



Financial Services Guide

Head Office Address:

Exelsuper Advice Pty Ltd (ABN 72 080 419 745)

Australian Financial Services Licence No. 428272

Suite 1 50 King William Road GOODWOOD SA 5034

Telephone: 1300 558 713

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1. Important Information

Why have you been given a financial services guide?

This guide will help you decide whether to use our services. Before you use our services we will explain:

- Who your Adviser is and how your Adviser can be contacted.
- What services and products Exelsuper Advice authorises your Adviser to provide.
- How Exelsuper Advice, your Adviser, and any other relevant parties are paid.
- Who to contact if you have a complaint about your Adviser or the services provided.

In this guide:

- 'you' means you, our client or our prospective client.
- 'I', 'us', 'we' and 'our' means your Adviser whose details are outlined in section 3, "Who is your Adviser and how can they be contacted?".
- Exelsuper Advice means Exelsuper Advice Limited ABN 70 006 646 108, Australian Financial Services Licence No. 231138.

Other important documents that you will be given if you receive advice from us

Statement of Advice

Personal financial advice will only be provided to you in writing after agreeing the scope of the advice required, reviewing the information you give to us and carefully considering your financial goals and your instructions. Any advice you receive from us that takes your personal objectives, financial situation or needs into account will be confirmed in writing in the **Statement of Advice (SOA)**. The SOA is an important document as it sets out what your Adviser is recommending and why this advice is suitable and appropriate for you. It will contain enough detail for you to make an informed decision about whether to act on the advice.

The SOA will contain:

- the advice;
- the basis on which it is given;
- information about replacement of existing financial products;
- detailed information about fees and commissions; and
- details of associations that Exelsuper Advice and/or your Adviser have with financial product providers or other parties.

Product Disclosure Statement

If a particular financial product is recommended to you (other than listed shares) you will be provided with a **Product Disclosure Statement (PDS)**. A PDS will also be provided if you instruct your Adviser to transact on your behalf and place a financial product without providing personal advice. The PDS contains information about the particular financial product to help you make a decision about that product.



2. Who will be providing you with financial services?

By law anyone who advises you, or promotes financial products to you, has to have an **Australian Financial Services (AFS) licence** or be authorised by an AFS Licensee. Exelsuper Advice Pty Ltd is the holder of an AFS Licence (AFS Licence No. 428272) and is **responsible for the financial product advice given to you**.

3. Who is your Adviser and how can they be contacted?

Exelsuper Advice Pty Ltd

AFSL 428272 ACN 080 419 745

P.O. Box 845

UNLEY SA 5061

4. What financial services can Exelsuper Advice Pty Ltd provide?

Will you receive personal financial advice?

Yes, Exelsuper Advice Pty Ltd is **licensed** to provide you with **personal financial advice** that is tailored to your needs, objectives and financial situation. Your adviser is also able to provide you with general advice and factual information, and transact on your behalf.

What information should you provide to receive personal financial advice?

In order to provide you with appropriate advice, your Adviser will ask you to provide information about:

- your personal circumstances;
- details of your current financial situation; and
- other relevant matters.

You have the right not to disclose all information but your Adviser may not be able to provide advice that is appropriate to your needs, objectives and financial situation without it.

You should read the warnings contained in any documentation carefully before making any decision relating to a financial product.

What is the extent of the advice that we can offer you?

Exelsuper Advice Pty Ltd can provide personal financial advice, and deal (transact on your behalf), relating to the following types of financial product:

- Securities* - (e.g. listed securities, hybrid securities and listed property trusts)
- Managed investment schemes - (e.g. managed funds, unit trusts, Separately Managed Accounts and Investment Directed Portfolio Services)
- Investment and funeral bonds
- Deposit Products - (e.g. term deposits, savings accounts)
- Government debentures, stocks and bonds
- Personal and Business Risk Insurance (e.g. income protection, total and permanent disability, trauma, life cover, business overheads insurance, and group life insurance)
- Superannuation - (e.g. rollovers, account based pensions and annuities)
- Retirement Savings Accounts

How advice must be provided

Personal financial advice will be provided to you in writing (in an SOA) only after Exelsuper Advice has reviewed the information you have provided and has carefully considered your financial goals.

