the financial advice provided to you. You can request details of this remuneration from us before you apply for your TAL group product – see the contact us section for details.

Companies in the TAL group may provide services, and obtain fees and charges or other benefits from the product issuer or service provider if you obtain a product or service from a company in the TAL group. These relationships will be detailed in the relevant disclosure document (and any FSG and/or SoA that your adviser is required to give you).

Where we enter into transactions with related parties, we operate in accordance with the related party protocols and TAL policies and procedures which require us to transact on terms that would be reasonable if the parties were dealing at arm's length.

## FEES AND COMMISSIONS

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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, a percentage of your portfolio or funds under advice, an hourly rate or your Adviser and their associates may receive commissions from the financial product issuer whose products are recommended to you.

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.

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.

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 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 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.

You may decide to enter into an annual service agreement with your Adviser. This agreement will set out the services and fees for the services as agreed between you and your Adviser for the following 12 months. A new annual service agreement will need to be entered into every 12 months if you wish to continue receiving services from your Adviser. Part 2 of this FSG provides further details as to how fees for services may be structured in an annual service agreement.

If you are on 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 entered 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.

## REFERRALS

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If you are referred to your Adviser or Affinia by someone else, and your Adviser pays 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

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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

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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 provide and deliver. If this is the case, you can seek a response or resolution through the processes outlined below.

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

If your complaint is not resolved by your Adviser to your satisfaction, or if you would prefer to contact Affinia directly to discuss the issue, we have an internal complaints process through which we independently 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. Your complaint may also be escalated to our Internal Dispute Resolution team to review. Affinia will aim to resolve your complaint quickly and fairly and will communicate our proposed solutions to the issue with you. We try to resolve complaints as quickly as possible, but we will attempt to resolve your complaint within 45 days\* of receipt of your complaint at the address detailed below. We will let you know if we need more time to finalise your complaint.

\* From 5 October 2021, this time-frame will reduce from 45 days to 30 days from receipt of your complaint in line with ASIC's Regulatory Guide 271.

### National Manager – Advice & Research

Affinia Financial Advisers Limited  
GPO Box 5380 Sydney NSW 2001  
**T** 1300 AFFINIA (1300 233 464)  
**E** researchtech@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 Australian Financial Complaints Authority (AFCA). AFCA is an external, independent body offering free and accessible dispute resolution services to individuals who have been unable to satisfactorily resolve their complaint. Different terms of reference are applied by AFCA depending on whether your complaint relates to a life insurance product or a general insurance product. Please refer to the AFCA website for details. Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

The AFCA contact details are set out below:

### AFCA

Australian Financial Complaints Authority,  
GPO Box 3, Melbourne VIC 3001  
**T** 1800 931 678 (free call)  
**E** info@afca.org.au  
**W** www.afca.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 233 464).

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

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

## AFFINIA FINANCIAL ADVISERS LIMITED

ABN 13 085 335 397 AFSL No. 237857  
Level 16, 363 George Street  
Sydney NSW 2000  
GPO Box 5380 Sydney NSW 2001  
**T** 1300 AFFINIA (1300 233 464)  
**E** hello@affinia.com.au  
www.affinia.com.au

# AFFINIA PRIVACY STATEMENT

July 2021

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## Introduction

We understand that people want the information that they give to organisations to be treated with respect and confidentiality. Protecting your information is an important part of maintaining trust between us and our customers and by handling information in a secure manner we build strong business relationships.

This summary sets out the key points about how Affinia handles personal information. We collect, hold, use and disclose personal information to carry out our business functions and provide our financial planning services to you. The obligations contained in the Privacy Act 1988 (Cth), the 13 Australian Privacy Principles and any registered APP Code are those that apply to our practices for handling personal information.

More information can be found in our main privacy policy available at [affinia.com.au](http://affinia.com.au) or by contacting Affinia you can obtain a copy free of charge.

## Collection of personal information

We usually collect personal information (including sensitive information) from you or by a person or entity representing you when we provide our services including when we provide financial planning services to you.

We may collect personal information (including sensitive information) from third parties or publically available sources to enable us to provide our products and services to you.

We may also collect personal information (including sensitive information) through our websites and social networking services such as Facebook and Twitter.

## Disclosure of personal information

Where permitted by current privacy legislation we disclose information about you to authorised people, organisation and Government agencies.

Generally we don't disclose sensitive information about you unless you agree, you would reasonably expect us to, or we are permitted by current privacy legislation to disclose that information.

In limited circumstances we disclose personal information overseas where permitted by current privacy legislation. This includes the use of Cloud computing and web traffic information we collect using Google Analytics may also be stored overseas.

## Assessing and correcting personal information

In most cases when you request access to personal information that we hold about you we will provide you with that information. There are limited exceptions under current privacy legislation where we are not obligated to provide you with that information. It is important that the information about you is complete and accurate and we take reasonable steps to update your information when we become aware that it is out of date or incorrect.

## Our complaints process

We have a formal complaint process to deal with any issue that you may have regarding how we have handled your personal information. Generally we respond to privacy complaints within 30 days. If you remain dissatisfied with the outcome of the complaint process, you can get your complaint reviewed by a completely independent complaints handling entity, such as the Office of the Australian Information Commissioner.

## Our contact details

Mail Level 16, 363 George Street,  
Sydney NSW 2000  
Phone 1300 233 464  
Email [researchtech@affinia.com.au](mailto:researchtech@affinia.com.au)  
Website [www.affinia.com.au](http://www.affinia.com.au)





# FINANCIAL SERVICES GUIDE

PREPARED ON 30 JUNE 2020

This Adviser Profile is Part 2 of the Financial Services Guide (FSG) and should be provided to you with FSG Part 1. These two documents (Part 1 and 2) complete the FSG.

