# Financial Services Guide – Part 1

AdviceIQ Partners Pty Ltd has authorised this Guide and is responsible for the advice and services provided by its Partner Firms and Advisers (Authorised Representatives).

This Financial Services Guide (FSG) is in two (2) parts. Part 1 of the FSG provides information about AdviceIQ Partners. Part 2 of this FSG provides information about your Adviser and their Practice.

**Lack of Independence**

Under section 923A of the Corporations Act, neither AdviceIQ Partners Pty Ltd nor its authorised representatives can claim to be independent, impartial or unbiased as they may receive commissions from some providers eg from life risk insurance products.

However, we will ensure all advice provided is appropriate and in your best interests.

## A Guide To Our Relationship With You (Part 1 of 2)

This Financial Services Guide (FSG) has been issued to provide you with important information to consider before you proceed with any of our services. This Guide provides information about:

- Who we are
- The services offered to you
- How Authorised Representatives are remunerated
- Any other benefits we may receive
- The relationships we have with any financial product providers
- Any potential conflicts of interest we may have
- Our internal and external dispute resolution procedures
- Our privacy policy

Should you decide to take up any of our services you will be provided with two (2) documents in addition to this FSG. Document one is a 'Statement of Advice' which will provide written confirmation of any advice you receive (this can be provided in one or more documents). Secondly, a 'Product Disclosure Statement' (PDS), which will provide information on a recommended product (including features and costs) if we recommend you purchase a particular financial product.

## Statement of Advice (SOA)

When we provide you with personal advice we are required to provide you with a SOA. This document provides written confirmation of any advice you receive, its basis and scope, any fees or commissions and any benefits or associations we may have relevant to the advice provided.

On an ongoing basis, if you are provided with further advice either a SOA will be provided or if there are no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided, your Adviser will record this advice in a document called a Record of Advice (ROA). You have the right to request a copy of your ROA at any time.

## Product Disclosure Statement (PDS)

If we recommend a particular financial product a PDS or Prospectus will be issued. These documents contain important information about a product and are designed to help you make informed decisions in relation to the product recommended.

## About AdviceIQ Partners

To provide financial advice, advisers must be authorised by an Australian Financial Services licensee. AdviceIQ Partners is the holder of an Australian Financial Services Licence number 332957 issued by the Australian Securities and Investments Commission (ASIC).

AdviceIQ Partners is 100% owned by its Partner Firms.

AdviceIQ Partners is authorised to provide financial product advice and deal in the following financial products:

- Deposit and Payment Products
- Government debentures, stocks and bonds
- Managed Investments including Investor Directed Portfolio Services
- Superannuation
- Securities
- Retirement Savings Account Products
- Investment Life Insurance Products
- Life Risk Insurance Products
- Margin Lending Facilities

AdviceIQ Partners will not hold funds or securities in its own name for the account of clients. All funds and securities are deposited with nominated banks or nominees in the client's name in accordance with their instructions.

## What Are Our Fees and Charges?

Prior to providing you any services we will agree with you how we will be remunerated.

We have set out below the basis of the potential fees, any benefits or payments we may receive from product providers and the costs you may incur for using our services.

Your fees may comprise one or more of the following components:

- Fees or brokerage for our initial advice, its implementation, ongoing monitoring and review.
- If you purchase or retain a life insurance policy, we may receive brokerage payments from the Insurer who issues the policy. Insurers currently offer brokerage payments of up to 66% (GST inclusive) of the first year's premium and up to 22% for subsequent years over the life of the policy.
- Some of our Advisers are paid a salary and may also be entitled to a bonus. The salary (and bonus) may be based on their performance and/or the remuneration generated by them and the Partner Firm.
- Some of our Advisers do not get paid a salary. They may be paid a percentage of the total remuneration generated by them and the Partner Firm, but is not connected to any product.
- As licensee, AdviceIQ Partners is entitled to all fees, brokerage, commissions and other remuneration. It retains some and pays the balance to Partner Firms.
- Full details of all fees, brokerage, commissions or other benefits that we or any other related party receive as a result of our recommendations to you will be provided in the Statement of Advice.
- No fees are payable unless you have agreed and instructed us to proceed.

