



# FINANCIAL SERVICES GUIDE

## **Version 4**

*This Financial Services Guide has been authorised and issued by KLI Accountants & Wealth Managers Pty Ltd on 23rd November 2018. (ABN: 36 167 537 546 AFSL: 452 054)*

# Financial Services Guide

## Purpose of This Document

This Financial Services Guide (FSG) will help you decide whether or not to use the services that we offer. It contains information about:

- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services

## Our Licence

KLI Accountants & Wealth Managers holds an Australian Financial Services Licence (AFSL). We are required to comply with the obligations of the Corporations Act and the conditions of its licence. This includes the need to have adequate compensation arrangements in place with a Professional Indemnity insurer for the financial services that we provide.

## Our Services

We are authorised to provide personal advice and dealing services in the following areas:

- Superannuation and SMSF
- Retirement planning
- Personal risk insurance
- Managed investments
- Securities (direct shares)
- Margin lending facilities

## Financial Advice Processes

We recognise that the objectives and personal circumstances of each client are different. Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interests.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice (SoA) which you can take away and read. The SoA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

For administration platforms, managed funds and personal risk insurance products we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we recommend. You can provide instructions to us in writing, via phone or via email. In some cases, we may require you to provide signed instructions. We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will typically be documented in a Record of Advice which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

## **Fees**

All fees are payable to KLI Accountants & Wealth Managers.

### **Advice Preparation Fee**

The Advice Preparation Fee includes meeting with you, the time we take to determine our advice and the production of the SoA.

The Advice Preparation Fee is based on the scope and complexity of advice provided to you. We will agree the fee with you before providing you with advice.

### **Advice Implementation Fee**

If you decide to proceed with our advice we may charge a fee for the time we spend to assist you with implementation. We will let you know what the fee will be in the SoA.

### **Ongoing Services Fees**

Our ongoing service fees depend on the ongoing service that we provide to you. They may be a % of your portfolio value or an agreed fixed fee which is paid monthly. We may also charge a transaction fee in some circumstances. The services and fees will be set out in the SoA or RoA that we provide to you.

### **Commissions**

KLI Accountants & Wealth Managers receives 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. The commission will vary depending on the recommended product and will be documented in the SoA or RoA.

We may also receive other benefits from product providers such as training, meals and entertainment. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

### **Adviser Remuneration**

Kelly Pillay is the owner of the practice and is remunerated through the profits of the practice. The other advisers are employees of the practice. They are paid a salary and may receive a performance bonus which is based on a number of factors including the revenue they generate.

### **Associated Services**

We also provide accounting & tax services and may refer you to these services.

### **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. If you are not satisfied with our response you can refer it to the Australian Financial Complaints Authority (AFCA).

The contact details for AFCA are:

Phone: 1800 931 678 (free call) 1  
Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Mail: Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge infoline on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.

### **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.