This Adviser Profile sets out my contact details, professional details, the services and products I provide and how I am paid. Most importantly it's a snapshot of who I am and how you can contact me.

## MY DETAILS

<b>Name</b>	Jennifer Southgate
<b>Business Name</b>	FCA Financial Pty Ltd
<b>Address</b>	1 / 49 Beaconsfield-Emerald Rd, Beaconsfield Upper VIC 3808
<b>Postal Address</b>	PO Box 193, Beaconsfield Upper VIC 3808
<b>Telephone</b>	03 5944 4813
<b>Email</b>	jen@fcafinancial.com.au
<b>Website</b>	www.fcafinancial.com.au

FCA Financial Pty Ltd (Rep No. 344586) has been appointed as a corporate authorised representative of Affinia Financial Advisers Limited (Affinia) AFSL No. 237857. The contact details of FCA Financial Pty Ltd are listed above. I have also been appointed as an authorised representative of Affinia to provide financial services on its behalf and am authorised by Affinia to distribute this FSG.

**Authorised Representative Number:** 240826

### Qualifications

- Diploma of Financial Services (Financial Planning)

### Experience

I have been working in the financial services industry since 1985 and providing financial advice services to clients since 1989.

### How to provide me your instructions

You may specify how you would like to give me instructions on buying or selling the financial products listed under "My financial services" by telephone, fax or email. Please refer to my contact details above.

### Professional Memberships

- Association of Financial Advisers (AFA)

## MY SERVICES

I am authorised to provide the following services:

- Financial Advisory / Planning
- Life Insurance Advice
- Investment Advice
- Superannuation Advice
- Retirement Planning Advice

I am authorised to provide financial product advice and deal in the following product types:

- Basic and non – basic deposit products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Retirement Savings Accounts
- Life Insurance Risk
- Life Insurance Investment
- Managed Investments, including Investor Directed Portfolio Service (IDPS)
- Superannuation
- Securities

## FEES AND COMMISSIONS PAID TO AFFINIA

### Initial commissions paid to Affinia

Affinia may receive initial commission from the product providers if you decide to purchase a product I recommend. The amount of initial commission is calculated as a percentage of the premium paid by you. The commission is paid by the Insurer when you purchase the insurance.

Initial commissions, where permitted by law, are calculated as follows:

- Life Insurance risk products: between 0% - 66% (GST inclusive) of the premium that you pay.

### Ongoing commissions paid to Affinia

Ongoing commissions may be paid regularly by the product provider for the length of time that you hold the product. They are usually paid to Affinia by the product provider out of the revenue the product provider earns.

Ongoing commissions, where permitted by law, are calculated as follows:

- Life Insurance risk products: between 0% and 22% (GST inclusive) of the renewal premium. For level commission arrangements this will be up to 30% (GST inclusive) of the renewal premium.

For example, if an insurance product is recommended and you pay a premium of \$500, then the total "upfront" commission paid by the product issuer to Affinia will be between \$0 and \$330. Thereafter, the "ongoing" commission paid to Affinia will be between \$0 and \$110 (assuming upfront commission arrangements and there is no change to the premium you pay in subsequent years).

### Fees and Charges

Fees may be charged for the services I provide. These fees will be agreed upon and confirmed to you prior to any service provided. The way that fees are charged will depend on the type of arrangement you have in place with me. The arrangement we have will either be an ongoing fee arrangement or an annual service arrangement. Current fees and charges (GST inclusive) are:

### Advice Preparation Fees

Fees for the preparation and implementation of your advice may range between \$2,090 and \$15,000

### Ongoing Advice or Annual Service Fees

Fees for your ongoing service may be a set fee ranging between \$600 and \$3,600 p/a.

Alternatively, our ongoing advice fee can be calculated as a casual consultation on an hourly rate of \$440 or as a percentage of your total portfolio between 0% and 1.1%.

The exact amounts of fees and charges and initial and ongoing commissions for the products you have purchased as a result of my recommendation to you will be detailed in your Statement of Advice.

If you have an annual service arrangement, service fees may be :

- a fixed fee of between \$900 and \$2,880 payable in one lump sum or in instalments; or
- a fee calculated as a percentage of your total funds under advice between 0% pa and 1.1% pa payable in one lump sum or in instalments; or
- a fee calculated at an hourly rate based on the time we have spent providing services to you.

The exact amounts of fees and charges and initial and ongoing commissions for the products you have purchased as a result of my recommendation to you will be detailed in your Statement of Advice.

### How my associates and I are remunerated

When Affinia receives either a fee or an initial or ongoing commission as a result of a recommendation I have made to you, FCA Financial Pty Ltd is paid 100% of the commission and fees paid to Affinia.

I am an employee of FCA Financial Pty Ltd which pays me a salary from the commissions and fees received.

### Other benefits I may receive

As an authorised representative of Affinia I may receive other benefits, including information technology software and support, professional development programs and conferences. I may also be entitled to other incentives including entertainment benefits, valued at under \$300. Where required by law, such benefits will be recorded in an *Alternative Remuneration Register* which is available to you on request.

### Referrals

We have a referral arrangement in place with FSM General Insurance whereby we remunerate them 50% of the initial commissions/fees we receive in relation to advice we provide to referees and FSM General Insurance remunerate us 50% of initial and ongoing commissions for referrals to them.

## AFFINIA FINANCIAL ADVISERS LIMITED

ABN 13 085 335 397 AFSL No. 237857

Level 16, 363 George Street  
Sydney NSW 2000

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