

## About FSS Financial Planning

Health Super Financial Services Pty Ltd (HSFS), (ABN 37096452318, AFSL 240019), trading as FSS Financial Planning (FSSFP), is a licensed financial planning company. FSS Financial Planning is the registered business name under which HSFS operates. Please feel free to call us on **1800 665 756** or **(02) 9238 2500** if you have any questions about the information provided to you in this guide.

### Our business philosophy

Whether your objectives are to maximise your superannuation savings, develop an investment portfolio or enjoy an early retirement, our aim is to help you reach your financial goals. FSSFP aims to provide you with sound financial advice in an ethical and professional manner. We are dedicated to becoming more than just planners. We aim to work with our clients to help them achieve their full financial potential.

# Financial Services Guide

The purpose of this Financial Services Guide is to tell you what we do and the services we offer, as well as information about the remuneration and benefits we (or anyone related to us) receive, so you can make an informed decision about the benefits of seeing one of our qualified Financial Planners. We also provide you with information about our complaints processes should you not be totally satisfied with our services.

### **This Financial Services Guide (FSG) consists of two parts:**

**Part 1** – this document titled ‘Financial Services Guide’ which provides you with general information about Health Super Financial Services Pty Ltd, and your financial planner; and

**Part 2** – titled ‘Financial Planner Profile’, which provides you with more specific information about your financial planner.

You should receive and read both parts of the FSG together. If you have received only one part of this FSG, speak to your financial planner to obtain the part you do not have.

### Keeping our clients informed

We make sure all of our clients are equipped with the necessary tools to help them realise their financial goals. Here is what you will receive:

#### **Statement of advice**

Whenever we provide you with any personal advice, we are obligated to provide you with a Statement of Advice (SoA). Personal advice is advice that takes into account one or more of your objectives, financial situation and needs. The SoA will contain our advice, the basis on which it is given and information about fees, commissions and any associations with product issuers or other parties that may have influenced the advice.

Any subsequent advice we provide you will normally be provided in another SoA, or, if there has been no significant change in your personal circumstances and the initial basis of our advice, we may provide a Record of Advice (RoA). We keep copies of all SoA's and RoA's on your file and you can ask us for a copy at any time by phoning or emailing us.

### **Will you give me advice which is suitable to my needs and financial circumstances?**

Yes, but to do so we need you to complete a Lifestyle Questionnaire to help determine your individual objectives, financial situation and needs before we can recommend any financial products or services to you. You have the right not to divulge this information to us if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.



## Our specialist product advice

Our licence authorises us to provide you with financial advice and deal in the following financial products:

- Superannuation;
- Managed investment schemes, including investor directed portfolio services such as master trusts and wrap accounts;
- Life insurance, including investment and risk insurance products;
- Securities;
- Deposit products;
- Government debentures, stocks or bonds;
- Retirement savings accounts;
- Standard margin lending products;

Our Financial Planners provide you with both personal and general advice to help you achieve your financial goals. A review service is also available with your Planner to help you make sure that you are on track to achieving your financial goals.

### Who will be my Financial Planner?

To find out more about your Financial Planner, including their qualifications and experience, read your copy of the Financial Planner Profile. FSSFP is responsible for any financial services provided to you by your Financial Planner. The Financial Planner profile should be read in conjunction with this FSG. If you have not received your copy of the profile for your Financial Planner, please call **1800 665 756** or **(02) 9238 2500**. Profiles are also available on [www.FSSFP.com.au](http://www.FSSFP.com.au).

### What's the best way to communicate with my Financial Planner?

You can give instructions to your Financial Planner: in writing, via fax, email, over the telephone, or face-to-face.

## What should I know about any risks of the financial products or strategies you recommend to me?

We will explain to you any significant risks of financial products and strategies, which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

### Product Disclosure Statement

If we make a recommendation to acquire a particular financial product (other than securities such as listed shares) we will also provide you with a Product Disclosure Statement (PDS). The PDS contains information about the particular product including the features, benefits, fees and risk associated with that product to assist you in making an informed decision.

### Who is the typical FSSFP client?

Our clients range from young people wanting to start planning early, to those close to retirement. FSSFP provides financial planning advice to clients of different ages. These clients may be members of First State Super, their families or members of the general public.

### How does my Financial Planner get paid?

Your Financial Planner is paid by salary, and does not receive any commissions or fees. Financial Planners may be eligible for an annual bonus payment, which is discretionary, and based on the achievement of pre-determined compliance and service standards and business objectives.

### How will I pay for advice?

#### Initial appointment

Your initial appointment will take approximately one hour, there is no charge for this appointment.

As a professional services firm FSSFP will clearly advise you of any advice requirements identified in the initial meeting, the cost of preparing the advice and ask you to provide signed acceptance prior to progressing with the preparation of your Statement of Advice.

#### Initial advice

The amount of the fee for preparing your Statement of Advice will depend on a number of factors including complexity of the advice and the areas of advice covered. Your financial planner will advise the actual cost of your Statement of Advice and how the fee is calculated when you meet and ask you to provide signed acceptance prior to progressing with the preparation of your Statement of Advice. Where you receive advice that relates solely to your interest in First State Super, the Trustee may deduct all, or a portion, of the initial advice fee from your superannuation account, unless you choose to pay for the advice directly.

# Professional Indemnity Insurance

FSSFP has Professional Indemnity Insurance in place which covers us for any errors or mistakes relating to our financial services. This insurance meets the requirements of the Corporations Act and covers the services our employees and authorised representatives provide even after they cease to be an employee of FSSFP, or act on our behalf, provided we notify the insurer of the claim when it arises and this is done within the relevant policy period.

