

Financial Services Guide

V6.0 1 July 2021

This Financial Services Guide is designed to inform you of certain important matters that will help you decide whether to use our services.

The matters covered by the FSG include:

- who we are;
- how we can be contacted;
- what services we are authorised to provide you;
- how we (and any other relevant parties) are remunerated;
- details of any potential conflicts of interest; and
- details of our internal and external dispute resolution procedures and how you can access them.

Other documents you may receive from us

In addition to this FSG, you will receive other important documents. Please refer to the following definitions for a description of the documents you are likely to receive:

Statement of Advice (SOA)

If we give personal financial advice to you, we will provide you with a SOA. We must give the SOA to you the first time we provide you with personal advice about financial products or where there has been a significant change in your circumstances.

We provide personal advice when we take your personal circumstances into account when providing the advice. Personal advice can be given on your complete financial situation or on limited areas you require advice on – we will discuss the scope of the advice before we start work.

We must give you the SOA before we provide any services to implement our recommendations. We have legal and ethical obligations to ensure that the advice and recommendations we provide to you are in your best interests.

The SOA will include the following information:

- our advice and the grounds for our recommendations;
- information about fees and commissions that may be received for the advice; and
- any associations, relationships or interests that may influence the advice we provide.

Where the personal financial product advice relates to a basic deposit product, non-cash payment facility or travellers' cheques, an SOA will not be provided.

Record of Advice (ROA)

We may also record our advice through preparing a ROA in some circumstances instead of providing you with another SOA. If you have not been provided with a copy of the ROA, you may request a copy of it free of charge at any time within seven years after the advice was provided to you, by contacting us.

Fee Disclosure Statement (FDS)

If we enter into an ongoing fee arrangement with you, we will

provide you with an annual FDS. The FDS contains information about the services you were entitled to receive, the services we provided and the fees you paid in the previous 12 months. The FDS also contains information about the services you are entitled to receive and an estimate of fees to be paid in the next 12 months.

You can renew your ongoing fee arrangement by signing and returning the FDS to us.

Product Disclosure Statement (PDS)

If we make a recommendation on certain financial products (other than securities) or arrange the issue of a financial product, you will receive a PDS. The PDS outlines the key features, significant benefits, risks and fees associated with the financial product.

How can you provide us with instructions?

You can give us instructions in writing, by phone, email or any other means that we agree with you from time to time.

Not Independent The Licensee and its representatives are not "independent", "impartial" or "unbiased" in relation to the personal advice we provide. We are not permitted to use those or similar terms by law. We are not independent because we are paid commission by life insurers for life insurance policies we arrange for our clients. Please refer to the sections on Fees in this FSG for further information on commissions we may receive.

About Goldsborough Financial Services

About us

Goldsborough specialises in providing personal financial planning services to individuals, and we have been successfully doing so since 1992. We have our own Australian Financial Services License and are a Financial Planning Association Professional Practice.

Goldsborough's offices are at 120 Greenhill Road, Unley, South Australia. The company is 100% owned by a number of its key advisers and staff.

Goldsborough has a team of talented people who support you and your adviser. We invest in technology, education and resources to ensure the entire team are able to deliver on their responsibilities to you.

Australian Financial Services Licence

The Australian Securities and Investment Commission (ASIC) have issued Goldsborough Australian Financial Services Licence number 225330. This licence authorises us to provide advice on and deal in the following classes of products:

- Superannuation (including Account Based Pensions)
- Managed Investment Schemes, including Investor Directed Portfolio Services (IDPS)
- Life Insurance Products
- Securities (including shares listed on the ASX)
- Government Stocks, Bonds and Debentures
- Deposit and Payment Products
- Retirement Savings Accounts
- Standard Margin Lending Facilities

Your adviser has been authorised by Goldsborough Financial Services to act on your behalf. Goldsborough is responsible for any financial services provided to you by our advisers.

How you pay for our services

We will charge you a fee for personal advice and dealing services we provide to you. All fees are inclusive of GST.

Fees can be invoiced to you directly and paid by BPay, EFTPOS or credit card, or it may be possible to have the fee deducted directly from your product.

The fees for Life insurance advice and implementation can also be paid in part or full by commissions from the product provider. We will provide details of the fees, commission or any other benefits Goldsborough, or your adviser, may receive before we provide a service to you.

Where possible the actual dollar amount of any fee will be disclosed. If this is not possible then an explanation will be provided to show how the fee will be calculated and an estimation provided.

