



Financial Services Guide
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This Financial Services Guide
("FSG") which has been authorised
for distribution by Arabin-Foye
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All advice will be provided to you by Ryder Widdowson, who is the senior advisor and principal at Arabin-Foye Private Wealth Pty Ltd. Ryder is a Certified Financial Planner (CFP¹), Self-Managed Superannuation Specialist Advisor (SSA²), and has over 30 years of experience across financial services as a senior financial advisor. He is registered with the Tax Practitioner's Board³ (TPB) as a Tax Financial Advisor.

The Purpose of this FSG

The purpose of this FSG is to help you decide whether to use the service that we offer. It contains important information about:

- The services we offer and their cost
- Any conflicts of interest which may impact our service to you
- How we are paid for our services
- How we deal with complaints if you are not satisfied with our services.

Our Services

We are authorised to provide personal advice and dealing services in the following areas:

- Superannuation including Self Managed Superannuation
- Retirement planning and pension management
- Portfolio management
- Managed investments
- Securities (Direct Shares)
- Personal risk management and insurance placement

Not Independent

According to the Corporations Act, there are specific criteria that determine whether an adviser may call themselves either "independent", "unbiased" or "impartial". Accordingly, we are not independent, unbiased, or impartial, as we receive recurring commission payments on certain existing personal risk insurance products that were arranged by us prior to August 2018 and in certain circumstances on extant life insurance policies already owned by new clients.

Further detail of our specific license authorisations can be viewed directly at asic.gov.au

The financial advice process

We recognise that the objectives and personal circumstances of each client are different. Because of this our advice is tailored to helping clients achieve their specific financial objectives. Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interests. When we first provide personal advice to you, it will be explained thoroughly and documented in a Statement of Advice (SOA), which you can take away and read.

The SOA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

We will provide you

- With a Product Disclosure Statement (PDS) where we recommend a financial product other than securities. This contains information to help you understand the product being recommended including
- Details of the issuer of the product
- Features, significant benefits, and risks of the financial product
- The costs of the financial product
- The dispute resolution procedures implemented by the issuer of the financial product
- The fees and charges that the issuer of the financial product may receive

At all times you can contact us and ask questions about our advice and the products we recommend. You can provide instructions to us in writing, via phone, or via email. In some cases, we may require you to provide signed instructions. We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products. If we provide further advice, it will be documented in a Record of Advice (ROA) which we retain on file. You can request a copy of the ROA document at any time up to 7 years after the advice is provided.

What Information should I provide to receive personal advice?

For us to provide meaningful advice you will need to provide us with details of your financial objectives, details of your current financial situation and any other relevant information. You may choose to withhold information from us if you wish to; however, without all the necessary and relevant information, the advice you receive may not be appropriate to your needs and circumstances.

Typically, we prefer not to engage in interaction where we are not provided full disclosure.

What if I have queries before engaging or just want additional information?

Long term relationships are the basis of both our clients and our own success, and the foundation of all relationships is open communication and sharing. If at any time before or after you engage with us you need any clarification, want to explore an issue or need further information, please contact us via email or telephone call or even an old-fashioned letter, we are always happy to chat.

Additionally, there is a wealth of information available about investment strategies, personal wealth, taxation and other things including useful tools and downloadable Apps from the ASIC website which can be accessed at www.moneysmart.gov.au

What if I do not want to invest in certain products or organisations?

As a client you may request that we do not recommend strategies and specific types of financial product that may conflict with your own strongly held ethical or moral concerns. It is important to note, however, that this may restrict the optimisation of your financial position and investment returns.

What information do you maintain in my file and can I examine it?

We maintain a record of your personal profile including details of your objectives, financial situation and needs, as well as all information provided to us during the consulting process. We also maintain records of any recommendations made to you. Your approval will be sought to record your Tax File Number. If you wish to examine your file, please ask us and we will plan for you to do so.

How can I give you instructions about my financial products and strategies?

You may tell us how you would like to give us instructions, for example by telephone, fax or email.

What is the cost of the service provided?

All professional services are provided on a fee for service basis with the fee determined by the complexity of the advice required, the time required to work with you and prepare the advice and the ongoing service level you require. Generally, our fees fall into three categories and all or a combination will apply to your circumstances:

Financial Plan, Consultation or Strategy Document Preparation

These are fees charged for meeting with you to determine your needs and objectives, researching your current situation and the preparation of a financial plan or strategy document. These fees will be communicated to you prior to commencing any work and we will only ever commence work once you have agreed to proceed.

