



# Financial Services Guide

Dated 01 July 2023

This Financial Services Guide (FSG) describes the financial planning and advisory services GWP Financial Services Pty Ltd (GWPFPS) provide. It is designed to assist you in deciding whether to use our services. It describes how we are remunerated for our services, our professional indemnity insurance and how we handle any complaints you may have.

The Guide is in two parts. This document is Part 1 and a separate document providing information about your adviser is Part 2.

GWPFPS has approved the distribution of the FSG.

## Other documents you may receive from us

We may give you other documents when providing our services to help you make decisions on any financial strategy or product that we recommend.

### Statement of Advice (SoA)

If we provide you with advice about your personal circumstances, we will normally give you a SoA. This will detail the basis on which the advice is given and outline any fees, commissions, benefits and associations relevant to the provision of the advice.

When we provide further advice to you within the scope of our original SoA, we may not give you a Statement of Advice, however we will retain a Record of Advice (RoA). You may request a copy of the RoA at any time.

### Product Disclosure Statement (PDS)

If we recommend a particular financial product to you, we will also provide you with a PDS containing information about the key features, risks and fees associated with the financial product.

## Your financial adviser

Our advisers are Representatives of GWPFPS. GWPFPS is responsible for the financial advice and service they provide to you. They are qualified professionals that can offer advice solutions tailored to your personal circumstances. They can assist you to evaluate new opportunities, strategies and investment solutions to help you achieve your financial goals.

Our advisers are all individual members of the Financial Advice Association Australia (FAAA).

GWPFPS financial advisers have adopted the FAAA Code of Ethics and rules of professional conduct.

The details on how your adviser is remunerated can be found in Part 2 of this FSG, Adviser profile.

### Not independent

Because we receive commissions on the sale of life risk insurance products that are not rebated in full to clients; we are not able to refer to ourselves or our advice as 'independent', 'impartial' or 'unbiased'.

## The financial services we offer

### Areas of Advice

We can advise on:

- Budgeting
- Savings and wealth creation strategies
- Investment planning
- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Risk and insurance analysis
- Estate planning considerations
- Centrelink

### Financial Products

The financial services we provide relate to the following financial products:

- Deposit and Payment products (including basic and non-basic products);
- Government debentures, stocks and bonds;
- Investment Life Insurance products;
- Life Risk Insurance products;
- Managed Investment Scheme products (including IDPS);
- Retirement Savings Account products;
- Securities;
- Standard Margin Lending facilities; and
- Superannuation.

We act for you when giving this advice and making product recommendations.

We use research provided by external research houses to prepare an Approved List of the products that we recommend to our clients. We regularly review the performance of those products to ensure they will meet your ongoing needs.

### How can you give instructions to your adviser?

You may specify how you would like to give us instructions, for example by telephone or email. It is important that you take extra care to provide accurate information when authorising us to act on instructions via email. If your instructions are incomplete or unclear, we are under no obligation to act on those instructions. We will not be liable for any costs, expenses, loss or damages you may suffer or incur in conjunction with any action taken or omitted by us in following email instructions.

### How will you pay for the services provided?

The fees charged will be based on your requirements and their complexity and will be discussed and agreed with you prior to you incurring the fee.

Your SoA, Ongoing Service Agreement and the relevant PDS of each product that we recommend will outline the fees and remuneration that apply.

Details of fees, or range of fees, are contained in Part 2 of this FSG, Adviser Profile.

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

We will explain any risks associated with the financial strategies which we recommend to you. If you are uncomfortable about the possible risks you should ask us more questions and for more explanation and detail.

## **Will anyone be paid for referring me?**

If you are referred to us, we may pay a fee to the person who provided the referral. We will tell you the amount of such fee in your SoA.

Your adviser may refer you to other licensed advice providers to receive specialist personal advice such as for insurances. We will include details about any arrangements we have with other specialist advice providers in your SoA.

## **How we protect your privacy?**

We are committed to protecting your privacy. We collect, use, disclose and maintain personal information, including sensitive information, so we can administer our client relationships and provide financial products and services. Personal information may include details of your financial situation, needs, and objectives.

We use the information you provide to advise you on your financial circumstances, goals, and strategies. We only provide your information to the product issuers with whom you choose to deal (and their representatives). We do not trade, rent or sell your information.

We use a third-party offshore outsourcing service to provide services to you. Any overseas disclosure does not affect our commitment to safeguarding your personal information and we will take reasonable steps to ensure any overseas recipient complies with the Australian Privacy Principles.

You can check the information we hold about you at any time. For more information about our Privacy Policy, ask us for a copy.

Your adviser may bring to your attention products and services or other information which may be relevant to your situation.

You will be given the opportunity to choose whether or not you continue to receive such information.

## **Relationships or associations with financial product issuers**

Your adviser can provide advice on products from a wide range of financial product providers. We do not have any financial relationships with financial product issuers.

Your adviser may recommend some investments operated by Investment Managers that bear the GWPFS brand. This is to enable the manager to identify our clients and apply the appropriate investment management rules to the management of these investments. We do not have any day to day input into management decisions by any investment managers and do not receive any additional revenue from these investments.

## **Professional indemnity insurance**

We have professional indemnity insurance in place which covers any errors or mistakes in the provision of financial planning services. This insurance meets the requirements of the Corporations Act and covers the services provided by your adviser after they cease working with us provided we notify the insurer of the claim when it arises and this is done within the relevant policy period.

## What should you do if you have a complaint?

If you have any complaints about the services provided to you or about personal information held you should take the following steps:

1. Contact your adviser and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, contact GWPFS on (02) 6964 2122 or put your complaint in writing and send it to:

GWP Financial Services Pty Ltd  
Attention: Compliance Manager  
Unit 5, 31-43 Ulong Street  
Griffith NSW 2680

GWPFS will acknowledge your complaint within one business day, or as soon as practicable, and endeavour to resolve your complaint within 30 calendar days. If the status is not resolved within 30 days, we will keep you informed as to the status of your complaint. GWPFS will try to resolve your complaint quickly and fairly.

3. If your complaint is not resolved to your satisfaction, you may complain to the Australian Financial Complaints Authority (AFCA). AFCA is the single-point external dispute resolution (EDR) authority to deal with complaints by consumers of financial services in Australia. You may contact AFCA by:

Writing: GPO Box 3  
Melbourne VIC 3001

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

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

Phone: 1800 931 678