

FINANCIAL SERVICES GUIDE

This Financial Services Guide was prepared and issued with the authority of **Vision Planning and Finance (Aust) Pty Ltd** ABN 64 608 259 098 | Australian Financial Services License No. 492807
Po Box 8782 Gold Coast MC QLD 9726 | 1300 874 474 | info@vpf.com.au
Version 1 | 01 October 2020

Vision Planning and Finance (Aust) (VPF) holds an Australian Financial Services Licence (AFSL) Number 492807 and authorises Financial Advisers under its AFSL. Our contact details are listed above. VPF is responsible for any advice you receive.

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we offer and whether they are suited to your needs. This FSG also provides you with important information on how to engage with your Adviser.

This FSG is an important document which we are required to provide to you as a condition of our Australian Financial Services Licence (AFSL).

It contains information about:

- Information about VPF as an AFSL holder
- The documents you may receive
- Other forms of remuneration or benefits that exist
- Information about privacy (i.e. collection, use and handling)
- Our complaints procedure
- Our compensation arrangements
- Details of your Adviser and responsibilities for providing financial services
- What your Adviser is authorised to do
- Details on how you can instruct your Adviser
- All forms of remuneration received by your Adviser

When you are provided advice, your adviser is required to comply with the Best Interests Duty and will always act in your best interest.

VPF (Aust) is the holder of AFSL No: 492807. Under the Corporations Act and our licensing obligations regulated by the Australian Security & Investment Commission (ASIC) and the Financial Adviser Standards and Ethics Authority (FASEA), our Financial Advisers. "Advisers" act on our behalf and accordingly, we are responsible for the financial advice and services they provide.

About Vision Planning and Finance (Aust):

VPF (Aust) is a privately owned and operated Australian company that is not owned or associated with any Bank, Insurer or Funds Management business.

VPF (Aust) is the Licensee that authorises Authorised Representatives and Corporate Authorised Representatives to provide advice to retail and wholesale clients and is ultimately responsible for the advice provided to you.

VPF (Aust) is responsible for any Authorised Representatives operating under that business, to provide the following financial services on behalf of VPF (Aust):

1. provide financial product advice, and
2. deal in a financial product by arranging for another person to issue, apply for, acquire, vary or dispose of a financial product

Approved product list

Your Adviser can provide advice on a wide range of financial products however, they are required to recommend those approved by VPF (Aust) which can be found on the VPF (Aust) Approved Product List (APL). Your Adviser will assess whether the products on the APL (investment, superannuation and insurance) are suitable for you. The APL is compiled by VPF (Aust) and seeks to remove conflicts from the advice process (where possible). You will be provided with a Product Disclosure Statement (PDS) or other disclosure documents (as available from the issuer), if we recommend a financial product.

Our obligations to You

Our initial obligation at the start of the relationship is to fully inform you of your rights, entitlements and detail the services we provide. This FSG is intended to inform you of certain matters relating to your relationship with us prior to you being provided with any Authorised Financial Service. This FSG covers who we are, as Authorised Representatives of VPF (Aust) Pty Ltd, how we are remunerated and the method by which we engage our professional advice process. It is intended that this document should assist you in determining whether to use any of the services described. It is our duty to provide you with this document at the first available opportunity.

BUSINESS PROFILE

- Director – Gary Thoroughgood
- PO Box 8782 Gold Coast MC QLD 9726
- 📞 Office 1300 874 474 | Mobile 0411 878 880
- ✉️ gary@vpf.com.au

—○ SERVICES, WHAT SERVICES DO WE PROVIDE?

As an Authorised Representative of VPF (Aust), Advisers duly authorised are licensed to provide a comprehensive range of services which include:

- Financial and Lifestyle Planning
- Financial Coaching
- Cash Management Trusts
- Cash Flow Management
- Wealth Accumulation and Investing
- Annual Plan and Portfolio Reviews
- Superannuation
- Personal Insurance Advice

VPF (Aust) as an AFSL is authorised to provide Personal Advice and deal in the following strategies and financial products:

- Guidance on budgeting and goal setting
- Savings and wealth creation strategies
- Investment planning
- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Estate planning considerations
- Centrelink planning
- Risk and insurance analysis
- Business succession planning
- Salary packaging advice
- Cash Management Trusts
- Deposit and payment products (Deposits and payment products, non-basic Deposit Products)
- Government Debentures, Stocks or Bonds
- Life Products (Investment Life Insurance Products, Life Risk Insurance Products)
- Managed Investment Schemes (Managed Investment Schemes, IDPS)
- Retirement Savings Account Products
- Superannuation
- Securities

BEFORE RECEIVING ADVICE

Will we provide you with advice suitable to your needs and financial circumstances?

