

# Financial Services Guide

## Purpose of the Financial Services Guide (FSG)

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we offer and whether they are appropriate to meet your needs. This FSG provides you with important information on how to engage with one of our Financial Advisers who is your advice provider.

This FSG covers the following:

- ✓ Information about KDM Financial and Estate Planning Pty Ltd, (KDM Financial) as a licensee
- ✓ Details on how you may instruct your adviser
- ✓ Who will be responsible for providing the financial services?
- ✓ Details of the financial services and/or products KDM Financial can provide
- ✓ The documents you may receive
- ✓ Remuneration received
- ✓ Other forms of remuneration or benefits
- ✓ Privacy (i.e. collection and handling of your personal information)
- ✓ The complaints procedure
- ✓ Compensation arrangements in place

Please take the time to review this document before engaging our services.

Throughout this FSG, KDM Financial is referred to as “we”, “us”, “our” or any variations. The term “Adviser” refers to KDM Financials’ authorised representatives.

## Who we are and what we stand for

KDM Financial is the holder of AFSL No: 516642. Under the Corporations Act and our licensing obligations regulated by the Australian Security & Investment Commission (ASIC) and the Financial Adviser Standards and Ethics Authority (FASEA), our Financial Advisers (Advisers) act on our behalf and accordingly, we are responsible for the financial advice and services they provide.

### Lack of Independence

KDM Financial and our Advisers are not independent, impartial or unbiased.

This is because from time to time, KDM Financial receive commissions for life insurance products we provide advice on, this automatically prohibits us from calling ourselves the above terms.

We pride ourselves in always putting your interests before ours when giving advice.

### Our responsibility

Our Advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

Your adviser is obliged, by law, to act in your best interests and provide appropriate advice, when providing financial advice to you.

As part of our commitment to you, our Advisers adhere to the FASEA Codes of Ethics.

## What we can provide

KDM Financial is licensed to provide financial product advice on the following services:

- ✓ Wealth creation strategies
- ✓ Life insurance advice
- ✓ Superannuation strategies
- ✓ Debt reduction strategies including budgeting
- ✓ Cash flow management
- ✓ Retirement planning
- ✓ Aged care strategies
- ✓ Estate planning strategies
- ✓ Tax (financial) advice
- ✓ Centrelink planning
- ✓ Salary packaging

We can advise on the following products to both retail and wholesale clients:

- ✓ Basic deposit products
- ✓ Debentures, stocks and bonds
- ✓ Life insurance (personal and business)
- ✓ Managed investments
- ✓ Investor Directed Portfolio Services (IDPS)
- ✓ Retirement Savings Accounts (RSA)
- ✓ Securities
- ✓ Standard margin lending
- ✓ Superannuation (all)
- ✓ SMSF

KDM Financial maintains an Approved Product List (APL). Subject to meeting the required training and authorised area of expertise, your Adviser is able to recommend any products on the KDM Financial's APL.

There may be instances where your adviser will need to consider products outside of the APL. In these cases, your Adviser may apply to KDM Financial's Investment & Risk Committee to obtain a one-off product approval.

## Documents you may receive

If you decide to obtain personal financial advice, your Adviser will need to determine your needs, objectives, and relevant financial circumstances.

At the initial advice appointment, your Adviser will typically gather the relevant information by using a client data collection form. You will be asked to provide accurate information about your personal and financial situation and keep your adviser informed of any changes to your relevant circumstances.

Your Adviser will also need to verify your identity.

When your adviser provides personal financial advice to you, you may receive one or more of the following documents:

- ✓ Statement of Advice (SoA)
- ✓ Record of Advice (RoA)
- ✓ Product Disclosure Statement (PDS)
- ✓ Ongoing Service Agreement

The SoA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures, including details of any remuneration payable.

Where you receive ongoing or further advice, an RoA may be provided.

If a product recommendation is made, a link to the relevant PDS will be included in the SOA. The PDS will include detailed information on the financial products including features, benefits, conditions, costs and cooling off rights (if applicable).

An Ongoing Service Agreement will be issued to you in instances where you enter into an ongoing fee arrangement with your adviser for a period greater than 12 months. The Ongoing Service Agreement contains the services you are entitled to and the fees you pay during the period. Your

adviser will send you an Ongoing Service Agreement every year to give you the option of renewing the existing ongoing fee arrangement.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

## How to give instructions

Your adviser may accept your instructions electronically, phone, letter or email. In some instances, your Adviser can only accept written instructions from you, and they will let you know when this occurs.

## Your privacy

Your adviser is required to maintain physical or electronic records of documentation for any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right not to provide personal information to your Adviser. However, in this case, your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may also decline to provide advice if they feel they have insufficient information to proceed.

KDM Financial respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide to us. For detailed information on how we handle your personal information, please see our Privacy Policy.

This Policy is located at:

[www.kdmfinancial.com.au/privacy-policy/](http://www.kdmfinancial.com.au/privacy-policy/) or contact us at [admin@kdmfinancial.com.au](mailto:admin@kdmfinancial.com.au) to request a hard copy.

## Disclosure of information

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- ✓ Financial product providers
- ✓ Financial planning software providers
- ✓ Administration and paraplanning service providers
- ✓ IT service providers

KDM Financial may engage third party service providers to assist in the provision of products or services.

Some services may require disclosure of personal information to service providers outside Australia. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for our Advisers.

All reasonable steps will be taken to ensure that third party service providers comply with the Privacy Act 1988.