What other information will I need from you?

If you decide to implement Exelsuper Advice Pty Ltd's advice, the law requires Exelsuper Advice Pty Ltd to obtain additional information from you and to confirm the accuracy of that information. In particular, we will need to verify your full name, date of birth and residential address. In order to do so I will need to sight various identification documents such as a current Australian Driver's Licence or Australian Passport, and keep records of the identified documents. To minimise your inconvenience I will generally try to verify this information at the same time as I collect information about your financial needs and objectives. However, if you would prefer the verification not to occur until you decide to implement the advice please let me know. Please appreciate that the verified information will be made available to your product provider(s) and that they are unable to process your application without this verification.

The scope of financial products used to meet your needs

We maintain an Approved Product List containing financial products issued by third parties. A research committee compiles and regularly reviews this list. Where appropriate, Exelsuper Advice Pty Ltd will recommend a financial product from the Approved Product List. Any other product we recommend must meet our selection and approval process.

Limits on the advice that can be provided

When making recommendations to you, tax, social security and estate planning issues can be discussed but we are not authorised to give advice relating to these issues. If you want detailed advice you should consult a specialist in that area.

It is important to note that **Exelsuper Advice Pty Ltd cannot provide advice** on the following:

- General Insurance
- Foreign Exchange
- Derivatives
- Margin Lending

What personal information is maintained in your file and is it kept secure?

The law requires us to keep a record of your personal profile. This has to include details of your personal needs, objectives and financial situation and a record of any advice given to you.

Exelsuper Advice is committed to ensuring the privacy and security of your personal information. As part of our continuing commitment to client service and maintenance of client confidentiality we have adopted the principles set out in the under the Australian Privacy Principals. Please ask us for a copy of our Privacy Statement, or refer to our website for more information.

Will your portfolio be reviewed?

We recommend that you review your financial situation every 12 months or whenever your personal or financial circumstances change. It is your responsibility to initiate the review process. If you would like a review, or you have any concerns, please contact your Adviser.

You will, of course, receive regular information from the product providers about the value and performance of your investments, as well as details of any insurance policy cover.

What happens if we provide you with further advice?

When we provide you with personal advice, you will initially receive a Statement of Advice (SOA). Where you maintain the advice relationship with us, a SOA is generally not provided for further advice situations provided your circumstances and the basis of the advice are not significantly different. However we are required to keep a record of advice.

You may request a copy of the record of advice we keep. Any request must be made within 7 years of the provision of such advice, and should be directed to your Adviser.

How do you provide instructions to us?

Generally we need you to instruct your Adviser in person, as your signature will be required for verification. However, for some products and services it is possible for special arrangements to be put in place where instructions can be given to your Adviser by fax, phone or e-mail.

5. What fees are paid to Exelsuper Advice?

What are the costs involved in obtaining advice and to whom are they paid?

Exelsuper Advice believes that it is vitally important to separate any remuneration that Financial Advisers receive from the funds we recommend, as advisers who accept commission may be influenced, and their advice tainted by the commissions paid to them by fund managers. It is vitally important to separate these fees, to ensure that you can clearly distinguish between what you pay to have your funds managed by fund managers and what you pay for advice, implementation and ongoing service.

Exelsuper Advice also opposes "asset based fee structures". Many advisers charge an asset based fee which may also taint advice. This means that the more money you have invested (or the less you withdraw) the more they get paid. We do not agree with this as a methodology of charging, as the services that we deliver are based on your needs for advice & service & overall requirements, not how wealthy you are.

Exelsuper Advice is determined to ensure that they always demonstrate openness and transparency at all times, and as such will delete &/or rebate to you any commission & asset based adviser fees paid by fund managers wherever possible & practical. This ensures you have peace of mind knowing that Exelsuper work for you with impartiality.

