



YOUR FAMILY CFO

Financial Services
& Credit Guide

This Financial Services & Credit Guide (FS&CG) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with any financial service. The matters covered by the FS&CG include who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, as well as details of our internal and external dispute resolution procedures and how you can access them. The distribution of this FS&CG by Your Family CFO Pty Ltd "Your Family CFO" has been authorised by FYG Planners Pty Ltd as the authorising licensee.

This FS&CG is provided to help you decide whether you wish to adopt any of the services we provide.

You should be aware that you are entitled to receive a Statement of Advice (SOA) whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees and any matters which may have influenced the provision of the advice. On an ongoing basis, a Record of Advice (ROA) will be provided in relation to minor specific advice instead of an SOA, if there have been no significant changes in your personal circumstances or the basis of our advice has not significantly changed since we last provided a SOA.

Key information is set out below:

Lack of Independence

Your Family CFO Pty Ltd is not independent, impartial or unbiased because we receive commissions for the advice we provide on life risk insurance products.

Who will be providing the financial service to me?

Your Family CFO Pty Ltd ABN 52 613 883 631 is a corporate Authorised Representative (No. 1247942) and Credit Representative (No. 491947) of FYG Planners Pty Ltd ("FYG Planners") as the authorising Licensee. Your Family CFO contact details are:

Your Family CFO Pty Ltd

Office Address: Suite 2/24A Ranelagh Drive, Mount Eliza VIC 3930
Mailing Address: PO Box 72, Mount Eliza VIC 3930
Mobile: 0401 306 787
Email: hroach@yourfamilycfo.melbourne

FYG Planners Pty Ltd ABN 55 094 972 540 holds an Australian Financial and Credit Services Licence (No. 224543). FYG Planners contact details are as follows:

FYG Planners Pty Ltd

Address: Level 1, 41 Mount Street, Burnie TAS 7320
Telephone: 03 6440 3555
Fax: 03 6440 3599
Email: mail@fygplanners.com.au

Who is my adviser?

Your adviser will be Halina Roach. Halina is specifically authorised by Your Family CFO to act as its representative in providing financial services to clients and has comprehensive industry experience and qualifications. Please refer to Halina's personal profile attached.

Who do you act for when you provide financial services to me?

Your Family CFO is an authorised representative of FYG Planners Pty Ltd and FYG is responsible for the provision of all financial advice given to you. FYG's investment philosophy has been created in adherence with the obligations to you as a client outlined by the *Corporations Act 2001*, the FASEA Code of Ethics and FYG's own Code of Conduct.

Your Family CFO Pty Ltd acts for you to deliver objective advice in your best interest in line with FYG's investment philosophy.

What kind of financial services are you authorised to provide to me and what kind of products do those services relate to?

Your Family CFO is authorised by FYG Planners to offer you the following services:

- Financial planning and investment advice
- Superannuation and rollover advice
- Self-managed superannuation fund advice
- Retirement planning advice
- Estate planning advice of a general nature
- Life insurance advice
- Investment portfolio management and ongoing monitoring of your portfolio
- Centrelink benefits planning
- Margin lending & gearing strategies

How do you research products and service providers?

Each investment, insurance product or financial service that is recommended undergoes extensive research. FYG Planners undertakes extensive in-house analysis and sources qualitative research from a number of independent research houses. Only investments, insurance products and financial services that qualify for inclusion on our preferred product list will be recommended.

What type of advice do you offer me?

Prior to providing you with any advice, your adviser will review your situation and consider your overall financial strategy. Your Family CFO will provide two distinct types of advice to you in the course of preparing your financial recommendations.

1. Strategic advice is advice we will give to you to explain how best to structure your affairs relating to investment, retirement planning, superannuation planning, taxation, estate planning, borrowing, income and expenditure planning perspectives.

We can also assist clients to determine the suitability of new and existing loans/credit facilities. We do not arrange credit facilities but may refer clients on to mortgage brokers or other credit providers.

We will be happy to provide you with an assessment of your existing loan/credit facility and when assessing an existing loan/credit facility we will provide you with written advice of our recommendations.

2. Personal investment and/or insurance advice is advice that we will give to you when recommending specific types of financial products and services relevant to your circumstances that will assist in achieving your future objectives.

After our strategic advice has been provided, in order for you to achieve your stated goals and objectives, we will select the investment and / or insurance products that have the relevant features to achieve your specific goals. We will only recommend investment and / or insurance products to you after considering their suitability for your individual investment objectives, financial situation and needs.

Life is ever changing - your financial and personal circumstances, as well as legislative and economic circumstances, never stand still - which is why our ongoing service, consultation and oversight is important. This ensures your affairs are regularly reviewed and appropriately structured to maximise the probability of helping you to achieve your goals.

How will I pay for your advisory services?

At Your Family CFO, you pay for great advice, and that is it. Our fees are totally transparent. We do not receive commissions from product providers so we avoid potential conflicts of interest and you avoid wondering whether our advice is really in your best interest.

