

## Financial Services Guide (FSG)

SMSF Works Pty Ltd Australian Financial Services Licence No. 485833

### Purpose and content of this FSG:

1. To assist you to determine whether to use any of the services described herein;
2. This FSG includes details of how we and our associations are remunerated for our services;
3. This FSG contains details about how complaints against us will be handled.

### Statement of Advice (SoA) and Record of Advice (RoA)

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 another 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). Where a RoA is prepared (e.g. as part of an ongoing service arrangement with you) we will keep a copy in our files and you are free to request (at no cost) a copy up to 7 years after the date of that record's creation.

### Product Disclosure Statement (PDS)

If we recommend a particular financial product(s) a PDS will be provided from one or more product issuers. These documents contain important information about a product and are designed to help you make informed decisions in relation to the product recommended.

### Our authorised services

Our AFS Licence permits us to advise in the following areas:

- Superannuation
- SMSFs and
- Existing super funds

We are also able to provide advice in the following Class of Product areas:

- Life insurance
- Basic deposit products
- Securities
- Managed Investment Schemes

If required, we will refer you to another party who is able to provide professional advice in these areas.

## **Who we act for when providing our authorised services**

We act for you as our client and not for any product issuer or financial institution.

SMSF Works Pty Ltd 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.

## **Remuneration for those authorised services**

We believe the services we offer are valuable and the remuneration received is a fair reward for our expertise and skills. Prior to providing you any services we will agree with you how we will be remunerated.

We will provide you with a cost estimate at the end of our initial discussion and will be subject to the complexity of your situation.

All fees charged by us are receivable by SMSF Works Pty Ltd as the Australian Financial Services Licensee, or our Authorised Representatives.

Full details of all fees payable as a result of recommendations to you will be provided in our Statement of Advice document.

A detailed summary of potential costs involved with SMSFs are outlined in [ASIC Information Sheet 206 \(INFO206\)](#) [A copy can be provided upon request](#)

## **Cost of advisory services may comprise one or more of the following components:**

### **1. Initial fees**

#### **Initial consultation**

If an initial consultation occurs it complimentary so that we could better understand your position and form the basis of this advice document.

#### **Statement of Advice Fee**

Flat Fees based on nature of advice requested

As agreed, we will charge you a fee of \$550 for the preparation of this advice and/or its implementation. Alternatively, we will charge you an hourly rate of \$275 for the preparation of this advice.

### **2. Ongoing Fees (estimated first year costs)**

- Total ongoing service fee
  - Establishment includes the SOA, SMSF Deed and Trustee Company is typically ranges from \$1,925 to \$2,475.
  - Establishment of a LRBA typically ranges from \$3,685 to \$4,235.
  - Establishment of a Pension typically ranges from \$990 to \$1,540
- Ongoing advice fee – we will charge you an hourly rate of \$275
- Ongoing admin fee – ranges from \$2,200-\$11,000
- Annual audit fee – ranges from \$440-\$1,100

### **3. Other fees**

If you seek the services of an adviser who can recommend products (eg. Insurance and/or investments), their fees will be disclosed separately in full.

### **4. Consulting Advice**

Alternatively, for those that may not require access to our full range of SMSF services and would like 'once-off' advice, we will negotiate a consultancy fee based on (but not limited to) our hourly rate of \$275 depending on the complexity of the work required. This will be agreed upon prior to commencement of any work.

## Referral arrangements

We are not in receipt of any referral fees

## Associations with issuers of financial products

We are not in receipt of any referral fees

## Special instructions you can provide to us

In addition to instructions you give us in meetings, you can provide any additional instructions to us by phone, fax or email. If you do not wish to receive our advice, we may deal on your behalf by implementing your instructions. If you don't obtain advice, you face the risk that the financial product(s) you choose may not fully take into account your needs, objectives and financial situation.

## Complaints handling

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 escalate by writing to our Complaints Officer:

Rob Jackson  
Director  
SMSF Works Pty Ltd  
Level 4 157 Spring Street  
MELBOURNE VIC 3000  
03 8602 4100  
info@smsfworks.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

## Disputes handling

We are a financial member of the Financial Ombudsman Service, an ASIC approved External Disputes Resolution scheme.

FOS can be reached at 1300 78 08 08

FOS mail address is GPO Box 3, Melbourne Vic 3001

FOS website is [www.fos.org.au](http://www.fos.org.au)

## Compensation arrangements

We believe we have put in place compensation arrangements (via maintenance of professional indemnity insurance and adequate financial provision for any policy excess) that are adequate having regard to the size, nature and complexity of our business. We believe that these arrangements are sufficient for the purpose of meeting our compliance obligations under section 912B of the Corporations Act.

## Our Privacy Policy

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 SMSF Works Pty Ltd;
- Any entity carrying out functions on behalf of SMSF Works Pty Ltd; 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.

SMSF Works Pty Ltd is also subject to certain legislative and regulatory requirements which necessitate us obtaining and holding certain personal information.

A copy of our privacy policy is available on our website or on request directly from us.

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

If you have any questions about this Financial Services Guide, please contact:

Rob Jackson  
Director  
SMSF Works Pty Ltd  
Level 4 157 Spring Street  
MELBOURNE VIC 3000  
03 8602 4100  
info@smsfworks.com.au