Please discuss your concern (if any) with your Adviser at your first meeting.

## Licensee Remuneration

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever your Adviser provides a recommendation for a financial product or service, your Adviser may be remunerated through either:

- ✓ An initial fee for service; or

- ✓ An ongoing fee for service; or
- ✓ An implementation fee; or
- ✓ Commission on insurance payments from product providers where applicable\*; or
- ✓ A combination of any of the above.

\*KDM Financial will receive a commission from the insurance product provider with whom your business is placed. The amount varies depending upon the product, but it is usually in the range of 0% – 60% of the premium (excluding taxes and statutory charges). The commission payable is included in the premium quoted to you, therefore there is usually no additional cost to you. Details of the specific commission will be outlined to you in your SoA or RoA. If other fee for advice is being charged, they will be also outlined in your SoA or RoA.

Ongoing commissions may also be payable upon renewal of the policy, these will also be disclosed in the SoA or RoA.

*(e.g. For example, for an insurance product with an annual premium of \$2,000, where the product provider pays an upfront commission of 60%, the commission received will be \$1,200. The product provider could also pay 10% of the annual premium as ongoing commission for as long as you hold the product. Assuming the same annual premium of \$2,000, the ongoing commission would equate to \$200 per year.)*

Details of the fees that you will be charged will vary based on the service you engage your Adviser for. Your prior consent regarding any, fees & benefits to be paid to your Adviser will be obtained prior to the financial service being provided. Agreed services and the applicable fees will be outlined to you in the Adviser's terms of Engagement. All fees are inclusive of GST.

## Referrals

KDM Financial is fully aligned to the FASEA Code of Ethics whereby your Adviser must abide by

the Code when referring you to a third party for a service that they can't provide and in reverse, if a third party refers you to the Adviser. Provided that there is no conflict of interest for the Adviser and that the service is in your best interest, the third party may receive a fee for the referral for up to 30% of the fees paid by you. The referral fee is disclosed on your SoA or RoA where applicable.

If your Adviser referred you to a third party for a service they could not provide, the Adviser cannot receive a referral fee. The Advisers' employer can receive the fees provided it does not create a conflict for your Adviser. It is important to note that your Adviser will only refer you to another party if it is in your best interest to do so.

As part of the Code, you must give free, prior and informed full consent for any benefit that will be obtained before being referred.

You will receive more detailed information concerning any referral fee in your SoA or other relevant document.

## Other Forms of Remuneration or Benefits

KDM Financial and/or our Adviser may receive non-monetary benefits where:

- ✓ The amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- ✓ The benefit has a genuine education or training purpose (including attendance of conferences) and is relevant to providing financial product advice; and/or
- ✓ The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the

financial products issued or sold by the benefit provider.

Payments or benefits received, valued between \$100 and \$300, are disclosed in the Adviser's register. A copy of the register is available upon request.

## Related Companies

Neither your Adviser nor KDM Financial have any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

## Use of Offshore Outsourcing

In providing our services to you, we use the support of an offshore service provider located outside Australia. The offshore staff assist us with administrative, operational, and technical functions, such as data processing, document management, and customer support. Where we engage offshore service providers, we take reasonable steps to ensure that your information is handled securely and in accordance with the Privacy Act 1988 (Cth) and Australian Privacy Principles. We require these providers to maintain appropriate confidentiality and data protection standards. By engaging our services, you consent to your information being disclosed to, and handled by, such offshore providers for the purposes of providing financial services to you.

## Training and Development Support

KDM Financial may receive payments or benefits from product providers in return for granting rights to promote their product and give presentations at conferences and/or professional development training days.

KDM Financial will use these payments to pay for costs associated with the education components

of such conferences, training of advisers or professional development days.

## Professional Indemnity

KDM Financial maintains a policy which includes appropriate Professional Indemnity Insurance cover for KDM Financial and your Adviser for the financial services they provide to you as required by section 912B of the Corporations Act 2001 and the financial services regulations.

## Complaints

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

- 1 Lodge a complaint via phone, email, letter or in person.
- 2 We will acknowledge receipt of a complaint immediately, or as soon as practicable.
- 3 We will investigate the matter and aim to resolve it within 5 business days from receiving your complaint.
- 4 If you are not satisfied or wish to obtain a written response from us, we will provide you with a written response with our outcome within 30 calendar days from receiving your complaint.
- 5 If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.



-  1800 931 678 (free call)
-  [info@afca.org.au](mailto:info@afca.org.au)
-  Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

If you need help to make or manage your complaint, you can appoint someone (i.e. a family member or a friend) to represent you.

We will also consider other assistance options to make your complaint process easier and more accessible for you. Please let us know if you require such assistance.

For more details about our complaints handling policy, please visit:

<https://kdmfinancial.com.au/important-information/#complaints>

## Australian Securities and Investment Commission (ASIC)



ASIC has a free call Infoline on 1300 300 630, which you may use to make a complaint or obtain information about your rights.

## Contact Us

KDM Financial & Estate Planning Pty Ltd  
ABN 29 130 240 578 AFSL 516642

-  Level P1, 120 Chalk St  
Lutwyche QLD 4030
-  PO Box 593, Lutwyche QLD 4030
-  1300 731 372
-  [compliance@kdmfinancial.com.au](mailto:compliance@kdmfinancial.com.au)
-  [www.kdmfinancial.com.au](http://www.kdmfinancial.com.au)