## **Additional financial planning advice and ongoing advice services**

An additional fee may be charged for the provision of any ongoing financial planning or advice services and the implementation of the recommendations made in our advice documents. The amount of these fees (and how they are charged) will depend on the level and types of services you require and whether you have invested in any products which pay FSSFP an ongoing fee. Your financial planner will advise the actual cost of any additional financial planning advice or ongoing advice services and how the fee is calculated when you meet. You will be asked to provide signed acceptance prior to progressing with the preparation of any Statement of Advice or committing to an ongoing advice service.

## **Insurance**

FSSFP may receive an ongoing commission from insurance product providers, this ranges between 0%-11% of your annual premium. For a client with an annual premium of \$1,000, FSSFP would receive between \$0 and \$110 per annum.

## **Superannuation and Investments**

While FSSFP does not accept up-front commissions from any investment or superannuation product providers, we do accept ongoing service fees or trail commissions in regards to certain products

## **First State Superannuation Scheme - First State Super division members.**

FSSFP do not accept ongoing service fees or trail commissions.

## **First State Superannuation Scheme – Health Super division members.**

Ongoing remuneration ranges between 0% – 0.5% of your account balance. For example, the FSS Trustee Corporation, trustee of the First State Superannuation Scheme (Trustee) pays HSFS 0.5% per annum on all Health Super division account based pensions. This service fee is included as part of an administration fee, which is charged by the Trustee on all account based pensions on an annual basis. For a client with an account balance of \$100,000 FSSFP would receive 0.5% or \$500 per annum. The Administration fee amount received from the Trustee is capped at a maximum of \$2,000 per annum per member.

All income received from the Trustee or other financial product providers assists us to provide members of the Health Super division account based pensions with a regular review program.

The amount of any remuneration we receive that can be calculated at the time we give you personal advice, will be disclosed at that time as soon as practicable after that time. If the amount cannot be calculated at the time we give you personal advice, then at that time (or as soon as practicable afterwards) we will disclose the manner in which the remuneration (including commission) is to be calculated.

## **Other Remuneration**

The Trustee provides the funding for FSSFP to conduct a seminar education program and provide a free superannuation and retirement consulting service for First State Super Scheme members, the Trustee pays a variable monthly amount (to cover our costs) to HSFS. The Trustee provides FSSFP with access to business premises and facilities in New South Wales.

FSSFP is committed to the FPA's Code of Practice on Alternative Remuneration in the Wealth Management Industry (the Code). In accordance with the Code, FSSFP will disclose any alternative remuneration benefits that are received. Alternative remuneration arrangements will be recorded in a public register that you may view on request.

# FSS Financial Planning Ownership Structure

FSSFP is wholly owned by the FSS Trustee Corporation (ABN11118202672 AFSL 293340) as Trustee of the First State Superannuation Scheme (ABN 53226460365) (Trustee). The Trustee is not a representative of FSSFP and receives no commissions when making referrals to FSSFP. The Trustee does not endorse or accept responsibility for advice provided by FSSFP.

## Respecting your privacy

At FSSFP, the privacy of your personal information is important to us. We collect your personal information to ensure that we are able to provide you with the products and services most appropriate to your needs. We also maintain a record of any recommendations made to you.

FSSFP has adopted the principles of the Privacy Act and Medical Records Act as part of our continuing commitment to client services and maintenance of client confidentiality. For further details please refer to our Privacy Policy available at [www.FSSFP.com.au](http://www.FSSFP.com.au) or ask your planner for a copy.

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act 2006, 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 licence. We will also retain copies of this information. We assure you that this information will be held in line with our privacy policy.

## About your rights

### Professionally managing your complaints

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 a complaint about the service provided to you, you should take the following steps.

#### 1. Contact

Your Financial Planner and tell them about your complaint.

#### 2. Follow up

If your complaint is not satisfactorily resolved within seven days, please forward your written complaint to the Manager, FSSFP, PO Box 331 Collins Street West, VIC 8007. Under the Financial Ombudsman Service Investment, Life Insurance and Superannuation Terms of Reference, FSSFP has 45 days to respond to your complaint.

#### 3. Solving your complaint

If we cannot reach a satisfactory resolution, you can raise your concerns with the Financial Ombudsman Service Ltd by calling **1300 78 08 08** or by writing to them at: **Financial Ombudsman Service Ltd, GPO Box 3, Melbourne, VIC 3000**. FSSFP is a member of this complaints resolution service.

#### 4. Knowing your rights

The Australian Securities and Investments Commission (ASIC) also has a Freecall Info Line **1300 78 08 85**. They can be contacted to find out which industry complaint schemes may be available to assist you to settle your complaint and obtain information about your rights.



## Contacting us is easy!

### Victoria

#### Post

PO Box 331,  
Collins Street West, VIC 8007

#### Come in

Level 19, 447 Collins Street,  
Melbourne, VIC 3000

**Email** [enquiries@fssfp.com.au](mailto:enquiries@fssfp.com.au)

**Telephone** 1300 78 02 23  
or (03) 8613 9717

**Internet** [www.FSSFP.com.au](http://www.FSSFP.com.au)

**Fax** (03) 9629 5235

### New South Wales

#### Post

PO Box R352,  
Royal Exchange, NSW 1225

#### Come in

Level 16, 83 Clarence Street,  
Sydney NSW 2000

**Email** [enquiries@fssfp.com.au](mailto:enquiries@fssfp.com.au)

**Telephone** 1800665756  
or (02) 9238 2500

**Internet** [www.FSSFP.com.au](http://www.FSSFP.com.au)

**Fax** (02) 9238 2599