One Off Advice:

Strategic advice, including product recommendations, is charged on a fixed dollar basis. The fee will be based on the level of complexity and the amount of work involved. The fees for this work start from \$3,000. The scope of our advice and the amount of our fee will be clearly disclosed to you in writing, and we will require your signed approval before we proceed. The fee includes the time required to understand your situation and your goals, to consider alternative strategies, to determine recommendations, to prepare a Statement of Advice, and to present this advice to you.

The scope of the advice can be as holistic or as specific as you agree is appropriate with your adviser.

Product Implementation:

Where we make product recommendations as part of our advice, and you elect to proceed with these recommendations, then a fee will be charged to cover our time in implementing this advice.

The fee quote will be provided to you and approved by you in writing prior to the commencement of this work. The fee is based on an estimation of the time involved and will be a fixed dollar amount.

Ongoing Advice Arrangements:

You may engage your adviser on an ongoing basis to review your financial plan and/or your investments.

We will provide you with a 'Client Service Agreement', which clearly sets out the fee payable and what you are entitled to as your ongoing service package. The fee is calculated based on the services to be included in the package and the complexity involved. The fee is a fixed dollar amount, starting from \$3,000. Your adviser will regularly review with you what services are to be included in the package and associated fee.

Life Insurance:

Insurance advice and implementation services can be provided under the fee for service basis described above, or alternatively you may elect for our remuneration to be covered partially or fully via a commission paid to us when we arrange insurance products on your behalf. Commission is paid to us direct by the product provider and is not an additional cost to you.

Initial commission

We may receive commission of:

- up to 66% of the first year's premium for new policies implemented from 1 January 2020
- up to 77% of the first year's premium for policies implemented between 1 January 2019 & 31 December 2019
- up to 88% of the first year's premium for policies implemented between 1 January 2018 & 31 December 2018

Where you change the level of cover on a policy and your premium increases as a result, we may receive commission on the increase in the premium (e.g. if your premium was \$1,000 and it is now \$1,200, we would receive "initial" commission on the additional \$200). This commission is capped at the percentage applicable in the year that you implemented the policy – e.g. if you commenced a policy in June 2018 and increase the cover now, we may receive up to 88% of the increase in premium.

We may also receive "initial" commission on the increase to the premium of existing policies that were implemented prior to 1 January 2018 (where that increase is a result of action by you).

Ongoing commission

We may receive ongoing commission calculated as a percentage of the premium paid to the insurer.

Ongoing commission on policies entered into after 1 January 2018 is capped at a maximum of 22% of the commission.

Non-Monetary Benefits:

From time to time Goldsborough, or our advisers, may receive a minor non-monetary benefit from a product provider valued at no more than \$300. We maintain a register of any non-monetary benefits received which are valued between \$100 and \$300. Should you wish to see this register, please contact us and we will provide you with a copy.

You have the right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or representative.

How we manage your personal information

We recognise the importance of protecting your privacy. Your personal information will be handled in accordance with our privacy policy.

A copy of our privacy policy is available on our website www.goldsborough.com.au, from your adviser, or you can contact our offices with your request.

We collect your personal information to provide the products and services you request and to facilitate the internal administration of these services.

We will maintain a record of the personal information you provide to us, which includes details of your investment objectives, financial position, and goals. We also maintain records of any recommendations made to you and the investments placed on your behalf. You can elect not to provide this information but you need to be aware that if you do not we may not be in a position to provide you with the services you require.

Your file is kept secure and remains the property of Goldsborough. If you ask, we will provide you with copies or a summary of relevant documents in our file. In some circumstances, permitted by law, we may deny you access and if that is the case, we will explain the reason why.

If your financial adviser is unavailable, or has left the organisation, your personal information may be provided to another Goldsborough adviser in order that they may assist you.

In addition, it may be necessary to provide your personal information to the following third parties:

- government authorities, industry or legal bodies as required by law;
- insurance providers, superannuation trustees and product providers related to the services you have requested;
- organisations we engage to assist in running our business such as those that provide accounting, audit, legal, mailing house or IT services;
- organisations who we engage to provide services in relation to a business restructure or a transfer of all or part of our business.

We will not provide your details to any other third party without your authorisation. We do not pass on personal information for the purposes of direct marketing.

Anti-Money Laundering and Counter Terrorism Finance Act 2006 (Cth)

As a financial service provider, we have an obligation under this act verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licenses. We must also retain copies of this information. We assure you that this information will be stored securely.

About your Adviser



Will Chapman AFP®
Authorised Representative (311745)

Will may advise and deal in all of the classes of products covered by our AFSL.

