

# Financial Services Guide (Part One)

## A guide to our relationship with you and others

### About this Financial Services Guide

This Financial Services Guide (FSG) consists of two parts. This document is Part One. When you receive this document, you should also receive Part Two titled "Financial Services Guide (Part Two)" which sets out the profile of your Adviser and other important information you need to know. If you do not receive Part Two please ask your Adviser to provide it to you or contact Total Financial Solutions Australia Pty Ltd (Total Financial Solutions). Part One and Part Two should be read in conjunction and together they make up this FSG. Total Financial Solutions has authorised the distribution of this FSG.

### What is the purpose of this Financial Services Guide?

This FSG is an important document and is intended to inform you of certain basic matters relating to our relationship, prior to providing you with a financial service. The matters covered by this FSG include:

- who we are and how we can be contacted;
- what services and types of products we are authorised to provide to you;
- how we (and any other relevant parties) are remunerated;
- details of any potential conflicts of interest;
- details about our compensation arrangements; and
- details of our internal and external dispute resolution procedures and how you can access them.

This FSG is designed to provide you with important information about Total Financial Solutions and its Authorised Representatives. It is intended that this FSG should assist you in determining whether to use any of our services. In this FSG, any reference to 'we', 'our' or 'us' is a reference to Total Financial Solutions and its Authorised Representatives.

### What other documents might you receive?

If you choose to use any of our services you may also receive other documents relating to the services or products, which you should read carefully. These documents may include any of the following:

#### Statement of Advice (SoA)

This will usually be given whenever we provide you with any advice which takes into account your objectives, financial situation and needs (personal advice). The SoA will contain the advice, the basis on which it is given and other information, including information about fees, commissions and associations which may have influenced the provision of the advice. You should read the warnings contained in the SoA carefully before making any decision relating to any financial product(s) recommended to you.

#### Product Disclosure Statement (PDS)

This will be provided when we recommend a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product. The PDS contains important information to help you make an informed decision about the financial product.

#### Statement of Additional Advice (SoAA)

This will be given in situations where we make further recommendations and your circumstances have not changed since we provided you with a SoA.

#### Record of Advice (RoA)

In some circumstances, we may not give you a SoA or SoAA. If we provide you with further advice, relating to advice we previously provided in a SoA, we may simply keep a Record of Advice on your file. We will only do this if there has been no change to your circumstances, or to the basis of our advice. If there has been a change we will give you a new SoA. You can request a copy of the RoA by contacting your Adviser's office.



## Who is Total Financial Solutions?

**Who is responsible for the financial services offered in this FSG?**

Total Financial Solutions as the holder of an Australian Financial Services Licence acts on your behalf and is responsible for the financial services offered in this FSG. Total Financial Solutions does not act on behalf of any other person or Australian Financial Services Licensee. Established in 1999, Total Financial Solutions is a dynamic and innovative organisation with Authorised Representatives located across Australia. Total Financial Solutions is a principal member of the Financial Planning Association of Australia Limited (FPA) and a corporate member of the Association of Financial Advisers Limited (AFA). You can contact us via the contact details set out on the front cover of this FSG.

**Who provides the financial services offered in this FSG?**

The financial services offered in this FSG are provided by Total Financial Solutions Australia Pty Ltd, holder of an Australian Financial Services Licence No. 246545.

**Who is your Adviser?**

Your Adviser is the person named in Part Two of this FSG, which should have been given to you at the same time as this document. It provides you with detail about your Adviser, who is authorised by Total Financial Solutions to provide you with the financial services offered in this FSG on behalf of Total Financial Solutions.

## Things you should know, before deciding to use our services

**What financial services are we authorised to provide to you?**

We can provide you with the following services:

- Wealth creation
- Financial planning
- Investment planning
- Retirement planning
- Superannuation & rollovers
- Life & disability insurance
- Estate planning
- Margin lending and gearing
- Portfolio and insurance reviews

Total Financial Solutions authorises its Authorised Representative (your Adviser) to provide both general and personal financial product advice and deal in the following kinds of financial products:

- Deposit and payment products
- Life products including investment insurance products & risk insurance products
- Government debentures, stocks & bonds
- Retirement savings accounts
- Securities
- Superannuation
- Interests in managed investment schemes including Investor Directed Portfolio Service

Your Adviser may choose to specialise in certain financial products. The financial products your Adviser is authorised by Total Financial Solutions to provide advice on and/or deal in, are set out in Part Two of this FSG.

