

# FINANCIAL SERVICES GUIDE

## PART ONE GENERAL DETAILS

**WE ARE REQUIRED BY LAW TO GIVE YOU A FINANCIAL SERVICES GUIDE (FSG), THAT HELPS EDUCATE, PROTECT AND ASSIST YOU TO MAKE AN INFORMED DECISION ABOUT THE FINANCIAL SERVICES WE OFFER.**

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FINANCIAL  
**WISDOM**



## Information about this Financial Services Guide

Financial Wisdom Limited ABN 70 006 646 108 ('Financial Wisdom') is providing you with this Financial Services Guide (FSG) to assist you in making an informed decision about the financial services and products they offer. Financial Wisdom ('we,' 'us' or 'our') provides financial services through its Australian Financial Services License (AFSL No. 231138).

Your financial adviser ('Adviser') is an Authorised Representative of Financial Wisdom and provides services on behalf of Financial Wisdom. Financial Wisdom is responsible for the services and product advice provided to you by your Adviser, as well as the content and distribution of this FSG.

This FSG is divided into two parts and both parts must be read together.

Part One – General details provides information about:

- Financial Wisdom, their relationship with your Adviser and other entities.
- Other documents you may receive.
- Financial services and products we provide.
- Collecting your personal information and providing instructions.
- What you can do if you are not satisfied with our services.

Part Two – Adviser details provides information about:

- Who your Adviser is and how they can be contacted.
- Financial services and products your Adviser is authorised to provide.
- Fees or other costs your Adviser may charge.
- How Financial Wisdom, your Adviser and any other relevant parties are remunerated.

## Part One – General Details

### 1. About Financial Wisdom

We are a financial planning organisation that has built a reputation for 'considered thinking' in offering financial advice.

We have been a respected name in financial planning for over twenty years and during that time have earned an enviable reputation for high quality advisory services, based on a broad range of skills and a high calibre of specialist knowledge.

#### Our Advisers

Each of our Advisers are backed by a powerful network of support services, including active investment research resources, compliance support, technical support, ongoing educational support and professional development as well as access to a broad range of investment, superannuation and insurance products.

This skill and knowledge is applied to develop services and solutions for clients that actively adds value to their financial planning, allowing them to take advantage of the expanding opportunities available.

#### Our relationship with the Commonwealth Bank Group

We are a wholly owned, but non-guaranteed subsidiary of the Commonwealth Bank of Australia, one of Australia's largest financial services organisations.

We have associations with and may deal or provide advice on products issued by, the following entities within the Commonwealth Bank Group:

- Commonwealth Bank of Australia (CBA)
- Commonwealth Financial Planning Limited
- The Colonial Mutual Life Assurance Society Limited (CMLA) trading as CommInsure
- Colonial First State Investments Limited
- Commonwealth Securities Limited (CommSec)
- Avanteos Investments Limited
- Acadian Asset Management (Australia) Limited
- Realindex Investments Pty Limited

Any references to 'Commonwealth Bank Group product' in this FSG relate to products issued by the Commonwealth Bank of Australia or its subsidiaries.

We are a Professional Partner of the Financial Planning Association of Australia (FPA). The FPA is the professional association for qualified financial advisers in Australia and we are committed to its Code of Ethics and Code of Professional Conduct.

### 2. Other documents you may receive

You may receive other documents in addition to this FSG when your Adviser provides you with personal financial advice or recommends a financial product.

#### Statement of Advice

Any advice that you receive from your Adviser which takes your personal objectives, financial situation and needs into account, will be presented to you in writing in your Statement of Advice (SoA), also referred to as your financial plan.

The SoA is an important document as it sets out what your Adviser is recommending and why it 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 and will outline:

- Your Adviser's recommendations and the basis on which they are given.

- The costs of the advice and information about fees, commissions or other benefits that we, your Adviser or a related party may receive.
- Details of any relationships or associations that we or your Adviser may have with product providers or related parties.

#### Record of Advice

If your Adviser provides you with further personal advice, you may receive a Record of Advice (RoA). A RoA will be provided if your circumstances and basis of advice are not significantly different from the initial advice you received from your Adviser. Where your circumstances have significantly changed, any further personal advice that is provided to you will be documented in a SoA.

You may request a copy of the advice records that we keep. Any request must be made within seven (7) years of the provision of the advice, and should be directed to your Adviser.

#### Product Disclosure Statement

If your Adviser recommends a particular financial product or transacts on your behalf and at your request, you will receive a Product Disclosure Statement (PDS), or other relevant product disclosure material. The PDS contains important information about a particular financial product and will include its fees, features and risks, and will assist you in making an informed decision about that product.

### 3. Financial services and products we provide

We can provide personal financial advice, and transact on your behalf, in relation to the following types of financial products:

- Securities
- Managed investment schemes
- Investment and funeral bonds
- Deposit products
- Government debentures, stocks or bonds
- Personal and business risk insurance
- Superannuation products
- Margin or investment loans.

Some of the financial services or products that we are authorised to provide may be beyond those which we authorise your Adviser to offer.

Your Adviser can only recommend products listed on the Financial Wisdom Approved Product List. This list contains Commonwealth Bank Group products and financial products issued by third parties.

