



# Financial Services Guide

## a guide to our relationship with you and others

*This Financial Service Guide (FSG) is an important document. As an Australian Financial Services Licensee, Australian Private Capital Advisory Services Pty Ltd is required to provide this information to you.*

### **Our Contact information:**

Australian Private Capital Advisory Services Pty Ltd  
Level 11, 379 Collins Street  
MELBOURNE, VIC 3000

Phone: +61 3 9621 1000  
Fax: +61 3 9621 1177  
Email: [enquiries@apcas.com.au](mailto:enquiries@apcas.com.au)  
Web: [www.australianprivatecapital.com.au](http://www.australianprivatecapital.com.au)

### **Lack of Independence Disclosure**

Australian Private Capital Advisory Services Pty Ltd (APC) and its representatives may from time to time to time receive soft dollar benefits from a fund manager, platform providers of other financial products that we recommended to you. Soft dollar benefits are non-monetary benefits such as promotional or training related support. Any benefits are valued at less than \$300. Details of benefits between \$100 and \$300 will be maintained on a register.

### **This FSG is intended to inform you about:**

- the services we offer you
- how we and our representatives are paid
- any potential conflict of interest
- our internal and external dispute resolution procedures and how you can access them

### **About:**

APC offers highly personalised financial advice, developing tailored financial solutions and services based upon each client's individual circumstances and objectives.

APC believes it is of utmost importance that our clients are placed first and products and strategies are recommended because they are in our clients' best interests. Where commissions are received from third parties, these are rebated to our clients in full.

A client of APC will be provided with all the information and resources needed to make fully informed decisions and to feel in control of their finances.

We regularly meet with our ongoing clients to ensure that we remain up to date with their personal circumstances and so that recommendations and strategies can be regularly adjusted so that their financial plan remains relevant to their needs.

### **Your Statement of Advice (SOA) or Record of Advice (ROA):**

When we provided personal advice to you it will be either by a written "Statement of Advice" or "Record of Advice".

The SOA/ROA will contain advice, the basis on which it is given, information about fees, implementation and your authority to proceed.

### **Product Disclosure Statement (PDS):**

This will be provided when we make a recommendation to acquire a particular financial product.

This document contains significant information necessary for you to make an informed decision about whether or not the product is suitable for you.

## Who is my adviser?

Your personal adviser will be either a representative or authorized representative of APC.

This person is supported by a team of staff in the delivery of financial advice provided and the delivery of ongoing services to you. You may meet with more than one adviser.

## Who is responsible for the financial services provided?

APC is responsible for the financial service provided including the distribution of this FSG.

## Do we have any relationships or associations with Financial Product Issuers?

Simply put - No.

APC is a privately owned company, fee-for-service provider. We recommend financial products that we assess as being suitable to you based on the research conducted by our Investment Committee.

## What kind of financial services do we provide to you and what kinds of Financial Product/s do those services relate to?

APC is authorised to provide the following Advisory Services;

- Wealth Accumulation strategies, including the use of gearing
- Pre and post retirement strategies
- Investment management and reporting
- Estate Planning strategies
- Funding life risk events using insurance
- Salary Packaging strategies
- Life Insurance Financial Products

Our advisers are authorised to provide the following Financial Products relating to the above services;

- Managed investment schemes including investor directed portfolio services
- Cash deposits and payment products
- Superannuation
- Annuities and Pensions
- Life Insurance investments including annuities
- Securities including direct shares and bonds
- Standard Margin lending facilities

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

To ensure the personal advice is appropriate to you, we must make reasonable enquiries about your current financial and future needs. This information assists us with establishing the most appropriate financial strategy and recommendations for you.

APC will request information about:

- your personal objectives, things you wish to achieve and what is important to you
- your current financial situation; and
- other relevant information.

You may elect not to provide this information however, if you do so, the advice provided may not be appropriate in satisfying your objectives and needs.

You may request us to provide advice of a limited nature or on a specific transaction. Alternatively, you may ask us to work with you on an execution only basis.

In these circumstances it is necessary for you to understand the limitations of the advice and we would confirm this in our Statement of Advice to you.

You should read the warnings contained in the Statement of Advice carefully before making any decision relating to a financial product and advise us if any of the assumptions we have made are incorrect.

## How is my information kept private?

We are committed to maintaining the privacy of the information that you and your advisers provided to us. How we do this is detailed in the Privacy Statement you can request or obtain from our website.

Where it would benefit you for us to contact or obtain information from your other advisers or parties or to share information with them, we will seek your permission first. Please let us know if there are any restrictions on what we communicate.

## What are APC's Obligations under the Anti Money Laundering and Counter Terrorism Financing (AML)/CTF Act 2006?

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's license. We will also retain copies of this information. We assure you that this information will be held securely in accordance with our Privacy Policy. We cannot provide you with services if you are unwilling to provide this information.

## How can you give instructions to us?

You can contact APC by phone, fax or email to make changes to your financial products or pass on instructions. We contact you at the information you have provided to us to confirm your instructions. In our experience, you will need regular advice and service in order to manage your financial affairs most effectively.

There will always be change(s) e.g., economic, legislative (tax and social security), personal and investment change.

When changes occur, you will need to meet with us to thoroughly evaluate the effects of those changes. In this way your financial affairs will remain in good order.

## How will Australian Private Capital Communicate with you?

APC will primarily make contact with you electronically with regard to our services and important disclosures.

