

PART 1



# • FINANCIAL SERVICES GUIDE

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## ABOUT AFFINIA

Affinia Financial Advisers Limited (Affinia) is a wholly owned subsidiary of Count Limited ("Count Limited") ABN 111 26 990 832, able to be contacted by:

Writing: GPO Box 1453, Sydney, NSW 2001

Calling: 1300 650 432

Emailing: info@count.au

Count Limited is listed on the Australian Stock Exchange.

Affinia's ABN is 13 085 335 397 and Australian Financial Services (AFS) Licence Number is 237857, which commenced on the 19 January 2004.

## ABOUT THIS GUIDE

This Financial Services Guide (FSG) contains important information about the financial services available to you. Affinia holds an AFSL, under which your Adviser operates as an authorised representative. This FSG outlines the services that both your Adviser and Affinia offer you, and aims to assist you in deciding whether to use the services available to you. It contains information including:

- The financial services available
- How your Adviser and Affinia are paid
- Any potential conflicts of interest, and
- Dispute resolution procedures if you have a complaint.

When you receive personal financial product advice your Adviser will provide you with a Statement of Advice (SOA). This contains details of the advice provided, the basis on which it was given and information about fees, commissions and associations which may reasonably be expected to be capable of influencing the provision of the advice. However, your Adviser has an overriding obligation to act in your best interests.

If your Adviser provides you additional advice, and that further advice is related to what was included in your previous SOA (and is not provided to you in writing), you may request a copy of the record of that further advice at any time up to seven years from the date your Adviser gave that further advice to you. You can request the Record of Advice by contacting your Adviser or Affinia.

In some circumstances your Adviser will provide general financial product advice. In these situations, your Adviser will provide a warning that the advice does not take into account your personal objectives, financial situation or needs and, in these circumstances, you will not be provided with an SOA.

When you receive personal or general advice to acquire a particular financial product, your Adviser will provide you with a Product Disclosure Statement (PDS). This contains information about a particular product and will assist you in making an informed decision about that product.

If you ask to purchase a specific product you will be provided with the appropriate PDS.

Affinia has approved the distribution of this Guide.

## Lack of Independence

Affinia is not independent, impartial or unbiased under section 923A of the Corporations Act, for the following reasons:

- Affinia and its Authorised Representatives receive commissions on the placement of life risk insurance products that are not rebated in full to clients.
- Affinia and its Authorised Representatives use Approved Product Lists (APL) and are not free from direct or indirect restrictions relating to financial products in respect of which they provide financial services.
- Affinia operates a partnership program with a number of financial issuers whereby financial benefits may be received by Affinia. While these benefits may be received for education purposes, participating product issuers may have products included on Affinia's APL.

## YOUR ADVISER

Your Adviser is an authorised representative of Affinia. They will be acting on behalf of Affinia when they recommend financial products to you. Affinia is responsible for any of the financial services provided, including the distribution of this FSG. You should also receive Part 2 of this FSG, the Adviser Profile, with this Part 1 of the FSG. Part 2 provides more detailed information about your Adviser.

## ADVISORY SERVICES

Affinia is licensed to provide financial product advice and deal in the following areas:

- Basic Deposit Products
- Deposit Products other than Basic Deposit Products
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Life Insurance – Risk
- Life Insurance – Investments
- Managed Investment Schemes (including Investor Directed Portfolio Services)
- Retirement Savings Accounts
- Securities
- Standard Margin Lending Facility
- Superannuation.

The Adviser Profile sets out which of these financial services your Adviser is authorised to provide as an authorised representative of Affinia.

Affinia may also provide the following advisory services:

- Financial Advisory Services
- Financial Planning
- Superannuation Rollover Advice
- Investment Advice
- Social Security Advice
- Succession Planning
- Savings Plans
- Portfolio Reviews.

A financial product will only be recommended to you after it is considered suitable for your individual needs, objectives and financial circumstances.

Authorised representatives of Affinia may provide tax (financial) advice services. A Tax (Financial) Advice service is:

- Provided in the context of the advice provided by a financial adviser under an AFSL; and
- The part of financial advice that interprets and applies the tax laws (including tax, superannuation and SMSF laws) to the personal circumstances of a client.

