

Financial Services Guide



GET DIGITAL FINANCIAL ADVICE FROM A QUALIFIED ADVISER – WITH YOUR BEST INTEREST IN MIND.

This guide contains important information about the services we offer, how we and our associates are paid, any potential conflict of interest we may have and our internal and external dispute resolution procedure and how you can access them.

Best Interest Advice Pty Ltd holds an Australian Financial Services Licence Number 292925 since 2006. Its services are varied and it authorises individuals and corporates to provide fee-based advice to Australian individuals and small and medium size companies.

Our AFS Licence permits us to advise on and deal in the following classes of financial products:

- deposit and payment products
- government debentures, stocks or bonds
- general insurance products
- investment life insurance products
- interest in managed investment schemes
- investor directed portfolio services
- RSA products
- life risk
- insurance products
- managed investments
- retirement income streams
- securities
- standard margin lending facilities
- superannuation
- self-managed superannuation funds
- Applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of deposit products, general insurance government bonds. Life products and investor directed portfolios, RSA's and securities standard margin lending facility and superannuation to retail and wholesale clients.

Who is my adviser?

Best Interest Advice authorises the individual or corporate adviser that you may engage. Your adviser can be Financial Choice Wealth Management for Robo advice and tailored portfolios, Financial Choice Administration services for self-managed superannuation administration or individual advisors, Russell Medcraft, Alexander Hicks, Vincent Ting, Hayden Witts who are employees of Best Interest Advice. If you do not wish to receive our advice, we may act on your behalf in which case we will only be carrying out your instructions. If you do not obtain advice, you face the risk that the investments or financial product(s) you select may not allow you to meet your objectives or be best suited to your financial situation. Financial Choice is responsible for the actions of its employees and representatives. However, Financial Choice is not responsible for services provided to you by any other third party including other financial service providers.

As part of our delivery of services to you we may prepare a Statement of Advice or a Record of Advice and possibly provide you with one or more Product Disclosure Statements prepared by one or more product issuers. Where we prepare a Statement of Advice we will always provide you with a copy (either electronic or paper version). Where a Record of Advice is prepared (e.g. as part of an ongoing service arrangement with you) we will keep a copy in our files, or on our website. You are entitled to request a copy (at no cost) up to 7 years after the date of issue.

What information should I provide in order to receive personalised advice?

Our advisers will only provide advice after considering your personal objectives, financial situation, strategies and needs. In order for us to offer the most appropriate advice for your situation it is important that you complete a fact finder document which we will give you during or before our first meeting. If you do not provide accurate information about your situation, the advice you receive may not be appropriate to your needs, objectives and financial situation. As a provider of financial services, we may act on instructions we receive from you in writing, by telephone, fax, email or any other form of communication.

Investments in Financial Products - Insurance and other commissions

We may receive an upfront and/or ongoing commission payment from a life insurance company for recommending their products.	The initial commission may be a maximum of 80% and an ongoing commission of a maximum of 30%.
Lending and credit brokerage and commission.	We may be entitled to receive a commission on loans and lending products between 0.25% and 1.00%.
Grandfathered commissions.	We may receive grandfathered commissions on legacy products including and not restricted to insurance, superannuation and investment products that are no longer available.
All commissions are rebated back to the client upon a written request from the client.	This is assessed on a case by case scenario and an advice fee is charged in place of commission on a time basis

Brokerage Fee

Desktop Broker and Commsec

An additional brokerage fee of \$5 or 0.01% of the trade amount will be charged when we buy or sell listed securities on your behalf.

SAXO

An introduction brokerage rate on Australian and International shares of \$10 per trade is paid by SAXO.

What is the difference between getting general advice and personal advice?

General advice is given only if your adviser clarifies with you (the client) when they give the advice that they are not giving personal advice, because they do not in fact consider the relevant circumstances (i.e. your objectives, financial situation or needs). The delivery of advice is also neutral when it comes to technology. This means that you can receive factual information and advice by telephone, email, internet, video conferencing, or face-to-face, or in any combination of these. The advice we give you will be considered personal advice because we are collecting all relevant information from you using the [Online Fact Find](#) or information we may get from the Tax agent portal when preparing your tax return or requesting a superannuation search.