Yes. To provide quality advice, to your Adviser you need to supply them with your individual goals and objectives, your financial situation and your needs.

You have the right not to divulge this information; if you do not wish to do so then we are required to warn you about the potential consequences of us not having your full personal information prior to providing advice. You should read the warnings carefully and ask our Authorised Representative about these consequences if you are unsure.

What should you know about the risks of the financial products or strategies we recommend to you?

Your adviser will explain to you any significant risks related to the financial products and strategies recommended to you.

What information do we maintain in your file and can you examine your file?

VPF (Aust) will maintain a record of your personal profile, which includes details of your goals and objectives, financial situation, needs, copies of recommendations made to you and any products acquired by you. Internal member databases are maintained, and portfolios are reviewed on a regular basis subject to your membership agreement. If you wish to examine your file, we ask that you make this request via email to: info@vpf.com.au and allow up to fourteen (14) working days for the information to be forwarded. You may be charged a fee to cover the cost of preparing any material requested. If the information sought is extensive, you will be advised of the likely cost in advance and can help to refine your request if required.

PROVISION OF ADVICE

Personal advice

Before an Adviser can give you advice, which is appropriate and in your best interests, you will need to provide details of your personal objectives, current financial situation, needs and any other relevant information. You can choose not to provide this information, but any advice we give you will be general in nature and may not be appropriate to your objectives, financial situation and needs. If you are a retail client, you should read the warnings contained in the SoA carefully before making any decisions relating to a financial product.

If the Adviser gives you personal advice, they and VPF (Aust) we will maintain a record of your personal profile, including details of your objectives, financial situation and needs. We will also maintain records of any recommendation made to you. For information on how to access personal information about you, please refer to the section 'Your Privacy' below. We will only give personal advice to you if you secure the services of one of our representatives.

Other documents you may receive:

Statement of Advice (SoA)

Unless you're a Professional Investor, Sophisticated or Wholesale Client any financial advice you will be provided and confirmed in writing in either a Statement of Advice (SoA) or a Record of Advice (RoA). In these cases, unless the Adviser warns you otherwise, the advice will consider your personal circumstances, needs and goals. You should read the SoA or RoA carefully, to ensure that you fully understand any recommendations we make. Do not implement the advice unless you do.

When will you receive a Compliance Documents / Statement of Advice (SoA)?

The information will be recorded in a Client Information Questionnaire by your Adviser and you will be asked to sign that document, so you are sure it accurately reflects what was discussed.

Initially, your advice will be documented in a SoA, which will detail and consider your current financial situation and requirements.

The SoA provided will outline:

- What the advice covers (the scope).
- Details of why you are seeking advice (i.e. your goals and any specific requirements).
- Your personal circumstances (financial, health and anything else relevant to the advice).
- The advice itself and any recommendation being made (strategic and/or financial products) plus the advantages, disadvantages and any risks involved.
- Any payments to us (fees, commissions or other benefits) and how that is determined.
- Any associations we have that may influence the advice provided to you.

If you receive advice in the future, your Adviser will provide you with a subsequent SoA or a Record of Advice (RoA) (depending on the complexity of the advice). We are required by law to keep copies of any RoA or SoA for a minimum of seven years.

When your adviser makes a recommendation to acquire a financial product, you must also be provided with a **Product Disclosure Statement** from the issuing product provider which gives full details of the recommended product to assist in making an informed decision to acquire that product. You should receive and review the PDS (or other offer document) provided by us before you make an investment decision about our products, or a product we recommend.

You should read the information and warnings contained in the SoA or other advice documents carefully before making any decision relating to a financial product or advice.

Can you tell us how you wish to instruct us to buy or sell your financial products?

Yes. You may specify how you would like to give your Adviser instructions, for example by telephone, email, or other means or specify how the instructions are to be given. In some instances, your Adviser can only accept written instructions from you and they will let you know when this occurs.

How will you pay for the services provided?

Your adviser may charge you a fee for providing Advice and/or Financial Services. The amount and how you choose to pay for the it may vary based on whether it is a fixed fee, commission, or combination of those. All fees and commissions are inclusive of GST and the fees could be greater than those disclosed below in complex cases. In these instances, the Adviser will inform you of the exact fee payable promptly in writing.

How Does VPF (Aust) Get Paid:

Commission

Vision Planning and Finance (Aust) receive a commission from the product provider with whom your business is placed. The amount varies depending upon the product, and payment methodology, as agreed with the Adviser, as an example for Insurances in the range of 30% - 70% of the premium (excluding taxes and statutory charges). Details of the commission will be outlined to you in your Statement of Advice. VPF (Aust) then retains either a percentage of the commissions or a flat fee, depending upon the agreement between the Dealer Group and the Adviser.