We recommend you consult a registered tax agent to confirm your taxation position for matters beyond the scope of financial advice provided to you by an Adviser.

Affinia also has access to specialist advice on tax and estate planning. Where required, these specialist areas of advice will be provided only by referral. Whether you use the specialist referred to you, or a professional that you currently have an involvement with, they will be responsible for the advice provided to you. If you require advice on a wider range of products or complex issues you may be referred to another financial services provider.

## YOUR ADVISER'S RESPONSIBILITIES TO YOU

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Your Adviser will:

- Where personal advice is given, act in your best interests and only provide personal advice that they reasonably consider is appropriate, having regard to your personal circumstances.
- Where personal advice is given, give priority to your interests if a conflict exists between your interests and the interests of your Adviser, Affinia or an associate of these
- Generally only advise within Affinia's approved product list.
- Deal if directed but only with your approval.
- Take instructions from you.
- Subject to any registration rules which may be applicable, consider but not advise on tax issues other than as a Tax (Financial) Adviser, and
- Not ask you to sign blank documents.

## YOUR RESPONSIBILITIES TO YOUR ADVISER

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It is expected that you will:

- When you are seeking personal advice, tell your Adviser about your personal objectives, current financial situation and any other relevant information so they can offer you the most appropriate advice. If you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation.
- Where required, provide your Adviser with complete and accurate information.
- Update your Adviser as required with any changes in your personal situation.
- Not sign blank forms.
- Carefully consider their advice when making decisions about financial products, and
- Carefully consider the implications or risk associated with any recommendations in your advice document before making a decision relating to a financial product.

## OUR ASSOCIATIONS AND RELATIONSHIPS

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It is important that you are aware of the relationships we have with other service providers so you can decide on the services you wish to use.

We are owned by Count Limited. Count Limited has subsidiaries and associates that provide accounting and financial advice services, including Count Financial Limited, ABN 19 001 974 625, AFSL no. 227232.

Where we enter into transactions with related parties, we operate in accordance with the related party protocols and Count Limited policies and procedures which require us to transact on terms that would be reasonable if the parties were dealing at arm's length.

## FEES AND COMMISSIONS

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There are various ways payments are received and distributed by your Adviser and their associates for the services provided. You may be charged a set fee, a percentage of your portfolio or funds under advice, an hourly rate or your Adviser and their associates may receive commissions from the financial product issuer whose products are recommended to you.

Affinia may have these types of arrangements in place with any product issuers on its approved product list (APL). A copy of Affinia's APL is available on request from your Adviser or Affinia.

Part 2 of this FSG, the Adviser Profile, contains further information detailing fees and commissions as well as other benefits your Adviser and their associates may receive for the services they provide.

Your SOA outlines the specific amount of any initial and ongoing commissions, fees, charges and other benefits that are paid to any person as a result of the financial products or services you obtain. It will also explain how the commissions, fees, charges and other benefits are calculated.

If your Adviser provides general advice, you can request further details about how remuneration is calculated, provided you do so within a reasonable time after receiving this FSG and before you receive a financial service.

If your Adviser recommends a financial product, the issuer of that product will receive a benefit which may be in the form of a premium, entry fee or management fee. This is fully explained in the relevant PDS.

If personal advice is provided, when you are happy with the recommendations and information in your SOA, you need to authorise your Adviser to implement the recommendations by signing it.

You may decide to enter into an annual service agreement or an ongoing service agreement with your Adviser. The annual service agreement will set out the services and fees for the services as agreed between you and your Adviser for the following 12 months. A new annual service agreement will need to be entered into every 12 months if you wish to continue receiving services from your Adviser. An Ongoing Fee Arrangement is a type of Client Service Arrangement under which you are provided personal advice and pay an ongoing fee during a period of more than 12 months (ongoing fees do not include commissions paid to Advisers).

Part 2 of this FSG provides further details as to how fees for services may be structured in an annual and/or ongoing service agreement.

## REFERRALS

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If you are referred to your Adviser or Affinia by someone else, and your Adviser pays a fee or commission for that referral, your SOA will show the amount of that fee or commission, or you can request this information from your Adviser.

