



## Financial Services Guide (FSG)

of Rod Lethborg & Paysafe Advisory Services Pty Ltd (AR No. 331204)

Version 2018/1 January 2018.

### The purpose of this guide

This guide is designed to assist you in understanding how we can help you achieve your financial and lifestyle goals by explaining:

- The advice and services we can provide to you either directly or in association with other professionals,
- Our fees and charges,
- The influences and arrangements that you need to consider when assessing our recommendations, and
- How best to raise any issues you may have with our advice or services.

This is a very important document and we recommend that you read it carefully. If you need further explanation or you are unsure about any part of this guide we encourage you to ask us any questions you may have.

Advocate Advisory has approved this document and authorised us to provide it on their behalf.

### Paysafe Advisory Services

738 Riversdale Road  
CAMBERWELL VIC 3124

PO Box 1900  
MIDDLE CAMBERWELL VIC 3124

P: 03 9836 8200  
F: 03 9836 8500

E: [admin@paysafe.com.au](mailto:admin@paysafe.com.au)

## **We maintain information about you**

### **Advocate Advisory Privacy Statement**

In order to continue to provide you with advice that is appropriate for your needs and suitable for your circumstances we will retain information about you including your financial and lifestyle objectives and your current financial situation. We are also legally required to store this information and records of any advice and services we provide to you. Failure to provide your relevant personal information may expose you to higher risks in respect of the recommendations made to you and may affect the adequacy or appropriateness of advice or financial service we give to you

We are also required to ask for certain information by law. Wherever there is a legal requirement for us to ask for information about you, we will inform you of the obligation and the consequences of not giving us the requested information.

For example, in addition to obtaining personal information from you, whenever you acquire a new product or service via us, we will need to obtain certain documentary evidence from you as to your identity to ensure compliance with AML/CTF laws. Such evidence may include for example a certified copy of your driver's licence, passport or birth certificate.

We will, from time to time, disclose information about you to professionals, insurance providers, superannuation trustees, product issuers and our service providers in connection with providing our services to you. If your Adviser leaves Advocate Advisory and commences to provide financial services under another licensee, your information may be transferred to the new licensee. You will be advised of any such transfer prior to it taking place. We will not disclose your personal information to overseas recipients.

We are committed to maintaining the security, currency and confidentiality of this information and if you wish to examine your records or amend any information that we hold on you, we can make arrangements for you to do so. Details of how you may request access to your information or seek correction of information is contained within our Advocate Advisory Privacy Policy. The Privacy Policy also contains information on how you may make a complaint if you feel that there has been a breach of Australian Privacy Principles. For a full copy of our Privacy Policy, free, please contact the Privacy Officer. We can provide the Privacy Policy to you either electronically or in hard copy, and at no charge.

Advocate Advisory  
Privacy Officer  
Suite 3,  
675 Boronia Road,  
Wantirna Vic 3152

PO Box 6167  
Wantirna LPO Vic 3152

PH: 1300 040 978

## **Our Services**

We provide financial advice and services as authorised representatives of Advocate Advisory Pty Ltd ABN 14 150 153 503 (Australian Financial Services Licence 405576). We also provide tax (financial) advice as a Registered Tax (Financial) Adviser under Advocate Advisory. Advocate Advisory is a registered tax (financial) adviser with the Tax Practitioners Board and in accordance with the Tax Agents Services Act 2009. We act on behalf of Advocate Advisory and, as the authorising Licensee, Advocate Advisory is responsible for the financial services we provide to you.

As an authorised representative of Advocate Advisory we can provide you with services including Financial Planning Advice, wealth creation and retirement income strategies, personal risk management advice, lifestyle planning, as well as advice on estate planning, redundancies, inheritances and social security. We can also assist with the management of your investments and superannuation.

We can also provide you with advice and support on a range of financial products such as:

Savings Plans and cash management accounts; Personal Superannuation plans; Employer Sponsored Superannuation funds; Rollovers; Retirement income products including annuities, allocated pensions and account based pensions; Life Insurance cover including, Trauma Insurance, Total & Permanent Disablement Insurance and Income Protection Insurance; Business Expense Insurance; Self Managed Super Funds; Managed Funds, Exchange Traded Funds plus other Managed Investments and Listed Shares.

As a registered tax (financial) adviser, we can provide tax advice related to your financial products. For comprehensive taxation advice you should seek advice from your taxation specialist or accountant.

Specific information on your adviser, their experience and specialisation is provided in Part Two of this guide titled "Adviser Profile".

## **We can act on your instructions**

After you engage us as your adviser we can act on your instructions whether you provide them by telephone, email, fax or other means of communications.

## **Important documents you can expect to receive**

If we provide you with personal financial planning advice, we will confirm our recommendations in writing so that you can make an informed decision about the appropriateness and suitability of our advice. Our recommendations can be documented in a Statement of Advice (SoA). A Record of Advice (RoA) may be used to record our advice to you where we have provided you with subsequent advice and your personal circumstances have not changed. The ROA may be provided to you or added to your file and if you would like a copy of this document, or our initial SoA, we will make it available to you on request.

Where we recommend specific financial products to you, we will provide you with a Product Disclosure Statement (PDS) which contains specific and important information on the financial product. It is very important for you to read and understand the PDS which must be provided to you before you can take any action in relation to a financial product recommended.

## **The interests, associations and relationships that may influence or affect our advice.**

Advocate Advisory is owned and run by its authorised representatives, and has no ownership associations with any product providers. Our recommendations to you will be based on our assessment of your personal circumstances, needs and objectives. These factors underpin our advice but it is important for you to appreciate that any benefits we receive – such as commission, corporate hospitality or marketing support for example - may give rise to an actual or potential conflict of interest. However, where any interest might reasonably be capable of influencing our advice or creating a conflict of interest, we will clearly disclose our interest or the nature of the conflict to allow you to make an informed decision about our advice.