Part 2 of this FSG provides a specific breakdown of the applicable fees charged by your Adviser (our Partner Firm).

## Needs-Based Advice

Partner Firms of AdviceIQ Partners offer objective, needs-based advice taking into account your current and future circumstances and goals. Your plan will focus on applying appropriate strategies and solutions. Our Advisers will only recommend products that are on the AdviceIQ Partners Approved Products List.

## Associations and Interests

100% of AdviceIQ Partners is owned by its Partner Firms.

Authorised Representatives of AdviceIQ Partners are free to recommend all products on the extensive Approved Product List of AdviceIQ Partners. There is no requirement or obligation for an Adviser to place business with any particular product issuer.

Other than as disclosed, we have no associations or relationships that could reasonably influence the financial services we provide.

## Do We Receive Any Other Benefits?

In order to ensure that our Advisers and staff participate in continuing education programs, we pay for and may enter into agreements with product providers to provide professional development and training. Product providers typically provide benefits such as training sessions and technical assistance as well as funding towards the cost of venues and catering.

Where the amount of any material benefit received by a related company, our Advisers or staff is between $100 and $300 in value over 12 months, the benefit will be noted in a register which is available for public view. A copy of this register can be made available to you on request.

You have the right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and any soft dollar benefits received by the licensee and/or representative.

## What If I Have A Complaint?

It is important to inform us about any complaint or concern you may have with your Adviser. If you are not satisfied that your Adviser has resolved your complaint we ask that you write to our Complaints Officer:

Complaints Officer
AdviceIQ Partners Pty Limited
GPO Box 1680
BRISBANE QLD 4001
Email: complaintsofficer@adviceiq.com.au

When dealing with a complaint that you have submitted to us in writing:

- We will provide written acknowledgement of our receipt of your complaint in the first instance; and
- We will prepare a response within 30 days in consultation with your Adviser to ensure all matters raised are thoroughly investigated and responded to appropriately.

If you are not satisfied with our complaint resolution procedures, you have the right to take your complaint to an independent complaints resolution body (we are a member of this service):

Australian Financial Complaints Authority (AFCA)
GPO Box 3
MELBOURNE VIC 3001

P 1800 931 678
F (03) 9613 6399
E info@afca.org.au
W www.afca.org.au

**Important Note:**

AdviceIQ Partners maintains professional indemnity insurance that is adequate, having regard to the nature of our business, in accordance with s912B of the Corporations Act 2001. This insurance covers AdviceIQ Partners, our staff and authorised representatives in respect of the financial services provided under our Australian Financial Services Licence, including claims arising from the conduct of staff and authorised representatives who have ceased working with AdviceIQ Partners.

## What About My Privacy?

In order to provide quality advice and services we are required to obtain certain information about you. Our privacy policy procedures ensure that your personal information is maintained in a confidential and secure environment.

We will maintain records of our dealings with you which will include your personal details, objectives and financial situation. To fulfill the purposes of collecting personal information, we may make such information available to:

- Any member or affiliate of AdviceIQ Partners:
- Any entity carrying out functions on behalf of AdviceIQ Partners; and
- Any other entity we engage to assist in the provision of services requested by you.

You should note that the personal information we collect about you may be disclosed to third parties if that disclosure is required or authorised by Law.

AdviceIQ Partners is also subject to certain legislative and regulatory requirements which necessitate us obtaining and holding certain personal information.

A copy of our privacy policy will be provided upon your request.

**Important Note:**

As a financial service provider, we also have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to provide identification documents (e.g. Passport and Driver's Licence) on becoming a client.

**Contact Details:**

The Privacy Officer
AdviceIQ Partners Pty Limited
GPO Box 1680
BRISBANE QLD 4001

Email: contact@adviceiq.com.au