Initial consultation

This is an opportunity for us to meet and for you to learn more about Your Family CFO and determine whether we are the right fit for you. It is also an opportunity for us to assess whether we feel confident that we can add value to your situation. A flat fee, agreed in advance, may be payable for this consultation.

Advice preparation

This is our initial financial planning advice fee. Before you commit to having Your Family CFO prepare formal recommendations and advice for you, we will provide you with a quotation based on your life stage, our assessment of the complexity of your personal situation and the work involved. This is a once-off fee. As a guide, our fees generally range between \$3,300 and \$16,500 (including GST).

Advice implementation

Once you have reviewed our recommendations and are ready to proceed with our advice, we may charge an implementation fee. This fee is based on the work involved to implement your financial strategy and is quoted directly in the Statement of Advice (SOA) documentation that is provided to you. This fee is a flat dollar fee and is unrelated to the amount of money that may be invested.

Ongoing advice

Regardless of how simple or complicated your affairs may be, having an expert adviser on hand at all times, providing ongoing guidance and direction, always challenging the status quo, and acting as a knowledgeable sounding board, is essential. That's why our clients look for long term relationships, and why most of them have been with us for many years.

Your Family CFO charge for our ongoing services by way of an agreed retainer with you. Our retainer is based on the complexity of your affairs and the level and intensity of service required to deliver the outcomes you need. We will discuss your specific requirements and our fee for the services you require will be tailored accordingly. As a guide, our fees generally range from \$550 to \$3,300 per month (including GST). All fees are agreed upon by you and Your Family CFO, and can be amended or cancelled with one month notice by either party.

Your Family CFO does not charge an Asset Based Fee (a percentage (%) of your investments), nor do we accept trail brokerage or commissions on investments or insurance products. The only way we get paid is by the fees we charge you.

Transactional costs

Where we are required to buy or sell an investment on your behalf, we will pass on any transactional costs at the same price that we are charged by the product or service provider. So that you can make a fully informed decision, you will be notified of these costs prior to proceeding with the transaction.

How are fees paid?

Initial Consultation Fee – Where it is agreed that an initial consultation fee will be applicable, you will receive an invoice after the meeting. This fee will be rebated against the cost of any future service should you decide to proceed with us.

Initial Advice Fee – You will receive an invoice from Your Family CFO after agreeing to have us prepare your financial plan.

This fee is usually charged 50% upfront, with the final 50% payable when we present our recommendations to you. Alternatively, where agreed, this fee may be paid monthly via an instalment plan.

Implementation Fee – This fee may be charged when you proceed with our advice. Your Family CFO will provide you with an invoice for this fee.

Ongoing Retainer – You can choose to pay this fee by way of monthly debit from your portfolio or by way of direct debit or credit from your chosen bank account.

Referral fees

Your Family CFO does not receive, nor pay, referral fees to any other professionals or institutions. If you have been referred to us by another trusted professional, you can be assured that they have referred you because they believe we are best placed to provide you with the highest quality advice and services.

If you charge me a commission or accept an insurance commission, how much commission do you get? How is it calculated and deducted?

Your Family CFO does not accept commission or brokerage from product providers or life insurance policies. In the case however, where we accept engagement from a client with existing investments or insurance products, where an ongoing brokerage or commission exists and it is in the best interests of the client for that arrangement to remain, then we will accept that brokerage or commission and fully document that this is the case. We will also offset our ongoing retainer fee by the equivalent value of the commission.

Do you receive any other benefits in relation to providing financial services to me?

Details of any benefits exceeding \$300 that FYG Planners may receive are detailed in a publicly available register that is updated quarterly. Please ask Your Family CFO for a copy.

FYG Planners offers its authorised representatives the opportunity to become shareholders in FYG Planners.

What should I know about the risks of the investments or financial strategies you recommend to me?

We will explain to you any and all risks associated with investments and strategies that we recommend to you. You should ask us to clarify any risks that are not clear to you.

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my investment?

Yes. You may specify how you would like to give us instructions. For example, by telephone, fax or other means. If the execution is by telephone instruction, we will require you to provide a letter of authorisation to serve as a record of the telephone instruction. This record will be kept on your file for future reference if required.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of recommendations we have made to you and any discussions of significance we have with you. If you wish to examine your file, please ask and we will make arrangements for you to do so.

We are committed to maintaining and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy follows.

Disclosure of information to third parties

During the initial and/or ongoing provision of financial advice it may be necessary to disclose your information to certain third parties. These parties may include (but not limited to): registered tax or legal practitioners; superannuation or insurance providers; authorised AFS licensee or authorised representative; the Australian Taxation Office; Centrelink or other Government departments; offsite data storage systems.

In accordance with the Tax Agent Services Act 2009, we will obtain your signed consent to release the information to the third party. However, we are not responsible for any unauthorised use or disclosure of your information by the third party after it has been released to them.

How do you deal with the Anti-Money Laundering / Counter-Terrorism Financing (AML/CTF) Act?