If I cancel in the cooling-off period, will I receive a refund of the initial advice fee?

We understand there are circumstances where you may change your mind following your first meeting with an Adviser. For this reason, we provide a **5-business-day cooling-off period**. If you do not provide to the Adviser with written notice of your intention to proceed within the 5 business days, then you are legally bound by any agreement that you have made with them. We believe that this is a fair arrangement considering the labour and expense that we will incur in developing strategies, documenting this and preparing paperwork within the 5-day period following the initial interview.

Ongoing fee for advice:

If you elect to pay a fee for the ongoing review of your financial planning strategy, the fee is based upon which package you are recommended by the Adviser, and the complexity of ongoing advice and the services provided. The minimum ongoing fee is to be discussed with you the Adviser.

Your Adviser will provide you with a Fee Disclosure Statement (FDS) each year if you have an ongoing fee arrangement with us. It will outline the fees you paid, and the services received and the services you were entitled to receive in the preceding 12 months. You should let your Adviser know within 60 days of receiving the FDS if you want to continue that arrangement. If you elect to end the arrangement, we have an obligation to stop all ongoing fees and commission.

Adhoc advice:

Where you do not wish to participate in an ongoing service fee arrangement but require ongoing advice on a fee for service basis, an hourly fee of \$330 may apply which the Adviser will discuss and confirm with you.

Other payments we may receive

All commissions and fees received as the AFSL are passed through to the Advisers, subject to their agreement with VPF (Aust). The Adviser will provide you with details of all fees, commissions or other benefits we may receive when they provide advice to you. If they cannot provide this accurately, they will provide worked-dollar examples.

Related Companies

Neither your Adviser nor VPF (Aust) Pty Ltd have any association or relationship with the issuers of financial products that might be reasonably expected to be capable of influencing them or VPF (Aust) in the provision of financial services.

Referral Fees and Commissions

If you were referred to us, we may pay the person who referred you a share of the revenue we receive. These fees will be disclosed and outlined within the Statement of Advice

If we referred, you to one of our long-term referral partners that we signed an agreement with before 1 January 2020, our share of the revenue arrangement may continue, subject to your best interest. It is important to note that we will only refer you to another party if we obtain your full consent.

CONFLICTS OF INTEREST

Do we have any association or relationship with a Financial Product Provider?

As the AFSL we, I do not have any relationships nor receive any conflicted remuneration that may influence the advice provided to you.

ADDITIONAL BENEFITS AND INCENTIVES

Vision Planning and Finance (Aust) Pty Ltd and our Authorised Representatives may receive additional benefits from product providers we deal with. These will include sponsorship for making available professional development to our Authorised Representatives and may include lunches, invitations to sporting events, theatre tickets, branded promotional items, and occasional gifts such as Christmas hampers on special occasions, etc.

COMPLAINTS

Who can you contact if you have a complaint about the provision of the financial services to you?

We endeavour to provide you with the best advice and services – always. If you are not satisfied with our services, we encourage you to contact us at our office or put in writing via email to info@vpf.com.au and tell us about your complaint.

How we handle complaints

We are committed to providing you with quality advice. If you are unhappy with our services, we would like you to tell us about it and let us know how you think we can fix it.

If you have a complaint about the service provided to you, you should:

- Contact your adviser
- Contact Vision Planning and Finance (Aust) Pty Ltd on 1300 874 474

Alternatively, if you prefer to submit a written complaint, please do so to:

The Complaints Officer

Po Box 8782 Gold Coast MC QLD 9726

E: info@vpf.com.au

Your complaint will be assessed, and you will be advised of the outcome, either by telephone or in writing.

If any issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides an independent financial services complaint resolution that is free to consumers.

You may lodge a complaint with AFCA if:

Your complaint relates to a Vision Planning and Finance (Aust) Pty Ltd; and
You are not satisfied with our response after 45 days.

VPF (Aust) is a member of AFCA, you can contact AFCA via the following,

Australian Financial Complaints Authority

GPO Box 3, Melbourne VIC 3001

Tel: 1800 931 678 (free call)

Email: info@afca.org.au

Website: www.afca.org.au

Complying Compensation Arrangements

- Vision Planning and Finance (Aust) Pty Ltd has Professional Indemnity Insurance in line with legislative requirements. This includes coverage for claims in relation to the conduct of current and former Advisers (no longer authorised by VPF (Aust)). If you would like more information, please contact us.