What are the services that we provide for each brand?



FINANCIAL CHOICE Wealth Management advice

What will this advice cost?

We charge for our advice based on the time it takes to collect the data, consider the scope of the advice, consult experts and stress test strategies to make sure that they are appropriate and in your best interests.

Our fees are based on the following rates:

1. Certified Financial Adviser \$450.00 per hour
2. Senior Financial Planner \$350.00 per hour
3. Financial Adviser \$250.00 per hour
4. Para Planner \$150.00 per hour

Our investment Management fees are:

ROBO ADVICE	PREMIUM SERVICE BEGINNING BALANCE \$100,000
No fee on the first \$15,000 then 0.30% annual fee	0.95% annual fee
Personalised scaled advice	Holistic Advice
Automatic Rebalancing	Strategic asset allocation on direct share portfolios and rebalancing
Access to online para planning financial advice	Unlimited access to Certified Financial Advisers
Access to online tools and calculators. Fee of \$200 per annum.	Access to private school fee funding tools and estate planning expert.
Access to life and disability insurance broking	Access to commission free insurance

**All fees are exclusive of GST*



FINANCIAL CHOICE Administration services

Financial Choice Administration provides self-managed superannuation administration and investment management services thru our investor directed portfolios.

SMSF establishment and administration fees include:

- SMSF establishment documents including Trust Deed
- ATO registration with TFN and ABN application
- Saxo and Macquarie Cash Management Account establishment
- Preparation of financial statements, tax preparation and lodgement
- Independent audit

FEE TYPE	FEE
One-off set-up fee. Fund establishment trust deed, registration with ATO including ABN and TFN application.	\$495
One-off fee for corporate trustee establishment (if applicable) Includes ASIC company registration fee.	\$880
Ongoing admin Annual audit fee Ongoing admin for managed portfolios, tax preparation and financial reporting.	\$150 month* \$550 \$100 month**

*This fee is for a no advice administration only service. Additional fees may apply for complex funds and this is charged on a time basis.

**This service is only available for those clients who exclusively use the Financial Choice Wealth Management investment portfolios.

Note: Each ETF in your portfolio will charge management fees to cover their admin/operating costs. These fees flow to the ETF issuer and are incorporated in the share price of the ETF. The overall management fees on the ETFs in our portfolios are approximately 0.27% per annum but depend on your portfolio selection.

Fees based on total average account balance, charged monthly. If you are overseas, banks may impose fees on any foreign exchange conversion, or international payment instructions.



Search and Consolidation Fees

Over 617,000 customers have enrolled to use our service over the past 17 years and continue to use us as the trusted site for all superannuation information. Get a complete listing of all your superannuation accounts for free. A fee of \$250.00 ex GST is charged to consolidate your accounts into a nominated fund that meets your best interest. Advice on the best superannuation fund to suit your needs is charged on a time only basis. No commissions are received.



Insurance fees

www.lifecoveronline.com.au is Australia's first site to compare all major insurers and their premiums with the commission excluded. A minimum premium applies to this service. A standard fee of 30% of the premium applies to place the insurance and to manage all claims.



Personal Tax Return fees

Australian Online Taxation Services Pty Ltd is a registered tax agent. By using AOTS you are able to get a complete listing of all superannuation accounts for free to assist you in consolidating your accounts. AOTS charges a tax lodgement fee of \$150.00 ex GST.

Referral Arrangements

We do not pay referral fees.

Our Business Relationships

Best Interest Advice maintains commercial relationships with a number of product and service providers. The purpose of these relationships is to allow us to provide a comprehensive, highly functional and cost effective advice and administration service for our clients.

It is not mandatory for our clients to utilise the services of these businesses. Ultimately all clients decide which products and services are used and which providers they will utilise.

Best Interest Advice has commercial relationships with the following businesses:

Asgard Infinity eWrap – the infinity eWrap platform provides personal and retail superannuation accounts for use by Best Interest Advice clients.

BT Panorama. BT Panorama is a platform service for advisors and self-directed investors.