A. Hourly Rates

i) Initial Advice & Implementation fees

Exelsuper do not charge entry fees, or plan fees. Instead, the fee for advice & work required to implement your instructions will be charged based on an estimate of the time required, disclosed to you before work commences, and will be capped at the disclosed amount.

ii) Advice & Service Fees for Non-packaged clients

You may not wish to pay an agreed ongoing advice & service fee, but rather pay as you go. Therefore if you have not elected to pay for an ongoing advice & service package, we will charge an hourly rate for services provided. This hourly rate is \$300 plus GST for the services of a financial planner and an hourly rate of \$120 plus GST for Client Service Manager services. An estimate of the costs will be provided to you before work commences and a tax invoice will be provided to you at the end of each calendar month. You may choose to have these hourly rate based fees deducted from your investment funds where possible.

iii) Ongoing Advice & Service Fee Packaged Clients

As a valued client of Exelsuper you are entitled to our ongoing advice and service package. As mentioned above, we will not accept commission paid by fund managers for your funds. Instead we charge a **simple, flat fee** based on the work required to manage your portfolio on an ongoing basis. This fee is a simple flat fee that is agreed upfront & is charged from your funds on a monthly basis.

B. Commissions & Fees

i) Commissions

Whilst Exelsuper Advice detest commission payment systems, and always seek a more transparent and open system of payment, there are times when commission is paid by product providers to us because it cannot be removed.

Under this method of payment, Exelsuper Advice receives a commission directly from the product provider. These commissions fall into two general categories:

- **Initial Commission** - This is a one off commission paid at the start of an insurance policy. The initial commission on an insurance product can be up to 135% (GST inclusive) of the first year's premium.
- **Ongoing Commission – for policies in place after 1st July 2013** - This is paid every year in which the insurance policy is maintained, as part of the product provider's ongoing charges. The ongoing commission on insurance products can be up to 38.5%pa (GST inclusive) of the renewal premium.
- **Ongoing Commission – for policies in place prior to 1st July 2013** - This is paid every year in which the investment or insurance policy is maintained, as part of the product provider's ongoing charges. The ongoing commission on investment products, including superannuation, can be up to 3.0%pa (GST inclusive) of the investment amount. The ongoing commission on insurance products can be up to 38.5%pa (GST inclusive) of the renewal premium.
- These commissions may be offset against other fees payable by you and will be negotiated prior to the implementation of any product containing such commissions.

C. Adviser Service Fee

The Adviser Service Fee is a fee agreed between you and your Adviser for their ongoing advice and service. It is paid to Exelsuper Advice Pty Ltd.

Some products offer the option to deduct the Adviser Service Fee from your funds on a periodic basis.

If this fee is to apply to you, it will be fully detailed in your SOA.

D. Direct Share Investment

Your Adviser can charge you a fee over and above the brokerage fee charged by the settling broker for trading shares, and a management fee based on the value of your direct share investment. This charge is optional and has no minimum or maximum. These fees and commissions will be detailed in your SOA.

Other Remuneration

- Exelsuper Advice Pty Ltd may receive minor unquantifiable benefits including business lunches, tickets to sporting and cultural events, corporate promotional merchandise, and other minor benefits from Exelsuper Advice or product providers whose products Exelsuper Advice recommends. Given that such benefits are discretionary and relate to future events, it is not possible to provide an estimated dollar value. The details of any benefit received will be recorded in our register of alternative forms of remuneration, which is available for inspection by contacting Exelsuper Advice.

Are fees paid for referrals?

If you have been referred to us by someone else, or if we refer you to someone else, Exelsuper Advice Pty Ltd will not pay any remuneration to those we refer to, nor will we accept any remuneration in return.

6. What does Exelsuper Advice pay its employees?

Once Exelsuper Advice receives payment for a service, it will pay employees including those advising you, by way of salary bonus and profit share and distributions from family trusts. In addition, the owners of Exelsuper Advice Pty Ltd, being The Harris Family Trust may receive a benefit by way of selling the goodwill accumulated in the Exelsuper Advice Pty Ltd business.

