

# FIRSTUNITY

WEALTH MANAGEMENT

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## Financial Services Guide

1 July 2021

Provided by

FIRSTUNITY Financial Services Pty Limited

ABN 20 169 626 411 | Australian Financial Services Licensee No. 513101

(together **we, us, our**)

FIRSTUNITY.COM.AU

# FIRSTUNITY Wealth Management Financial Services Guide

## PURPOSE OF THIS DOCUMENT

The purpose of this FSG is to assist you in deciding whether to use our services by giving you information about the type of services we provide, how we are remunerated and your rights when you have a complaint about the services we provide to you.

We recommend that you read and understand this FSG before you engage us to provide you with any financial services. If you have any questions, please get in touch with us.

## ADDITIONAL DOCUMENTS YOU MAY RECEIVE FROM US

When we provide you with financial planning services you may receive:

- ▶ a Statement of Advice (**SoA**) or Record of Advice (**RoA**). These documents set out the advice we provide to you. If you have not been provided with the ROA, you may request a copy of it free of charge at any time within 7 years after the advice was provided to you, by contacting us;
- ▶ a Product Disclosure Statement (**PDS**) which provides details about the significant risks and benefits, costs, charges and other significant characteristics or features of the products we have recommended.

If you enter into an ongoing service agreement with us, you will receive a fee disclosure statement each year and we will ask you to renew the agreement and consent to the deduction of advice fees from your account each year.

## NOT INDEPENDENT

We are not able to refer to ourselves or our advice as 'independent', 'impartial' or 'unbiased', because:

- ▶ We can receive commissions on the sale of life risk insurance products that are not rebated in full to clients; and/or
- ▶ Our advisers have interests in financial products that may also be recommended to our wholesale clients.

## **FINANCIAL SERVICES WE ARE AUTHORISED TO PROVIDE**

We are authorised to provide financial product advice and dealing services to both retail and wholesale clients for the following financial products:

- ▶ deposit and payment products (basic and non-basic deposit products);
- ▶ debentures, stocks or bonds issued or proposed to be issued by a government;
- ▶ investment life insurance products;
- ▶ life risk insurance;
- ▶ interests in managed investments schemes including investor directed portfolio services and MDA services;
- ▶ retirement savings accounts products;
- ▶ securities;
- ▶ standard margin lending facility; and
- ▶ superannuation.

## **HOW CAN YOU PROVIDE US WITH INSTRUCTIONS?**

You can give us instructions by phone, email or any other means that we agree with you from time to time.

## **WHO DO WE ACT FOR?**

In providing these financial services, we act on our own behalf.

## **FEES**

All fees are payable to FIRSTUNITY Financial Services Pty Ltd. The directors are beneficial owners of 100% of the shares on issue in FIRSTUNITY Financial Services Pty Ltd and therefore share in any profit.

## **PERSONAL ADVICE**

We will charge you a fee for any personal advice we provide to you. That fee may be either a fixed fee or a fee based on the amount of hours it takes us to prepare and provide you with personal advice. These fees will be agreed with you beforehand and will be disclosed in a SoA or RoA, which will be provided to you.

## **ONGOING FEES**

Our ongoing advice service fees depend on the ongoing service that we provide to you. They are typically charged as a flat dollar fee or a percentage based on the value of your portfolio.

The ongoing advice service fee will be agreed with you in our ongoing service agreement.

## **BROKERAGE FEES**

We may charge a brokerage fee of between 0.10% and 0.55% when you buy or sell listed investments. This is dependant on your agreement with your adviser. This fee will typically be applied to each transaction as a set percentage of the investment amount.

The services and fees will be set out in the SoA or RoA that we provide to you.

## **PLACEMENT FEES**

We may receive one-off placement fees where you invest in some listed or unlisted investments. These will be paid by the issuer of the investment and will typically be a set % of the investment amount.

The fees will be set out in the SoA or RoA that we provide to you.

## **INSURANCE COMMISSIONS**

We may receive a one-off upfront commission when you take out an insurance policy we recommend. We also receive a monthly commission payment for as long as you continue to hold the policy. You will be advised of the exact amount of these commissions in the SoA or RoA.

## **INVESTMENT COMMISSIONS**

To the extent we are permitted to do so by law, we may receive a monthly commission payment from some investment providers. This will be based on your account balance and will continue to be paid for as long as you hold the investment. You will be advised of the exact amount of these commissions in the SoA or RoA.

## **OTHER BENEFITS**

We may also receive additional benefits by way of sponsorship of educations seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register, which is available to you on request.

## ADVISER REMUNERATION

All FIRSTUNITY advisers are paid a base salary and they do not receive commissions from product issuers. However, as mentioned above, all the directors of FIRSTUNITY are the beneficial owners of the equity in FIRSTUNITY and therefore share in the profit.

## REFERRALS

We may pay a referral fee to any third party who successfully refers you to us to receive financial services. Any referral payments will be disclosed in any SoA or RoA you receive.

## ASSOCIATIONS

We are required to disclose any associations or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide to you. No such associations or relationships exist.

## CONFLICTS OF INTEREST

FIRSTUNITY advisers may recommend investments in shares that they hold or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

## MAKING A COMPLAINT

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services then we encourage you to contact us. Please call us or put your complaint in writing to our office. We will endeavour to resolve your complaint in 5 business days.

If you still do not receive a satisfactory outcome or we do not respond to you within 45 days after you make the initial complaint, you have the right to complain to the Australian Financial Complaints Authority (**AFCA**) at the following address:

GPO Box 3  
Melbourne VIC 3001

Tel 1800 931 678

Fax 03 9613 6399

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

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

You may only contact AFCA once you have followed the above procedure.

## **YOUR PRIVACY**

We are committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our Privacy Policy is available on request and on our website at [www.firstunity.com.au](http://www.firstunity.com.au).

## **COMPENSATION ARRANGEMENTS**

We hold professional indemnity insurance in respect of the financial services we provide. This professional indemnity insurance complies with the requirements of the Corporations Act 2001 (Cth). The professional indemnity insurance covers all of the financial services we are authorised to provide to you..

## **CONTACT US**

If you have any queries about our financial services, please do not hesitate to contact us:

**FIRSTUNITY Financial Services Pty Limited ABN 20 169 626 411**

Bligh Chambers, Level 21, 25 Bligh Street Sydney NSW 2000

### **Postal Address**

PO Box R1727

ROYAL EXCHANGE NSW 1225

**Tel +61 2 8256 3100**

**Fax +61 2 8256 3131**

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