When it is appropriate, your Adviser may recommend a financial product from the Approved Product List, or depending on your objectives, financial situation and needs, your Adviser may need to recommend a financial product that is not on the Approved Product List. If this happens, any other product that your Adviser may recommend must meet our selection criteria and approval process.

The financial services or products that your Adviser is authorised to offer are outlined in Part Two of this FSG at 'Financial services and product types your Adviser can provide.'

### 4. Your personal information and providing instructions

#### Collecting your information

We collect personal information about you when you meet with your Adviser, request or use our products or services, email us, phone us or visit our websites. This information may include:

- your personal objectives

- details of your current situation
- other relevant information.

We may also collect information about you from others, such as service providers, agents, advisers, brokers, employers or family members.

Where collecting sensitive information, such as health and lifestyle information, usually for insurance purposes, we will ask you for your consent.

You do not have to disclose all of your personal information, however without it your Adviser may not be able to provide advice that is appropriate for your objectives, financial situation and needs.

To access your personal information, please contact your Adviser. If your personal information is incorrect, we can correct it.

### Exchanging your information

We may exchange your personal information with other members of the Group who can use this information in the same way we can. We disclose information to third parties as permitted by law or for the uses listed below.

Third parties include service providers where we outsource activities, persons acting on your behalf, other financial institutions, auditors, insurers, employers and government agencies. We may disclose your information overseas to overseas Group members, service providers or other third parties who operate or hold data outside Australia, or when required for a particular transaction or by overseas law. Australian law may not apply to some of these overseas parties.

### Using your information

We collect, exchange and use your information so that we can:

- provide advice that is appropriate for your objectives, financial situation and needs
- manage our relationship with you
- price, design and administer our services or inform you about other products and/or services that may be of interest to you; manage our risks, help identify and investigate illegal activity, comply with our legal obligations, and assist government and law enforcement agencies.

The law requires us to establish your identity and assess applications for products and services by confirm its accuracy. In particular, your Adviser will need to verify your full name, date of birth and residential address and to do so, they will need to sight and maintain records of various identification documents such as a driver licence or passport.

Your Adviser may sometimes use programs, calculators or worksheets as illustrative tools when you meet with them. Your Adviser uses these tools to find out about your relevant objectives, financial situation or needs. You should not rely or act on any representations made in these meetings as any personal advice that you receive will be set out in your SoA.

### Instructing your Adviser

You generally need to instruct your Adviser in person as your signature will be required for verification. For some products and services though, special arrangements can be put in place to instruct your Adviser by phone, email or fax.

Your Adviser can also take instructions from you to transact on your behalf and place a financial product (that they are able to offer) without providing personal financial advice.

### Respecting your privacy

We are 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 Privacy Act. The

Group's Privacy Policy will assist you in ascertaining how to complain, how your complaint is dealt with and provide further information on our personal information handling practices. Please refer to the Group's Privacy Policy available at [www.commbank.com.au/security-privacy/general-security/privacy.html](http://www.commbank.com.au/security-privacy/general-security/privacy.html), or from your Adviser.

## 5. Reviewing your portfolio

We recommend you review your financial situation at least annually or when your personal or financial circumstances change. Reviewing your financial plan is an important step in the financial planning process as it makes sure you are on track to achieving your goals and objectives, whilst also ensuring that the advice remains appropriate for you.

## 6. What you should do if you are not satisfied with our services

If you are not happy with your Adviser or the services provided to you, we encourage you to:

- Discuss your complaint with your Adviser in the first instance.
- If you would prefer not to discuss your complaint with your Adviser directly or if your complaint has not been resolved to your satisfaction, you can contact the Advice Customer Resolution team.

The Advice Customer Resolution team is a specialist support function for Financial Wisdom to deal with any concerns you may have in relation to the advice or services your Adviser provides. You can contact Advice Customer Resolution by:

Writing: Advice Customer Resolution  
Level 3C  
11 Harbour Street  
Sydney NSW 2000  
Email: [AdviceCustRes@cba.com.au](mailto:AdviceCustRes@cba.com.au)  
Phone: 1800 611 113

- If after speaking with your Adviser or the Advice Customer Resolution team, your complaint is still not resolved, you can contact Group Customer Relations. Group Customer Relations is the Commonwealth Bank Group's primary escalation point for customer feedback with a particular responsibility for resolving complaints. You can contact them by:

Writing: Group Customer Relations  
Reply Paid 41  
GPO Box 41  
Sydney NSW 2001  
Email: [customerrelations@cba.com.au](mailto:customerrelations@cba.com.au)  
Phone: 1800 805 605  
Fax: 1800 028 542

- If you are still not satisfied, you can refer the matter to the Financial Ombudsman Service Limited (FOS), of which Financial Wisdom is a member. The FOS provides an independent dispute resolution process between consumers, as well as some small businesses and member financial services providers, and covers financial services disputes including general insurance, life insurance, financial planning, investments and pooled superannuation trusts. You can contact the FOS by:

Financial Ombudsman Service Limited  
GPO Box 3  
Melbourne VIC 3001  
Phone: 1300 780 808

## 7. Our professional indemnity insurance

Our professional indemnity insurance satisfies the compensation arrangements required under Australian law, being section 912B of the Corporations Act. Financial Wisdom is covered for claims against former Authorised Representatives, whilst they acted on our behalf.