Implementation fees

Once a course of action (e.g. purchase of an investment, set up of an investment structure, liaison with external service providers) has been agreed on we will manage the implementation for you and will agree a fee for this service based on the applicable hourly rate. This fee will be communicated in your financial plan or strategy document, prior to any implementation work being undertaken.

Ongoing management and advisory fees

Where we provide you with ongoing investment, strategy and structural advice, we will charge a negotiated fee based on the levels of advice and ongoing service required (e.g. priority access to your senior advisor, review of investment portfolios, preparation of reports and administration services, periodic meeting and calls for general updates etc). These fees can be paid annually or quarterly in advance or in any combination that we agree on.

Financial Product and Insurance Commissions

Arabin-Foye Private Wealth Pty Ltd is committed to complete transparency in the provision of professional services and operates on a fee for service basis with a clear nexus between the advice provided and the fee charged with no commissions received for the placement of any investment and superannuation products.

There are, however, two exceptions to the above in relation to life insurance policies as follows:

- Existing insurance products set up for our clients prior to the 1 August 2018, which continue to pay an ongoing commission.
- Pre-existing insurance products which are transferred across to us, as servicing advisors, when we engage with new clients. In this situation the original commission structure continues to apply until such time as the policy is re-written or restructured.
- In certain instances this existing life insurance policy cannot be re-written or replaced on better terms and in such a situation we will consider the commission being received into our direct pricing for the client.

Associated businesses

We may refer you to Super Admin Professionals for SMSF and portfolio administration services. Arabin-Foye Private Wealth and Super Admin Professionals have common ownership.

How do we manage conflicts of interest?

To avoid any potential conflicts of interest we only provide advice based on a fee for service where there is an unequivocal link between the advice or service provided and the fee being charged. No commissions are taken on any new financial products.

We will also not pay referral fees or split our own fees with any third parties who have referred clients to us, nor will we request or accept any fees from third parties to whom we have referred clients.

All staff including Directors are prohibited from having any investment in or providing any services to any unlisted managed investment schemes, including those that invest in direct property development that are open retail investors.

Where our sister business Super Admin Professionals is used for the provision of administration services the fees charged are benchmarked to ensure that they are comparative to fees charged for administration services for non-advised clients.

If you at any time have any concern about a conflict of interest, please raise it with us directly and we will address the issue as a priority.

Staff remuneration

All staff are paid market related remuneration in the form of a basic salary and statutory entitlements. Additionally, staff members may be entitled to participate in an annual bonus scheme linked to the overall profit performance of the business. No member of staff is remunerated on a commission basis or on a percentage of consulting fees generated by their activities. Where staff own an interest in the business they may receive profit distributions.

Other benefits

We may receive other benefits from product providers such as training, meals, and entertainment. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Your Privacy

We are committed to protecting your privacy and have a privacy policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information. Our Privacy Policy is available on request.

What should I do if I have a complaint?

Arabin-Foye Private Wealth Pty Ltd is committed to providing an exceptional client service experience in an honest and open manner. If our level of service has not met with your expectations in any way, we have a complaints handling service to ensure that your concerns are immediately raised at the highest level within the organisation.

Should you have any concerns about the service provided to you, please take the following steps:

1. Contact your advisor immediately and raise your concerns with him/her
2. If your complaint is not satisfactorily resolved within 14 days, please write directly to the Service Manager as follows:
The Service Manager
Arabin-Foye Private Wealth Pty Ltd
P.O. Box 4150
McKinnon, Vic, 3204
3. If your complaint is not resolved to your satisfaction you have the right to refer the matter to the Australia Financial Complaints Authority who will assess the situation. AFCA can be contacted as follows:
Australia Financial Complaints Authority
GPO Box 3
Melbourne, VIC 3001
www.afca.org.au
info@afca.org.au

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- ¹ Certified Financial Planner CFP is considered the pre-eminent professional designation in the industry. Further information, useful links and insights can be found at www.fpa.com.au
 - ² The Self-Managed Superannuation Association is the leading industry association for professionals specialising in Self-Managed Superannuation. The SSA designation is their highest professional designation for specialist Self-Managed Superannuation advisers. Further information and useful link and insights can be found at www.smsfassociation.com
 - ³ The Tax Practitioners Board is responsible for the registration and regulation of organisations and individuals providing taxation advice. Further information useful links and insights can be found at www.tpb.gov.au