Will is registered with the Tax Practitioners Board as a tax (financial) adviser.

Will receives a percentage of any fees or commission that Goldsbrough earns in respect of his clients. This percentage is fixed and does not vary according to the product recommended.



Brenton Miegel Director | CFP®
Authorised Representative (227297)

Brenton may advise and deal in all of the classes of products covered by our AFSL.

Brenton is registered with the Tax Practitioners Board as a tax (financial) adviser.

Brenton receives a percentage of any fees or commission that Goldsbrough earns in respect of his clients. This percentage is fixed and does not vary according to the product recommended.



Lachlan Harvey Director | CFP®
Authorised Representative (227293)

Lachlan may advise and deal in all of the classes of products covered by our AFSL.

Lachlan is registered with the Tax Practitioners Board as a tax (financial) adviser.

Lachlan receives a percentage of any fees or commission that Goldsbrough earns in respect of his clients. This percentage is fixed and does not vary according to the product recommended.



John Oliver Director | CFP®
Authorised Representative (227298)

John may advise and deal in all of the classes of products covered by our AFSL.

John is registered with the Tax Practitioners Board as a tax (financial) adviser.

John receives a percentage of any fees or commission that Goldsbrough earns in respect of his clients. This percentage is fixed and does not vary according to the product recommended.

Initial Meeting

Our advisers may offer one free initial appointment of up to one hour to prospective clients.

This provides you and your adviser with the opportunity to explore how we may assist you and if you are suited to working together. There will be no financial advice provided during this initial meeting.



Sam Martin CFP®
Authorised Representative (252676)

Sam may advise and deal in all of the classes of products covered by our AFSL.

Sam is registered with the Tax Practitioners Board as a tax (financial) adviser.

Sam receives a percentage of any fees or commission that Goldsbrough earns in respect of his clients. This percentage is fixed and does not vary according to the product recommended.



Craig Kirkwood AFP®
Authorised Representative (401525)

Craig specialises in personal insurance but may advise and deal in all of the classes of products covered by our AFSL.

Craig is registered with the Tax Practitioners Board as a tax (financial) adviser.

Craig receives a percentage of any fees or commission that Goldsbrough earns in respect of advice provided to his clients. This percentage is fixed and does not vary according to the product recommended.



Michelle Sanchez-McCallum
ADFS (FP)
Authorised Representative (325471)

Michelle may advise and deal in all of the classes of products covered by our AFSL.

Michelle is registered with the Tax Practitioners Board as a tax (financial) adviser.

Michelle is paid a salary.



Matthew Kelly CFP®
Authorised Representative (314983)

Matthew may advise and deal in all of the classes of products covered by our AFSL with the exception of standard margin lending facilities.

Matthew is registered with the Tax Practitioners Board as a tax (financial) adviser.

Matthew is paid a salary.



Valeska Farrow DFP
Representative

Valeska may provide general advice in relation to all of the classes of products covered by our AFSL. In addition, she may provide personal advice and deal in life insurance products. Valeska is paid a salary.

Your confidence in our advice

If you have a complaint:

Step

1.

If you are unhappy with the advice you receive or other aspects of our service, please contact your adviser to discuss your concerns. We are always striving to improve the services we offer and rely on feedback from our clients to help us in this regard.

2.

If you are not satisfied with the response from your adviser then you should either write to:

Complaints Officer
Goldsborough Financial Services Pty Ltd
120 Greenhill Road, Unley SA 5061

or phone 08 8378 4000 and talk with our Complaints Officer

We will try to solve your complaint quickly and fairly. We will deal with your complaint within 30 days.

3.

We are members of the independent complaints handling body, the Australian Financial Complaints Authority (AFCA).

If the complaint cannot be resolved to your satisfaction you may refer the matter to AFCA. You can contact AFCA on 1800 931 678, via their website www.afca.org.au, via email at info@afca.org.au or by post at GPO Box 3, Melbourne VIC 3000

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 information about your rights.

Goldsborough is a FPA Professional Practice and is committed to upholding the FPA's Code of Professional Practice. If your concerns involve ethical conduct you may also wish to consider raising these with the FPA. They can be contacted at GPO Box 4285, Sydney NSW 2001 or by phone on 1300 626 393.

Compensation Arrangements

We have compensation arrangements in place that are adequate for the type of financial services we provide. This includes Professional Indemnity insurance cover which satisfies section 912B of the Corporations Act.

Goldsborough Financial Services
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ABN 89 064 640 142

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