We will use the email address provided by you for electronic delivery and notifications, including availability of items via a link on our website. You may contact us at any time to request correspondence by another method such as post.

## What Advice Services does APC offer?

We offer both personal and general advice. All personal advice is provided initially in writing in a Statement of Advice. There may be further advice provided to you if there has been a material change to your personal circumstances or it is considered a change of strategy is appropriate.

APC will initially prepare a SOA which will contain our advice to you based on your circumstances, goals and objectives.

We recommend that clients engage us to provide ongoing services to ensure strategies and investments continue to be appropriate to meet their goals and objectives on an ongoing basis.

The SOA will incorporate all (or part) of the following components depending on your personal requirements:

- Analysis of needs / goals
- Personal risk profiling
- Cash Flow management
- Superannuation strategies
- Estate Planning
- Financial modelling
- Personal Wealth Protection strategies
- Retirement planning strategies
- Strategy discussion meeting(s)
- Implementation

### Ongoing Service – Private Client Service

Designed for clients requiring a proactive, ongoing advice relationship often inclusive of ongoing portfolio management.

If you wish to take up our ongoing services, you will be required to enter into an ongoing service agreement. The service involves items such as:

- a) Regular Planning Meetings, ongoing strategy benchmarking and adjustment.
- b) Regular Portfolio Reviews
- c) Comprehensive Reporting
- d) Online Portfolio Reporting
- e) Regular Communication
- f) Access to our Advice Team

Our ongoing advice to you may be by a Record of Advice. You may request a copy of advice given to you in this manner. Our practice is to provide written advice to you and to obtain your consent prior to action on recommendations made.

## How will I pay for the services provided?

All fees will be detailed and disclosed to you in your Statement of Advice.

Our staff are salaried employees and do not receive a performance fee for the as to any product sales or funds targets.

At your first meeting with we will explore with you as to how we might be of assistance to you. This meeting is without charge to you.

### 1. Initial Advice Fee

The minimum fee for Initial Advice is \$2,200 (Inclusive of GST).

The Initial Advice Fee will be a time-based flat dollar fee based on the complexity of the advice considered to be required to meet your goals and objectives. We will provide you with a quotation, and will only commence work once we have your signed approval to proceed.

In relation to implementation of the advice, any unbudgeted and or additional work in respect to implementing our recommendations will be agreed with you in advance of the work being undertaken and invoiced separately on a time cost basis. You will be informed prior to this being incurred and your consent obtained.

### 2. Ongoing Service Fee – Private Client Service

The minimum charged for the Private Client Service is \$7,700 (incl GST) p.a. The fee is charged monthly and agreed in advance. It is determined by the scope of the advice required and your personal situation (such as the complexity and / or level of portfolio management).

The Private Client Service fee can be reviewed should your financial circumstances change. Any changes to the Private Client service fee will be detailed to you in writing and your written consent obtained prior to implementation of the change. The Private Client Service fee may be adjusted for inflation (as measured by the official CPI rate) annually,

Where it is legislatively required, you will receive a Fee Disclosure Statement annually. It will include information as to the fees you have paid, the services that we contracted to provide and what we provided to you over that period, the estimated fee for the next 12 month period and the services that will be provided. You will also need to provide consent for us to continue to receive the ongoing fee. If that consent is not received in the required time we are unable to continue to provide with the Private Client Service.

Under our Foundation Client Service we may provide services at fees reduced to those described above. This will be considered on a needs and case by case basis. This service offering will primarily be for the children of Private Clients of APC. Any fees would be disclosed prior to the preparation of any personal advice.

## Are there any other fees or charges?

A product issuer may apply fees to the product we recommend. Fees to be charged will be detailed in the relevant *Product Disclosure Statement(s)* issued by the Product Issuer and in the advice document provided to you.

You may need to employ others to manage or structure your financial affairs, for instance, to prepare Wills and other legal structures, to provide an actuarial pension statement or for tax compliance. Whilst we will work closely with them, you will be responsible for contracting and paying for their services.

## Will anyone be paid for referring you to me?

No.

We do not pay referrers, nor do we expect payment from other professional firms to whom we direct clients.

## Can you request further Remuneration information?

Yes.

You have a right to request further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or representative.

## Does APC hold Professional Indemnity (PI) Insurance?

Yes.

APC confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). In particular our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum insured for APC and representatives / employees in respect of our authorisations and obligations under our Australian Financial Services License. This insurance will continue to provide such coverage for any representative / employee who has ceased work with APC for work done whilst engaged with us.

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

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

1. Contact your adviser and tell your adviser about your complaint.
2. If your complaint is not satisfactorily resolved at that time please contact Australian Private Capital on +61 3 9621 1000 or put your complaint in writing and send it to us at,

Complaints Officer  
Australian Private Capital  
Level 11, 379 Collins Street  
Melbourne  
AUSTRALIA

*We will try and resolve your complaint quickly and fairly and will contact you as to the progress of your complaint.*

3. If we cannot reach a satisfactory resolution, you can raise your concerns with the Australian Financial Complaints Authority (AFCA). AFCA is an independent financial services complaint resolution scheme that is free to you. The contact details are on 1800 931 678 (free call) or in writing to GPO Box 3, Melbourne Vic 3000 or via email: [info@afca.org.au](mailto:info@afca.org.au).

*The Australian Securities & Investments Commission (ASIC) also has a free call Info line on 1300 300 630 which you may use to make a complaint or obtain information about your rights.*