Macquarie Wrap and consolidator. Macquarie wrap and consolidator provide investors with a low cost and convenient administration services for tailored portfolios.

Macquarie SMA. Macquarie separately managed accounts are a platform that provides advisers with a sophisticated trading and rebalancing tool to assist high net worth investors.

Praemium investor services. Praemium provide investors and advisers with SMA and administration services that do all class action reporting and taxation reporting for superannuation and non-superannuation portfolios. The trustee services are provided by Diversa.

Australian Money Market – Australian Money Market provide a term deposit facility that allows Best Interest Advice clients to establish and manage term deposits with a wide range of financial institutions.

Class Super Pty Ltd – we use Class Super Pty Ltd tax software to manage and prepare tax related documents for our self-managed super fund clients.

CommSec Adviser Services – CommSec Adviser Services provide an online broking platform and cash service for use by Best Interest Advice clients.

Saxo. Saxo provide a referral platform for advisers and clients to traded International and domestic securities.

Desktop Broker – Desktop Broker provide an online broking platform for use by Best Interest Advice clients.

Macquarie Bank – Macquarie bank provide cash management accounts for use by Best Interest Advice clients.

Macquarie Online Trading – Macquarie online trading provides an online broking platform for Best Interest Advice clients.

Topdocs – Topdocs provide deed services to Best Interest Advice. This includes establishment deeds, deeds of amendment, lending trust deeds and deed reviews. Topdocs Legal also produce estate planning advice for Best Interest Advice clients.

DBA Outsourcing & Business Services

DBA provides a broad range of services to local companies and entrepreneurs. Our diverse team of experienced professionals include accountants, lawyers, tax advisers, enterprise solutions engineers and architects, human resources professionals and project development managers.

Professional indemnity insurance

Best Interest Advice maintains professional indemnity insurance policies on behalf of your adviser. These policies cover the advice, actions and recommendations which your adviser has been authorised to provide to you by Best Interest Advice. These arrangements satisfy the requirements imposed by the Corporations Act.

Complaints

We hope you will be satisfied with our services and encourage you to discuss any concerns you have with your adviser or our client services staff.

Should our staff fail to assist you we have an established procedure to deal with complaints. If you make a complaint we will:

- acknowledge its receipt
- assign it to an appropriate person for investigation and resolution
- respond to you as quickly as we can

We are a member of FOS as an external complaint handling authority until the body is renamed AFCA.

Before you lodge a dispute with FOS, read about the types of disputes we can consider. If your dispute remains unresolved even after you have complained directly to your financial services provider, learn how you can lodge a dispute with us.

Should we fail to solve your complaint within the above guidelines or to your standards you may contact the Australian Financial Complaints Authority who can be contacted at:

- Phone: 1800 367 287
- AFCA is the new one-stop shop complaints resolution service for the financial sector that will replace the Financial Ombudsman Service (FOS), the Credit and Investments Ombudsman (CIO) and the Superannuation Complaints Tribunal (SCT). AFCA will start accepting new disputes from 1 November 2018.

Privacy Policy

Your privacy is important to Best Interest Advice. We have systems and processes in place to protect your privacy. For further details of our privacy policy please refer to our websites www.financialchoice.com.au, www.selfmanagedsuper.com.au, www.findmysuper.com.au, www.lifecoveronline.com.au

How can you contact us?

You can contact Best Interest Advice in the following ways:

- Phone: 1300 664 118
- Email: support@selfmanagedsuper.com.au OR support@financialchoice.com.au
- Postal Address: PO Box 115 North Ryde BC NSW 1670
- Business Address: Level 4, 32 Delhi Road, North Ryde NSW 2113
- Business address: 838 Collins St, Docklands. Victoria 3008

Declaration and understanding of our services (please tick)

- I/we have received, read and agree to the terms and conditions outlined in this Financial Services Guide (FSG).
- I/we authorise Financial Choice to debit all applicable service fees from my/our SMSF's bank account or personal bank account or platform (where applicable) as per this FSG.

Client Name: _____

Signature _____ Date: _____

Client Name: _____

Signature _____ Date: _____



www.bestinterest.com.au

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