

Financial Services Guide

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Authorised for distribution by:

Adelaide Financial Planning Pty Ltd

ACN 609 421 972

Australian Financial Service Licence No. 483663

as trustee for Adelaide Financial Planning ABN 31 796 083 489

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The financial services referred to in this guide are offered by:

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Representative of

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This Financial Services Guide (FSG) is intended to provide you with important information prior to us providing you with a financial service.

It is important that you understand this FSG as it is a legal document. If any part of this document is not clear please speak to your financial adviser.

Why am I receiving this document?

This Financial Services Guide (FSG) outlines the financial planning services Peter Telenko, a representative of Adelaide Financial Planning Pty Ltd (Adelaide Financial Planning), is to provide to you as your financial adviser.

It is an important document which will help you decide if you want to use the services being offered. It contains information about:

- Adelaide Financial Planning and your financial adviser.
- The financial services and products offered.
- How financial advice is documented.
- How Adelaide Financial Planning and your financial adviser are paid for the services and products provided to you.
- Any associations or relationships that could create potential conflicts of interest.
- How Adelaide Financial Planning deal with your complaints if you are not satisfied with the services provided.

What other documents might you receive?

You may also receive the following documents to help you make an informed decision about any financial advice provided or financial product recommended to you.

Advice Documents

All personal advice provided to you will be outlined in an advice document. You will receive a Statement of Advice (SOA) when provided with initial personal advice, or subsequent advice where there has been a significant change to your circumstances or the initial advice. A SOA will contain personal advice, the basis on which it is given, details of any fees and commissions and information on relevant associations.

Subsequent advice where there has been no significant change to your circumstances, or the initial advice, will be recorded in a Record of Advice (ROA).

Product Disclosure Statement (PDS)

You will receive a Product Disclosure Statement if your financial adviser has provided advice on a financial product. A PDS will contain the key features of the financial product, significant risks and benefits, and fees associated with the financial product.

Who is Adelaide Financial Planning?

Adelaide Financial Planning Pty Ltd ACN 609 421 972, as trustee for Adelaide Financial Planning ABN 31 796 083 489, holds an Australian Financial Services Licence (No.483663) issued by the Australian Securities & Investments Commission (ASIC) for providing personal financial services as offered within this FSG.

Adelaide Financial Planning can authorise a representative to act as a financial adviser under its licence and is fully responsible for their conduct and the services they provide.

A financial adviser appointed by Adelaide Financial Planning is an experienced qualified practitioner and is required to meet industry training and continuing education standards. They must also abide by a strict code of ethics and rules of conduct.

Lack of Independence

Adelaide Financial Planning Pty Ltd cannot call itself 'independent', 'impartial' or 'unbiased' under section 923A Corporations Act as we receive commissions as payment for our services for the advice we provide on life risk insurance products.

Who is your Financial Adviser?

Your financial adviser is Peter Telenko who is a representative of Adelaide Financial Planning Pty Ltd. Peter can offer a range of financial services that are listed within this FSG.

Education and qualifications

- RG 146 Compliant
- Diploma of Financial Planning
- Certificate in Financial Markets

Peter Telenko has been practising as a financial planner since 1990 providing advice based solutions to clients. In addition to the qualifications outlined above Peter has also completed various accreditations as required to provide specialised financial planning advice for self-managed superannuation, margin lending and tax (financial) advice. In 1995, Peter was granted the highest practising membership designation of CERTIFIED FINANCIAL PLANNER® by the Financial Planning Association (FPA).

What financial services are provided?

Adelaide Financial Planning and your financial adviser can offer a range of financial planning and product advisory services.

Financial planning advice

- Financial management
- Debt management
- Saving and wealth accumulation
- Financial protection and life insurance
- Investment portfolio construction & management
- Superannuation, including self-managed super funds (SMSF)
- Pre and post retirement planning
- Centrelink
- Aged care
- Estate and succession planning
- Ongoing advice and review services

Financial product advice

- Basic deposit and non-basic deposit products
- Government issued debentures, stocks or bonds
- Managed investments and securities
- Risk and investment life insurance products
- Superannuation, pensions and annuities
- Standard margin lending facilities

Adelaide Financial Planning maintains an approved product list, containing financial products that have been researched internally and by external independent research providers.

Adelaide Financial Planning is not restricted in approving and advising on any financial product it is authorised to do so under its Australian Financial Services Licence.

What financial services are not provided?