**Does Total Financial Solutions or its Authorised Representatives have any relationships or associations with financial product issuers?**

Total Financial Solutions has an association with Oasis Asset Management Pty Ltd, who administers the Dominion range of products (which includes the Dominion Superannuation Master Trust and Dominion Portfolio Service). Total Financial Solutions distributes the Dominion range of products.

If your Adviser has any relationships or associations with financial product issuers they will be disclosed in Part Two of this FSG. Total Financial Solutions is 100% owned by TFSA Holdings Limited.

**How will we prepare and provide you with suitable personal advice?**

The law requires that any advice we provide must be appropriate to your personal circumstances having regard to our investigation and consideration of those circumstances at the time of that advice.

You have the right not to tell us personal information. However, if you do not tell us, the advice you receive may not be appropriate to your needs, objectives and financial situation. Outlined below is the step-by-step process that we will follow to ensure you are provided with appropriate financial advice. We will:

**1. Meet with you for an initial consultation.** During this meeting we will make enquiries about your expectations and provide you with full details of the services we are authorised to provide. We will also inform you how we are paid for our services.

**2. Collect all the information needed from you.** We call this fact finding. This step of the process involves asking questions about you. It is our obligation to inquire about your personal circumstances including helping you to determine your attitude towards risk (where appropriate).

3. **Help you identify your goals and current financial position.** This includes any problems or constraints which may affect our advice.
4. **Consider strategies and issues (such as taxation, social security and estate planning).** Based on these issues and your relevant personal circumstances we will develop, and present to you, written recommendations in the form of a SoA.
5. **Discuss the recommendations with you.** We will make the appropriate changes you require (if any) and obtain your agreement to implement the recommendations.
6. **Implement the agreed recommendations** from your SoA.
7. **Periodically review** your objectives, financial situation and needs, if we agree to an ongoing servicing arrangement.

**Will anyone be paid for referring you to us?**

If you have been referred to us by someone else, and if we pay them remuneration (including commission) or other benefits for that referral, we will tell you who will receive that remuneration or benefit and the amount they will receive in the SoA.

If your Adviser has any referral agreements in place with third parties, a general description of how benefits may be paid to third parties (e.g. ranges and methods) will be set out in Part Two of this FSG.

**How can you provide instructions to us?**

We prefer you to provide your instructions to us in writing. However, if the matter is urgent you may provide instructions to us by telephone and confirm them in writing. In either case you should direct your written instructions to the facsimile, postal or email address of your Adviser set out in Part Two of this FSG.

## Things you should know, if you decide to use our services

**What remuneration or other benefits will the Authorised Representative, Total Financial Solutions or any associate, receive if we provide you with any of the financial services offered in this FSG?**

Total Financial Solutions and your Adviser may be remunerated in various ways for the financial services they provide to you including:

1. administration fees received in relation to certain products;
2. commissions paid directly from the product issuer whose products are recommended to you; or
3. a fee for service charged directly to you.

We may be paid any combination of fees, hourly rate or commissions and also receive other benefits. You may be able to select the method of payment that suits you the best.

Your Adviser will discuss and agree with you the method of payment before they provide any financial services to you. If you receive personal financial product advice, you will be provided with a SoA that sets out any remuneration and other benefits (where possible in actual dollar amounts). If the exact amount is not known at the time you are given the SoA, the SoA will set out the manner in which the remuneration (including commission) and any other benefits is to be calculated. The SoA will also set out when you have to pay any fees.

### 1. Administration Fees

If your Adviser recommends Dominion products, Oasis, the product issuer, will pay Total Financial Solutions up to 0.6125% of your total investment. This is taken from the Administration Fee you pay to Oasis. Total Financial Solutions may share some or all of this payment with your Adviser or their employer (if they are employed by a Corporate Authorised Representative of Total Financial Solutions). This form of remuneration does not represent an additional cost to you.