FYG Planners adheres to all aspects of the AML/CTF Act. As such, we require clients and prospective clients to provide us with identification in accordance with the legislation.

How do you deal with ASIC's Professional Indemnity Insurance requirements?

FYG Planners is required by law to ensure it has adequate professional indemnity insurance to cover certain losses which may be suffered by Retail Clients. We confirm that FYG Planners has obtained professional indemnity cover to ensure it can meet the following circumstances:

- Losses or damage suffered by Retail Clients arising out of breaches of obligations under Chapter 7 of the Corporations Act 2001
- Breaches by both the licensee and its authorised representatives / representatives
- Fraud by the licensee and its authorised representatives / representatives, and
- Any award made against FYG Planners by an external dispute resolution scheme

Subject to its terms and conditions, this insurance will continue to provide coverage for any authorised representative / representative who has ceased work with FYG Planners for work done whilst engaged with FYG Planners.

Our privacy policy

FYG Planners is compliant with the Australian Privacy Principles as detailed in the Privacy Act 1988 and our full Privacy Policy covers:

- What – The kind of personal information we collect and hold
- How and Why – How we collect information and for what purpose
- Protecting the security of your information
- Access and Correction – How information can be accessed and/or corrected
- Overseas disclosure – Whether information is likely to be disclosed overseas. If so, where to?

If you would like a full copy of the FYG Planners Pty Ltd Privacy Policy, please ask your Adviser or refer to the FYG Planners website www.fygplanners.com.au Home Page / Privacy.

If I have a complaint in regard to my privacy, to whom do I direct my complaint?

We will try to answer any questions that you may have, correct any error on our part or resolve any complaint that you may have about our information handling practices. If you consider that any action by FYG Planners breaches this Privacy Policy Statement or the Australian Privacy Principles or otherwise does not respect your privacy, please refer to the contact details listed under FYG Planners Pty Ltd Contact Details. Any complaint will be acted upon promptly.

If you are not satisfied with the response to your complaint, you have the right to complain to the Office of the Australian Information Commissioner on 1300 363 992.

FYG Planners Pty Ltd contact details:

FYG Planners Pty Ltd is an Australian Financial Services Licensee No. 224543, ABN 55 094 972 540 based at Level 1, 41 Mount Street, Burnie, Tasmania. If you have any questions, please contact us on (03) 6440 3507.

If you prefer to write, please contact:

FYG Planners Pty Ltd Privacy Officer
PO Box 389
Burnie Tasmania 7320

If you have a complaint

We are members of the Australian Financial Complaints Authority.

If you have a complaint about the service provided to you, you should take the following steps:

Contact us and tell us about your complaint.

If your complaint is not satisfactorily resolved within 30 working days please put your complaint in writing. This will ensure that the issues are fully documented and understood by all parties. Your complaint should be addressed to The Compliance Manager, FYG Planners Pty Ltd, Level 1, 41 Mount Street, Burnie Tasmania 7320. We will try to resolve your complaint quickly and fairly.

If the complaint can't be satisfied to your satisfaction you can have the right to complain to the Australian Financial Complaints Authority (AFCA). They can be contacted on 1800 931 678.

Stage 1 of the AFCA process sees AFCA facilitate discussions and negotiations between the parties. All relevant documents are exchanged and the issues in dispute are identified.

Stage 2 is conciliation and the parties come face to face with a conciliator from the AFCA national panel. The role of the conciliator is to assist the parties to explore options for settlement of the dispute and to help parties to agree on their own outcome.

Stage 3 is where the independent adjudicator is requested to make a decision based on the relevant facts taking into account the relevant law, fairness and reasonableness. If you accept the adjudicator's decision it is binding on the member.

You may wish to contact the Financial Planning Association of Australia (FPA). You can write to:

PO Box 109
Collins Street West
Melbourne Victoria 8007

Alternatively you can phone the Australian Securities and Investments Commission (ASIC) toll free Infoline on 1300 300 630. Infoline consultants will talk to you about your rights as well as how to make a complaint which is suspected to be a breach of the law.

Halina Roach
Director and Family Wealth Adviser

CERTIFIED FINANCIAL PLANNER®
Authorised Rep No. 001003727, Credit Rep No. 491949

Halina Roach decided to establish Your Family CFO in 2016. After more than a decade working for one of Australia's leading private banks, Halina felt that clients deserved a more client-centric service offering. A service offering where a client's best interest is truly at the heart of every client interaction, without any potential product or ownership bias.

Halina Roach, as Director and Family Wealth Adviser at Your Family CFO, will work as a strategic partner and adviser to her clients. The intention is to form deep and long term relationships with clients and their families.

From an education perspective, Halina has a Bachelor of Business (Banking & Finance) and a Graduate Diploma in Financial Planning. In addition, she is a Certified Financial Planner, which is the highest financial planning professional accreditation in Australia.

On a personal note, Halina is married to Wes and they have three children – Louise, Elly and William. Halina enjoys cooking, travel and keeps fit walking her border collies Emma and Sonny.



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