The exact amounts payable to Exelsuper Advice Pty Ltd will be disclosed in your SOA. If the amount is not calculable at the time the SOA is given, the way the amount is calculated will be disclosed in the SOA.

Exelsuper Advice Pty Ltd maintain a public register of alternative forms of remuneration of \$100 or equivalent value received from product providers or fund managers whose products or platforms Exelsuper Advice Pty Ltd recommends. A copy of this register is available to you.

Exelsuper Advice Proprietary Limited
P.O. Box 845 Unley SA 5061

Phone: 1300 558 713
Email: service@exelsuper.com.au

7. What should you do if you are not happy with the service?

If you are not happy with the services provided by your Adviser, please:

- Contact your Adviser and discuss your complaint.

We will aim to resolve your complaint quickly, fairly and within prescribed time frames.

If you are still not satisfied you have the right to refer the matter to Credit Ombudsman Service Limited (COSL), which Exelsuper Advice Pty Ltd is a member of. They can be contacted on 02 9273 8455.

Exelsuper Advice Pty Ltd's professional indemnity insurance arrangements satisfy the compensation arrangements required under section 912B of the Corporations Act and includes cover for claims against former representatives, whilst they acted for Exelsuper Advice Pty Ltd.

8. Other services available from Exelsuper Advice Pty Ltd

The financial services Exelsuper Advice Pty Ltd can offer are described in section 4 of this Financial Services Guide. Some of the financial services Exelsuper Advice can provide may be beyond those which your Adviser can provide. Exelsuper Advice can provide personal financial advice, and deal (transact on your behalf), relating to the following types of financial product:

- Securities - (e.g. listed securities, hybrid securities and listed property trusts) Managed investment schemes - (e.g. managed funds, unit trusts, Separately Managed Accounts and Investment Directed Portfolio Services)
- Investment and funeral bonds
- Deposit Products - (e.g. term deposits, savings accounts)
- Government debentures, stocks and bonds
- Personal and Business Risk Insurance (e.g. income protection, total and permanent disability, trauma, life cover, business overheads insurance, and group life insurance)
- Superannuation - (e.g. rollovers, account based pensions and annuities, and self managed superannuation funds)
- Retirement Savings Accounts

9. Related entities and product providers

As a professional financial adviser I have an obligation to act in the interests of my clients when making recommendations to them. In providing advice to you, should any material conflict of interest arise, then I undertake to bring any such conflict of interest to your attention so you may assess my advice to you objectively.

Exelsuper Pty Ltd as Trustee for the Holland Harris Family Trust is a related entity to Exelsuper Advice Pty Ltd, the provider of financial services to you. Exelsuper Pty Ltd holds a tax agency number 2234004 and is the Self Managed Superannuation administration, taxation, record & bookkeeping service provider, whom we recommend for SMSF administration services for SMSF trustees. Exelsuper Pty Ltd is not a product provider, nor does Exelsuper Pty Ltd hold and Australian Financial Services License. Exelsuper Pty Ltd is an accounting, admin and management service similar to that of any accountant who may provide administration and taxation services to trustees of Self Managed Super Funds. In the spirit of open disclosure, and to ensure that you are fully aware of our interests in recommending self managed superannuation funds, and specifically Exelsuper Pty Ltd ATF Holland Harris Family Trust as administrator is that Exelsuper Pty Ltd's principal shareholder is Christopher Steven Harris and his family members may benefit by way of receipt of remuneration and additional benefits by way of distribution to members of the Harris family. It is important to consider if the recommendation to utilise the services of Exelsuper Pty Ltd meets your needs.

If you have any further questions about obtaining personal financial advice, or the financial products Exelsuper Advice is able to offer you, please contact your Adviser. Your Adviser's details are listed in section 3.

Please retain this Financial Services Guide for your reference and any future dealings with Exelsuper Advice Pty Ltd.