### 2. Commissions

Commissions will vary depending on the type of product and from which product issuer you purchase the product. Full details will be provided in the SoA. However a brief summary of how commissions apply is also provided below under 'Investment Products' and 'Insurance Products'.

#### Investment Products

For investment products, commissions are generally deducted from the funds you invest. Total Financial Solutions may receive between 0% and 5.5% (including GST) of your initial investment as initial commissions from product issuers whose products are recommended to you. Total Financial Solutions may also receive ongoing commissions from the management fees of the product issuers. Ongoing commissions range between 0% and 1.1% pa (including GST) of your total investment.

*Example:* If your Adviser recommends an investment product of \$10,000 with an initial commission of 4.4% (GST inclusive) and ongoing commission of 0.55% per annum (GST inclusive), Total Financial Solutions will receive \$440 of the initial commission, all of which will be passed on to your Adviser, and Total Financial Solutions will receive \$55 per annum of ongoing commission, all of which will be passed on to your Adviser, assuming the investment remains at the same amount.

## Insurance Products

For life insurance products, commissions are included in the amount you pay for the product. Depending on the product you purchase, the rate ranges between 0% and 140% (including GST) of the initial annual premium as initial commission and 0% and 38.5% p.a. (including GST) of the annual premium for ongoing (trail) commission.

*Example:* If your Adviser recommends an insurance product and the annual premium is \$400 per annum, Total Financial Solutions may receive an initial payment of up to \$560, all of which will be passed on to your Adviser, and Total Financial Solutions will receive an ongoing commission of up to \$154 per annum, all of which will be passed on to your Adviser, assuming the premium remains the same.

## 3. Fee for Service/Hourly Rate/Other fees

Where your Adviser charges a fee for service or hourly rate for any of the services provided to you, a full explanation of those fees and rates will be set out in Part Two of this FSG.

## Other Benefits

In addition to fees and/or commissions, your Adviser may receive other benefits such as financial, marketing and training assistance from Total Financial Solutions and product issuers. Your Adviser may also be entitled to other allowances and incentives including bonuses paid for selling certain amounts of financial products, discounted services, prizes and awards, overseas and domestic conferences, marketing support and education expense support.

*Where Total Financial Solutions or your Adviser's method of remuneration differs in any way from the arrangements set out above, further explanation will be provided in Part Two of this FSG and details of the remuneration they receive will be provided in the SoA.*

## What information will we keep about you and can you access it?

Your privacy is important to Total Financial Solutions. To learn more about the collection and use of your personal information by Total Financial Solutions (for marketing and other purposes), see the Total Financial Solutions Privacy Policy Statement available at [www.tfsa.com.au](http://www.tfsa.com.au). If you cannot access the website please contact us immediately and we will arrange for the Total Financial Solutions Privacy Policy Statement to be provided to you via an alternative mode.

We maintain records of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you. If you wish to examine your file we will make arrangements for you to do so, advising you of the costs (if any).

## Compensation Arrangements with Total Financial Solutions

Total Financial Solutions maintains a policy of Professional Indemnity (PI) insurance that covers the activities of its employees and representatives in providing the services set out in this FSG. The policy complies with the requirements of section 912B of the Corporations Act.

The policy (subject to its terms and conditions) will continue to cover claims in relation to our representatives/employees who no longer work for us (but who did at the time of the relevant conduct).

## Important information about complaints

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

If you have any complaint about the financial services provided to you, we will try to resolve your complaint quickly and fairly. You should take the following steps to enable us to do so:

1. Contact your Adviser, using the contact details set out in Part Two of this FSG.
2. If your complaint is not satisfactorily resolved within five business days, please lodge your complaint in writing to the Complaints Manager via the contact details on the front cover of this FSG.
3. If we are unable to resolve your complaint to your satisfaction within 45 days, you have the right to refer the matter to the Financial Ombudsman Service Limited (FOS), an independent external dispute resolution scheme of which Total Financial Solutions is a member. The FOS service is available to you free of charge.

The contact details for FOS are:

### Financial Ombudsman Service Limited

GPO Box 3  
Melbourne VIC 3001  
Phone: 1300 780 808