Adelaide Financial Planning and your financial adviser does NOT provide advice on general insurance products, mortgage, loan and other credit products, legal matters, taxation (except where it is incidental to financial advice), real property and business advice.

How is a financial planning service provided?

Providing a financial planning service to you is a process and adopts the following steps:

- Defining the scope of the financial advice to be provided.
- Collection and analysis of your existing personal and financial situation.
- Identify your goals and objectives.
- Consideration and investigation of possible financial strategies and products that will assist you to effectively achieve your goals and objectives.
- Preparation and presentation of a Statement of Advice that includes all recommendations.
- Implementation of recommendations.
- Ongoing review of the financial strategy and product(s) to ensure they remain appropriate.

How will you pay for the services provided and what do they cost?

As a provider of professional services, Adelaide Financial Planning will charge for the advice and services your financial adviser will provide to you.

Adelaide Financial Planning receives all remuneration paid for the services provided to you by your financial adviser. After funding associated business operating costs, a proportion of the residual may be paid to your financial adviser as a distribution.

No fee is charged for an initial introductory consultation with your financial adviser. Depending on your financial circumstances and requirements, your financial adviser will work with you to come to an arrangement based on the scope of services to be provided and work to be completed.

All fees and commissions for services will be outlined, discussed and agreed with you prior to proceeding.

This is a guide as to how fees and commissions are charged for financial services provided to you by your financial adviser.

Fee for Services

We may charge a fee for financial consultancy services, provision of initial advice that includes preparation of advice documents, implementation of a recommended strategy and/or product(s) and their ongoing review. This fee may be charged at, an hourly rate for time spent providing the services, a fixed dollar amount, a percentage rate based on the value of a proposed tailored investment portfolio, or a combination of these.

The cost for preparing an advice document such as a SOA will be determined on the complexity, time and resources required in preparing the advice. The fee to be charged will be outlined and discussed with you prior to proceeding.

If you proceed to have a SOA prepared, a fee may be charged if you choose to implement recommendations provided in the SOA. This fee, if applicable, will be detailed in the SOA.

Where requested, a fee may also be charged to review the advice, strategy, or recommended product(s).

Ongoing Service Arrangement

For provision of ongoing review and investment management services, an ongoing service arrangement can be entered into with your financial adviser. This arrangement will provide you with an ongoing service that includes regular review of the advice initially provided to you in the SOA. An ongoing service arrangement will ensure our advice remains effective and appropriate to your financial objectives as your circumstance change.

A fee is charged for the provision of an ongoing service. The fee is based on either, a percentage rate applied to the value of investment assets being managed, ranging from 0.2% to 1.1% (includes GST), or a fixed dollar amount.

For example, where a fee is charged on percentage rate basis, if you invest \$100,000 and the annual rate charged is 1.1%, Adelaide Financial Planning will receive a fee of \$1,100 per annum. Fluctuations in the value of the investment balance will impact on the total ongoing service fee charged.

In the same example where a fixed fee of \$1,100 per annum is charged, this amount will not vary regardless of the value of investment assets being managed.

Ongoing service arrangements are required to be renewed annually at each anniversary from the initial commencement. Where you decide not to renew the ongoing service arrangement, the ongoing service and payment of the fee will cease.

All fees, initial and/or ongoing, will either be invoiced directly to you by Adelaide Financial Planning, or where consent is provided by you, deducted from your investment product(s) by the administrator and paid to Adelaide Financial Planning.

Commission on life insurance products

Life insurance companies may pay a commission directly to Adelaide Financial Planning for insurance products placed with them. You will be informed of any commissions payable prior to accepting any advice relating to life insurance products.

Adelaide Financial Planning may receive initial and ongoing commission of up to 30% of the premium paid for life insurance. A lower % rate may apply depending on the circumstances.

For example, if the cost of your premium is \$1,000 per annum and the commission rate is 30%, an amount of \$300 per annum will be paid to Adelaide Financial Planning.

In certain circumstances where fees for our services are to be charged, Adelaide Financial Planning may agree to, not receive any commission, or rebate the commission to your account.

What other benefits may be received?

Adelaide Financial Planning and your financial adviser does not accept or receive any other benefits from a third party as a consequence of any financial advice provided to you.

Do any relationships, associations or referral arrangements exist which may influence the recommended advice?

Your financial adviser can provide advice on products from a wide range of financial product providers. Also, in certain circumstances your financial adviser may provide a referral to other professionals pertinent to the recommendations they make. Your financial adviser may also receive a referral from other parties for the services they provide.

