



# FINANCIAL SERVICES GUIDE

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**THE ONE** for financial solutions

# Financial Services Guide: Part One



**This document is Part One of a Financial Services Guide and must be read in conjunction with Part Two.**

This Financial Services Guide (**FSG**) is issued with the authority of NEO Financial Solutions Pty Ltd (**NEOFS**). This FSG is designed to assist you in determining whether to use any of the services offered by NEOFS or its Authorised Representatives. This guide is only complete when you also have Part Two - "Authorised Representative Profile".

## This FSG contains information about:

- NEOFS, who as the Licensee is responsible for the financial service;
- Your financial adviser;
- The financial planning services and products your financial adviser can provide;
- How NEOFS, your financial adviser and other related parties are paid for the financial planning services provided to you;
- Any associations or relationships that could create potential conflicts of interest; and
- Details of who to contact should you have a complaint.

## Who Is NEO Financial Solutions?

**NEOFS** holds an Australian Financial Services Licence No.385845 (**AFSL**) issued by the Australian Securities and Investment Commission (**ASIC**). NEOFS conducts business through a network of financial advisers who are appointed as Authorised Representatives under NEOFS's AFSL. Where NEOFS has appointed a corporate entity as an Authorised Representative, employees of that company who give advice will also be authorised by NEOFS. NEOFS is responsible for the advice and conduct of your NEO financial adviser. We are not responsible for any unauthorised services that they may offer (to the full extent permitted by law), so please check the services your adviser offers in FSG Part Two.

## Authorised Representative Profile – Part Two



Your financial adviser will be the Authorised Representative listed in Part Two of this FSG.

This FSG must be read in conjunction with the Authorised Representative Profile as it forms part of this FSG. It provides detailed information about your financial adviser such as their contact details, referral sources and the types of financial products and services they are authorised to advise/deal in. Please retain both Part One and Part Two of the FSG for your reference and any future dealings with NEOFS and your financial adviser.

## What Other Documents Might You Receive?

You might receive the following documents to help you make an informed decision on any financial strategy or recommended financial product:

### Statement of Advice (SoA)

All initial personal advice provided to you will be outlined in an SoA. The SoA will contain personal advice, the basis on which it is given, details of fees, commissions and information on relevant associations. The SoA is used for initial advice and where further advice is provided that involves a significant change to your relevant personal circumstances.

### Record of Advice (RoA)

Where further advice is provided to you in reference to previous advice (SoA) and there have been no significant changes to your relevant personal circumstances, your adviser will provide you with a RoA. There are no limitations in relation to time or how you make your requests for a copy of the RoA.

### Product Disclosure Statement (PDS)

You will receive a PDS if your adviser has provided advice for you to acquire a financial product. A PDS will contain the key features of the financial product, significant risks and benefits, and fees associated with the financial product.

## What Financial Services and Products Are Available?

NEOFS is licensed to advise on and deal in the following classes of financial products to both retail and wholesale clients;

- Life & Disability Insurance
- Superannuation & Self-Managed Superannuation
- Pre-Retirement & Retirement Planning
- Social Security / Centrelink
- Investment & Wealth Creation
- Estate Planning
- Cash Budgeting & Cash-flow management
- Deposit & Payment Products
- Government Debentures, Stocks & Bonds
- Securities
- Debt & Liability Management
- Salary Packaging
- Gearing

## How Can You Give Us Instructions?

You may specify how you would like to give us instructions. You can give us instructions or information verbally or in writing. In some situations, we will require your instructions to be in writing. We will advise you what information we need or what documentation we need you to complete and sign.

## What Information Should You Provide to Receive Personal Advice?

Your adviser must act in your “Best Interests”. To assist your adviser in acting in your best interests, as well as helping us to advise you in an appropriate manner and protecting you throughout our relationship, we request you;

- Supply accurate information about your personal circumstances, needs and objectives;
- Update your adviser on any changes to this information;
- Do not make any payments for investments, contracts or fees “made payable” to your adviser;
- Never sign blank forms.
- Never sign any form or agree to any recommendation without fully understanding what you are signing or agreeing to.