## ANTI- MONEY LAUNDERING AND COUNTER-TERRORISM FINANCING ACT 2006

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Affinia has a number of obligations under the Anti-Money Laundering and Counter Terrorism Financing Act 2006 (Cth), "AML / CTF obligations".

These AML / CTF obligations may require us to carry out procedures to identify you and to verify the identification information you provide. This means that we will ask you to present identification documents such as your passport or driver licence. We will also retain copies of this information. We cannot provide you with services if you are unwilling to provide this information.

In some circumstances AML / CTF obligations require us to report certain information about our clients to relevant authorities, including the Australian Transaction Reports and Analysis Centre (AUSTRAC). Where legally permitted or obligated to do so, we may disclose that information to regulatory or law enforcement agencies, to our related bodies or to other third parties. The AUSTRAC website at [www.austrac.gov.au](http://www.austrac.gov.au) provides information relating to the AML / CTF obligations.

## PROFESSIONAL INDEMNITY

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As a subsidiary of Count Limited, Affinia, its employees and its representatives are indemnified under Professional Indemnity Insurance secured by Count Limited. That insurance covers work done for Affinia, by its representatives and employees. These arrangements satisfy the compensation requirements for an AFS licensee under section 912B of the Corporations Act.

## YOUR PERSONAL INFORMATION

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We are committed to ensuring the privacy and security of your personal information. As part of our continuing commitment to client service and maintenance of client confidentiality, Affinia has adopted the principles set out in the Privacy Act 1988. For further details you can refer to our Privacy Policy, available at:

[www.count.com.au/privacy](http://www.count.com.au/privacy)

If you wish to review your personal information held by Affinia, please contact your Adviser directly, or Affinia by emailing [info@count.au](mailto:info@count.au).

You may also contact the Australian Securities & Investments Commission (ASIC) on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.



## IF YOU HAVE ANY CONCERNS OR COMPLAINTS

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At Affinia we strive to ensure that you are satisfied with the services we provide. However, we acknowledge that there may be instances, from time to time, where individuals may have some concerns, or be dissatisfied, with the services we provide and deliver. If this is the case, you can seek a response or resolution through the processes outlined below.

It is Affinia's experience that many concerns or complaints arise from miscommunication and can usually be resolved through consultation with your Adviser. In the first instance, Affinia encourages you to contact your Adviser to discuss the issue and try to resolve your complaint. Your Adviser's contact details may be located in Part 2 of this FSG, within the Adviser Profile.

If your complaint is not resolved by your Adviser to your satisfaction, or if you would prefer to contact Affinia directly to discuss the issue, we have an internal complaints process through which we independently review and seek to address your concerns. In these circumstances your complaint will be escalated to our Complaints Manager. Affinia will aim to resolve your complaint quickly and fairly and will communicate our proposed solutions to the issue with you. We try to resolve complaints as quickly as possible, but we will attempt to resolve your complaint within 30 days of receipt of your complaint at the address detailed below. We will let you know if we need more time to finalise your complaint.

### Affinia Complaints Manager

GPO Box 1453

Sydney, NSW, 2001

T 1300 650 432 (option 2)

E [reportcomplaints@count.au](mailto:reportcomplaints@count.au)

If you remain dissatisfied with the outcome provided by our internal complaints process, you are entitled to refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA is an external, independent body offering free and accessible dispute resolution services to individuals who have been unable to satisfactorily resolve their complaint. Different terms of reference are applied by AFCA depending on whether your complaint relates to a life insurance product or a general insurance product. Please refer to the AFCA website for details. Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

The AFCA contact details are set out below:

#### AFCA

Australian Financial Complaints Authority,  
GPO Box 3, Melbourne VIC 3001

T 1800 931 678 (free call)

E [info@afca.org.au](mailto:info@afca.org.au)

W [www.afca.org.au](http://www.afca.org.au)

## FURTHER ENQUIRIES

If you have any further questions about the financial services outlined in this FSG, please contact your Adviser in the first instance. Alternatively, you can contact Affinia on 1300 650 432. Please retain this document for your reference and any future dealings with your Adviser or Affinia.

This Financial Services Guide (FSG) comes in two parts: this document which is Part 1, and Part 2, the Adviser Profile.

### AFFINIA FINANCIAL ADVISERS LIMITED

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(P): 1300 650 432

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