

# Financial Services Guide – Part 1

## General Information

Preparation date – 6 September 2016



P R A E S C I U S  
FINANCIAL CONSULTANTS

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### Our Financial Services Guide

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we and our advisers offer and whether they are suited appropriately to meet your needs. This FSG provides you with important information on how to engage with one of our advisers.

This FSG is divided into two parts: this document (Part 1) and the Representative Profile (Part 2) and both documents must be read together. This document covers the following:

- Information about Praescius Financial as a licensee
- Details of the financial services and/or products Praescius Financial can provide
- The documents you may receive
- Remuneration received by us
- Other forms of remuneration or benefits
- Privacy (i.e. collection and handling of your personal information)
- The complaints procedure
- Compensation arrangements in place

The Representative Profile covers the following:

- Details on how you may instruct your adviser
- Who will be responsible for providing the financial services
- Remuneration received by your adviser

Throughout this FSG, Praescius Financial is referred to as “we”, “us”, “our” or any variations. The term “adviser” refers to Praescius Financials’ authorised representatives.

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### Welcome

We know how important a trusted financial advice relationship is in providing you with peace of mind and want to thank you for considering an engagement with one of our advisers to assist you in identifying and achieving your needs and objectives.

We have prepared this guide to provide an overview of our services and value proposition. Please take the time to review this document before engaging our services.

### Who We Are and What We Stand For

As an Australian Financial Services (AFS) Licence holder, Praescius Financial is a non-institutionally owned financial services company providing services in Accounting & Taxation, Wealth Management and Finance Broking through our offices in Darwin, NT; Hervey Bay and Bulimba (Brisbane), QLD; and Camden, Narellan, Picton and Thornleigh in NSW.

Our mission at Praescius Financial is to provide you the ability to clearly understand your goals and objectives. We will also help you to understand a clear and realistic timeframe for you to achieve them. We will help you remove uncertainty that often comes when thinking about the goals that seem too far into the future to imagine.

### Our Responsibility to You

Your adviser provides financial advice and services on behalf of Praescius Financial and accordingly we are responsible for the financial advice and services they provide.

Our advisers are required to provide this FSG and a Representative Profile to you prior to providing any personalised financial advice, products and/or services. The FSG, together with the Representative Profile, is a disclosure requirement under the Corporations Act 2001(Cth). If you have not received a Representative Profile, please ask your adviser for a copy or contact us (see page 7 for contact details).

The Representative Profile contains important information about your adviser. This includes their Authorised Representative number and/or Corporate Authorised Representative number (if applicable).

It also includes accreditations, qualifications and experience, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

### Our Commitment to You

Our advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

Your adviser is obliged by law to act in your best interests and provide appropriate advice when providing financial advice to you. To be in a position to provide effective advice, your adviser will need to determine your needs, objectives and relevant financial circumstances.

You will be asked to provide accurate information and to keep your adviser updated on any changes to your relevant circumstances to ensure the advice provided and financial products recommended remain relevant to your personal situation. You do have the right not to divulge such information. However, in this case, your adviser will warn you about the possible consequences and how this may impact the quality and reliability of the advice provided. Additionally, your adviser may also decline to provide advice if they feel they have insufficient information to proceed.

Before providing any financial products and/or services to you, we will need to verify your identity in accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/ CTF Act). Your adviser will let you know what documentation you will need to present to allow them to provide you with appropriate advice and to meet the relevant customer identification requirements under the AML/CTF Act.

To ensure that you remain on track to meet your short to long-term needs and objectives, it is vital to periodically review your financial plan. Your adviser will offer a review service appropriate to your circumstances. A fee may be charged for the ongoing advice and management of your financial affairs. Your adviser will provide you with details of any such fees which are applicable to you.

As part of our commitment to you, Praescius Financial adheres to the Codes of Ethics/Conduct of professional associations such as the Financial Planning Association of Australia, the Financial Services Council and the Australian Association of Financial Advisers.

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The principles enshrined in the above mentioned Codes serve as a minimum standard for the professional behaviour of our Authorised Representatives, with advisers required, amongst other things, to act in the best interests of clients and to act honestly, efficiently and fairly in the provision of financial services.

### Financial Services and/or Products We Can Provide

Praescius Financial is licensed to provide financial product advice on the following services and/or products including:

- Deposit and Payment Products – Basic Deposit
- Deposit and Payment Products – Non-basic Deposit
- Deposit and Payment Products – Non-cash Payment
- Derivatives
- Government Debentures, Stocks or Bonds
- Life Products – Investment Life Insurance Products
- Life Products – Life Risk Insurance Products
- Managed Discretionary Account Services
- Managed Investment Schemes including IDPS
- Retirement Savings Account Products
- Securities
- Superannuation
- Standard Margin Lending Facilities

Praescius Financial maintains an Approved Product List (APL). Subject to attaining any required accreditation, your adviser is able to recommend any product on the Praescius APL. Your adviser will need to consider products outside of the APL if your Adviser determines that an alternate product is likely to meet your best interests. In these cases, your adviser may apply to Praescius Financials' Research Department to obtain a one-off product approval.

### Documents You May Receive

When your adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Statement of Further Advice (SoFA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)

The SoA will set out the advice that has been tailored to your specific circumstances and provide you with

details of all relevant disclosures including details of any remuneration payable.