## **How you pay for our services**

In many cases you are able to negotiate with your adviser as to how to pay for the professional services to be provided to you. You may choose to pay our fees directly or have our professional costs paid to us by the product provider or from the products we've recommended to you. We are remunerated by means of the fees and/or commissions payable by you for our services. The remuneration we receive will be clearly disclosed in the advice documents we provide to you. We may also receive additional commission or other benefits from product providers. These will also be disclosed to you within any advice provided (as well as detailed in the attached Adviser Profile).

Please refer to the Adviser Profile for specific information on the fees and/or commission that you may be charged for the provision of financial services by your Adviser. All fees and/or commission payable is payable to your adviser as remuneration for the provision of financial services to you.

## Feedback or complaints about our services

Advocate Advisory is a member of the Financial Ombudsman Service (FOS).

As a professional financial services business, we are committed to acting efficiently, honestly and fairly. As a registered tax (financial) adviser with the Tax Practitioners Board, Advocate Advisory is also bound by the Tax Practitioners Board Code of Professional Conduct. We value your support and appreciate any feedback that will help us to meet your expectations and needs. If at any time should you have any concerns or complaints about our advice or our service we encourage you to contact us directly and we will try to resolve the issue immediately.

If we can't respond to your feedback or effectively resolve your issues within three (3) business days – or if you don't feel comfortable talking with us about your issues - you should contact the Complaints Manager on 1300 040 978 or send your complaint to:

### The Complaints Manager

Advocate Advisory Pty Ltd  
Suite 3,  
675 Boronia Road,  
Wantirna Vic 3152

PO Box 6167  
Wantirna LPO Vic 3152

If Advocate Advisory doesn't provide you with a satisfactory response, you have the right to refer your concerns to the Financial Ombudsman Service Limited ("FOS"). FOS is an independent dispute resolution service that deals with complaints about financial services including banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds and pooled superannuation trusts. FOS can be contacted at GPO Box 3, Melbourne Vic 3001 or by phone on 1300 78 0808.

If you have a complaint relating to tax (financial) advice services that your adviser has provided or if you feel that your adviser has breached the Tax Practitioners Board Code of Professional Conduct, and Advocate Advisory cannot provide you with a satisfactory response to your complaint, then you can make a complaint to the Tax Practitioners Board via [www.tpb.gov.au](http://www.tpb.gov.au).

The Australian Securities and Investment Commission (ASIC) also has a Freecall Infoline on 1300 300 630 which you may use to make a complaint and obtain more information about your rights.

It is a condition of our Australian Financial Services Licence and our registration as a tax (financial) adviser, that Advocate Advisory to maintain a level of Professional Indemnity Insurance appropriate for its size and the scale and complexity of its operations. Advocate Advisory insurance covers claims made against Advocate Advisory and their authorised representatives, including those representative who no longer work for Advocate Advisory but did so at the time of the relevant conduct, and it is annually reviewed for currency and suitability.

### Contacting Advocate Advisory:

Advocate Advisory Pty Ltd  
Suite 3,  
675 Boronia Road,  
Wantirna Vic 3152

PO Box 6167  
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Ph 1300 040 978

## Adviser Profile: Rod Lethborg

Your Adviser is Rod Lethborg ASIC Authorised Representative No: 230733

Rod has the following qualifications: B.A. Dip Ed. AFPA and is PS146 compliant.

Rod has been involved in the Financial Services industry for 28 years.

Your Adviser is authorised to provide advice and deal in the following specific products: Savings Plans and cash management accounts; Personal Superannuation plans; Employer Sponsored Superannuation funds; Rollovers; Retirement income products including annuities, allocated pensions and account based pensions; Life Insurance cover including, Trauma Insurance, Total & Permanent Disablement Insurance and Income Protection Insurance; Business Expense Insurance, Managed Funds, Exchange Traded Funds plus other Managed Investments.

As a tax (financial) adviser under the Tax Agents Services Act 2009, your adviser can also provide you with tax advice relating to financial products. For comprehensive taxation advice, you should refer to your taxation specialist or accountant.

The following is a summary of the fees and/or commissions that may be charged to you, and payable to your Adviser for the provision of financial services:

Consultancy Fees: \$165.00 (inclusive of GST).

This covers clients for a 12 months period from interview date.

Advice Fees: up to a maximum of 0.44% (including GST) of Funds Under Advice.

For example an investment or superannuation portfolio of \$100,000 would generate a maximum fee of \$440.00 including GST per ann

Commissions, which are paid from the product costs and are not an additional cost incurred by you, vary according to the nature of the specific financial product. For example

Product	Commission Range
Life Insurance products including Risk Insurance and Life Investment	Up front 0% to 60% of the premium paid or amount invested.* Ongoing 0% to 20% of the premium paid or amount invested..

\*60% maximum up front commission comes into place from 1 January 2020. From 1 January 2018 - 31 December 2018 maximum up front will be 80% and from 1 January 2019 - 31 December 2019 maximum up front commission will be 70%

I am currently eligible to receive a payment each month from IOOF, based on having a certain amount of total client funds under advice with IOOF platform products. This payment is a revenue share of their management fees. It does not add to your cost, it is a share of their revenue. The amount of the payment will be 0.20% of the funds invested through IOOF and will be paid monthly in arrears. For example, based on a total investment of \$100,000 this would provide an amount of \$16.67 per month plus GST (ie 0.20% of funds invested). Please ask me if you wish to know more about this current benefit.

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**Important Notice:** This Adviser Profile must be accompanied with an approved Financial Services Guide issued by the Licensee

Advocate Advisory Pty Ltd AFSL 405576.