Adelaide Financial Planning and your financial adviser have no existing relationships, associations, or referral arrangements where fees are received or paid and consequently do not influence our advice to you.

What should you know about any risks of the financial products or strategies recommended?

Your financial adviser will explain to you any significant risks of financial products and strategies that is recommend to you in the SOA. If a financial product is included in the recommendations, product specific risks will be disclosed in the relevant Product Disclosure Statement (PDS). If you require further clarification of the products and strategies, please discuss this with your financial adviser before you proceed with the advice.

How can you give instructions to your financial adviser about your financial products?

You can contact your financial adviser directly with any instructions relating to your financial products. These instructions can be given verbally or in writing by letter, email, or SMS.

What information will you need to provide to receive personalised advice?

Your financial adviser will complete a personal information form with you where your personal objectives, lifestyle goals, details of your current financial situation and any other relevant information will be stated. The information obtained will be assessed by your financial adviser to assist in providing you with appropriate advice.

You have the right to withhold personal information, but this may compromise the effectiveness and the appropriateness of the advice you receive. You should carefully read any warnings contained in the personal information form and SOA before making a decision relating to any advice provided.

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 you may wish to invest. This means that at the time of any investment application we will ask you to present identification documents such as a passport, driver's licence, etc. We will also retain copies of this information. As per our privacy requirements, we assure you that all your information will be held securely.

What information is maintained in your file and can you access this information?

Your financial adviser will maintain a record of your personal information including details of your objectives and financial situation. Your financial adviser will also maintain a record of any recommendations made to you, product applications, file notes and any other documents relevant to your circumstances.

If you wish to access your file, please ask your financial adviser and they will arrange for you to do so.

Privacy statement

Adelaide Financial Planning and your financial adviser will collect your personal information to provide you with the services described in this FSG. For example, your information is required to assess your financial planning needs or to purchase financial products from product providers.

If you do not want to disclose your personal details, you have the right not to do so. However, without that information, Adelaide Financial Planning and your financial adviser may not be able to provide you with an appropriate level of service.

We may disclose information about you to investment and insurance product providers, superannuation and pension trustees and other product issuers in connection with the services to be provided to you. We may also disclose information about you if we are required to by law or if you have provided us with consent to do so.

In the event we consider it necessary to use or disclose information about you for purposes other than those detailed above, or for related purposes, we will seek your consent.

If you wish to access your information, you should ask your financial adviser. No fee will be charged for an access request, but you may be charged reasonable costs of giving you any information you have requested.

Adelaide Financial Planning's privacy policy explains how your personal information is managed. You can access the policy by requesting this from your financial adviser or from our website.

What should you do if you have a complaint?

The law requires Adelaide Financial Planning to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by Adelaide Financial Planning or its representatives.

Adelaide Financial Planning has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

Adelaide Financial Planning and your financial adviser endeavour to provide the best financial service to you. If you have any complaints, we are committed to resolving them as quickly as possible.

If you have a complaint about the advice and services provided, you should take the following steps:

1. Contact your financial adviser about your complaint.
2. If your complaint is not satisfactorily resolved within **5 business days** with your financial adviser, please put your complaint in writing and send it to:

Adelaide Financial Planning
Complaints Resolution
PO Box 10553
Adelaide BC SA 5000

or email to:

complaints@adelaidefinancialplanning.com.au

Adelaide Financial Planning will try to resolve your complaint quickly and fairly.

The process ensures that within **30 calendar days** it will:

- accept the complaint and where appropriate offer redress; or
 - offer redress without accepting the complaint; or
 - reject the complaint with reasons
3. If an issue has not been resolved to your satisfaction by Adelaide Financial Planning, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

P: 1800 931 678 (free call)
E: info@afca.org.au
W: www.afca.org.au

If your concerns involve unethical conduct by your financial adviser, you can contact the Financial Planning Association (FPA) Professional Standards.

P: 1300 337 301
E: professional.standards@fpa.com.au

The Australian Securities and Investments Commission (ASIC) may be contacted on 1300 300 630 to find out which body may be best to assist you in settling your complaint.

Complying Compensation Arrangements

Adelaide Financial Planning 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) and ASIC Regulatory Guide (RG) 126.

In particular, our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum insured for Adelaide Financial Planning, its representatives, and employees in respect of our authorisations and obligations under our Australian Financial Services Licence.

This insurance will continue to provide such coverage for any representative and/or employee who has ceased work with Adelaide Financial Planning where a claim relates to work done whilst engaged with us.