You have the right to withhold personal information, but this may have an impact on the appropriateness of the advice you receive. You should read any warnings contained in any advice document (whether SoA or RoA) carefully before making any decision relating to a recommended financial strategy and/or product. Your adviser will request you sign an acknowledgement if you do not wish to provide complete information or if they believe that the information is not accurate.

## How Do You Pay for NEOFS Advice and Services?

### All Fees Are Payable to NEOFS

NEOFS and your financial adviser can be paid by fees for superannuation and investment products (for both initial and ongoing advice) or commissions for retail insurance products, or a combination of both. Your financial adviser will discuss and agree both the rate and method of payment with you before any financial services are provided. Where you receive personal advice, your SoA will detail all remuneration and other benefits associated with the advice.

All fees and commissions disclosed in the SoA are payable to NEOFS. NEOFS may retain up to 30% and forward the balance to your financial adviser. For example, if NEOFS receives \$100, NEOFS will retain up to \$30 and pay a minimum of \$70 to your financial adviser.

### Initial and Ongoing Fees

Fees may be either a Fixed Rate Fee, based on an Hourly Rate or a combination of both and will reflect the complexity of your personal situation, and the time and effort in the work done for you. Fees for ongoing advice may also be based on a Flat Fee or an Asset Scale Fee. These will be outlined in FSG Part 2 and if advice is provided it will be disclosed in your Statement of Advice (SoA).

## Retail Insurance Product Commissions

NEOFS may be paid initial and ongoing commissions by retail insurance product issuers where you acquire any of the recommended retail insurance products recommended. Commissions will vary depending on the circumstances. However, they may be up to 77% initial/22% ongoing or 33% level ongoing of the premium for retail life insurance products. For example, for a commission on an insurance premium of \$1,000 is up to \$770 upfront and up to \$220 each year thereafter.

## Referral Fees

If a third party referred you to us, and you consent, we may forward referral payments or commissions to the third party. These amounts do not involve additional costs and will be disclosed in your SoA. All fees and commissions are subject to GST.

## What Information Is Maintained in Your File, Can You Examine the Client File and Who May Access It?

Your financial adviser will maintain a record of your personal information including details of your objectives, financial situation and any recommendations made to you. If you wish to examine your file, please ask your financial adviser and they will arrange for you to do so.

Your adviser must provide you with a copy of our Privacy Policy. If you require an additional copy please ask or, download a copy from NEOFS's website at [www.neofs.com.au](http://www.neofs.com.au).

## Does NEOFS Have Any Relationships or Associations with Financial Product Issuers?

NEOFS has commercial relationships with several of Australia's leading life risk and wealth management product providers. These companies may engage with NEOFS in partnership arrangements. NEOFS may also be entitled to receive volume rebates from product providers based on total amounts invested in their products or platforms.

All new volume rebates and product overrides are banned, unless the arrangement is already in existence. NEOFS has both existing and partnership arrangements with the following product providers: CFS, BT, AMP, Asgard, Netwealth.

Some product providers may also give NEOFS or your financial adviser non-commission benefits such as entertainment or sponsorship up to a maximum value of \$300 per annum. Both NEOFS and your financial adviser maintain a Register to document any alternative forms of payment received. These registers are publicly available and must be provided within 7 days after request.

## Compensation Arrangements

NEOFS has in place Professional Indemnity (PI) Insurance cover in accordance with s. 912B of the Corporations Act 2001. Our PI insurance, subject to terms and conditions, provides indemnity up to our sum insured for NEOFS, our Authorised Representatives and employees in respect to the services provided under our AFS Licence.



## What Should You Do If You Have a Complaint?

If you have a complaint about the services provided to you, please take the following steps:

1. Contact your financial adviser and advise him or her of the details surrounding your complaint.
2. If your complaint is not satisfactorily resolved within 3 working days of contacting your financial adviser, please contact the NEOFS Complaints Officer by telephone or in writing to the below listed contact details. NEOFS will try to resolve your complaint quickly and fairly. (08) 9227 1472 or [compliance@neofs.com.au](mailto:compliance@neofs.com.au)
3. If you do not get a satisfactory outcome, you have the right to take your complaint to the Australian Financial Complaints Authority (AFCA), GPO Box 3, Melbourne Vic 3001. Free Telephone call 1800 931 678 or Email [info@afca.org.au](mailto:info@afca.org.au). NEOFS is a member of this Service.