The SoFA and RoA may be provided in situations where further advice is provided. The SoFA and RoA streamline the documentation process by avoiding unnecessary duplication of information already provided in previous advice documents.

A PDS will be provided if a product recommendation is made and includes detailed information on the financial product, including features, benefits, conditions, costs and cooling off rights (if applicable).

A FDS will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your adviser for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you actually received and the fees you paid during the period.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

If you have any questions about this FSG or the financial advice, investment and/or risk insurance products or services provided, please contact your adviser.

### Client Services

Praescius Financial and your adviser may accept your instructions by phone, letter, email or fax. In some instances, only written instructions from you can be accepted and we will let you know when this occurs.

Praescius Financial is required to maintain a physical or electronic record of your personal information, which includes details of your relevant personal and financial circumstances.

We are also required to maintain records of documentation for any financial advice given to you in the course of taking instructions from you, as well as any advice documents your adviser has provided to you. These records are required to be retained for at least seven (7) years.

### Your Privacy

Praescius Financial and your adviser are subject to certain legislative and regulatory requirements that necessitate collecting, holding and using detailed information

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that personally identifies you and/or contains information about you.

Praescius Financial respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. If you want to access your personal information at any time, please let us know.

For detailed information on how we handle your personal information, please see our Privacy Policy.

This Policy is located at [www.pfinancial.com.au](http://www.pfinancial.com.au).

### Cross-border disclosure

Praescius Financial may engage third party service providers to assist in the provision of products or services.

Some services may require disclosure of personal information to service providers outside Australia including the United States. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents or delivery of digital services for Praescius Financial advisers and clients.

All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

### Licensee Remuneration

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever your adviser provides a recommendation for a financial product or service, Praescius Financial may be remunerated through either:

- An initial fee for service; or
- An ongoing fee for service; or
- Commission payments from product providers where applicable; or
- A combination of any of the above

### Authorised Representative Remuneration

All fees or commissions are initially paid to Praescius Financial before being distributed in full to the relevant Corporate Authorised Representative. Your adviser is paid via salary and may also be entitled to a bonus based on performance against a balanced scorecard criteria, which may include adherence to

service standards, new business, review completion and completion of continuing education.

### Referrals

Should you be referred to your adviser by a third party, such as an Accountant or Mortgage Broker, the third party may receive a fee for the referral. This fee does not represent an additional cost to you. You will receive more detailed information concerning any referral fee in your SoA or other relevant advice document.

### Other Forms of Remuneration or Benefits

Praescius Financial and/or its advisers may receive non-monetary benefits from product providers and other similar parties in specific circumstances such as:

- Where the amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider.

Payments or benefits received must be disclosed in either a Conflicts of Interest Register or an Alternative Remuneration Register. A copy of Praescius Financial's Register, is available upon request. If you wish to inspect this Register please ask your adviser or contact us.

### Related Companies

Praescius Financial Group Pty Ltd is the ultimate holding company of the Corporate Authorised Representatives of Praescius Financial. It also has service relationships with a number of other related bodies corporate.

Following is a listing of those Praescius Financial Group entities that you are most likely to engage with:

- Praescius Financial Consultants NSW Pty Ltd
- Praescius Financial Consultants NT Pty Ltd
- Praescius Financial Consultants HB Pty Ltd
- Praescius Financial Brisbane Pty Ltd
- Territory Funds Management Pty Ltd

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Your adviser may hold shares in Praescius Financial entities or other companies related to product providers which may influence, or be seen to influence, the advice that they provide you. Your adviser will disclose all relevant shareholdings to ensure that you are made aware of any potential conflicts.

### Sponsorship

Praescius Financial receives payments or benefits from product providers in return for granting rights such as being recognised as a sponsor and the right to promote their product and give presentations at conferences and/or professional development training days.

Praescius Financial may use these payments to pay for costs associated with such conferences, training or professional development days.

### Reporting Your Concerns

If you have a complaint about any financial service provided to you by your adviser, you should take the following steps:

1. Contact the complaints team at Praescius Financial to discuss your complaint.

Phone 07 3999 9015

Email [compliance@pfinancial.com.au](mailto:compliance@pfinancial.com.au)

Mail:

Complaints Manager

Praescius Financial Holdings Pty Ltd

PO Box 235

Bulimba QLD 4171

2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.

3. We will then investigate the complaint and respond to you as soon as reasonably practicable and in any event, within 45 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Financial Ombudsman Service (FOS), an External Disputes Resolution Scheme, of which Praescius Financial Group is a member.

The contact details for FOS are:

Phone 1800 367 287 (free of charge)

Fax 03 9613 6399

Online [www.fos.org.au](http://www.fos.org.au)

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

Mail GPO Box 3, Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge info line on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.

### Professional Indemnity

Praescius Financial will take reasonable steps to ensure that we have professional indemnity insurance cover that we believe meets the requirements of section 912B of the Corporations Act to provide compensation to persons who successfully claim the losses suffered due to breaches of licensee obligations by representatives and staff who are or were a representative or employee of Praescius Financial.

### Contact Us

Head Office:

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For contact details of our various offices, please visit our website at [www.pfinancial.com.au](http://www.pfinancial.com.au)