Financial Services Guide (FSG)

Accord Financial Solutions Pty Ltd (Accord) has authorised the issue of this FSG to provide an explanation of key information covering frequently asked questions. If you need more information or clarification, please ask us.

Accord is a privately owned financial services firm and sources investment, insurance products from any supplier who meets our specific selection criteria.

Before seeking our advice, you will have a number of questions to ask about Accord. You have the right to ask us about our charges, the type of advice we will give you and what you can do if you have a complaint about our services.

You should be aware that you are entitled to receive a Statement of Advice (SoA) or Record of Advice (RoA) that takes into account your objectives, needs and financial situation when we provide you with specific financial planning advice. The Advice document will contain the advice; the basis on which it is given and information about our fees, associations, potential conflicts of interest and any other indirect benefits that may have influenced the selection of particular products. You may request verbally or in writing for a copy of the advice given within 7 years of the advice being given.

In the event we make a recommendation to acquire a particular financial product or offer to issue or arrange the issue of a financial product, we must provide you with a Product Disclosure Statement (PDS) containing information about the particular product that will enable you to make an informed decision in relation to the acquisition of that product.

A service agreement will be supplied clearly defining the services provided and the fees involved at time of engagement. The ongoing service fee is calculated on either, a time basis or the funds under advice at the time of appointment and updated your Review meeting. A renewal / consent notice requesting your consent for us to continue to provide services to you must be signed each year in order for us to continue to provide services to you.

As a financial service provider, we 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 present identification documents such as passport or driver's licence and Medicare card. We will retain copies of this information securely. We cannot provide you with services if you are unwilling to provide this information.

We are not Independent	Accord or another authorised representative that is authorised by Accord receives commissions on the sale of life risk products that are not rebated in full to clients: s923A(2)(a)(i).
Who is my adviser and who is responsible for the advice I receive?	While Accord Financial Solutions has an Australian Financial Services Licensee, Licence Number 323379 not all advisers have the same level of authorisations. Your Adviser will provide you with Part Two of this FSG, an "Adviser Profile" that will detail what services and strategies they are authorised to provide on behalf of Accord. Accord is responsible for the advice provided to you by our Authorised representatives. It will include qualifications and experience and any restrictions on the advice they can provide.
What should I know about any risks of the investments or investment strategies recommended to me?	We will explain to you any significant risks of investments and strategies that we recommend to you. Some strategies are complex and multi-faceted and will require more than one meeting for explanation.

What advisory services are available to me?	• Aged Care • Debt Management and gearing; • Estate Planning; • Ethical & Socially Responsible Investment; • Life, Total & Permanent Disablement, Trauma, Business Expenses and Income Protection insurance; • Non-Super Investment; • Redundancy Planning; • Retirement Planning; • Salary Packaging; \ • Securities • Social Security / Government Benefits; • Superannuation and Annuities; • Self Managed Superannuation (SMSF); • Wealth Accumulation; and • WorkCover Compensation Payments
Will the advice I receive be appropriate to my personal circumstances?	Yes, to do so, we need to find out your individual objectives, financial situation and needs before we recommend any financial solutions to you. We will therefore request that you complete a questionnaire to provide us with this information. You have the right not to divulge this information to us, if you do not wish to do so. In that case however, you should be warned that the advice may be inappropriate to your requirements. We will usually provide you with personal advice, having regard to your objectives, financial situation and needs. We may provide you with general advice which does not consider your full needs and circumstances, but this will only be done according to your instruction.
How can I provide instructions to you?	You may specify how you would like to give us instructions. For example, by telephone, email or other means. But in all instances, we must receive written or electronic confirmation of these instructions.
How will I pay for the service when seeking Financial Planning advice and what is paid to my adviser?	Accord offers a range of payment options including fee for service, payments from product providers or a combination of these methods. Your adviser will explain these to you verbally and in the Statement of Advice. These fees are either invoiced direct to you, deducted from amounts invested or paid direct from the Investment Managers own resources. All fees will be received by Accord initially. Accord retains between Nil and 30% of the fees received and passes between 70% and 100% of these amounts to your Adviser or their Operating Entity. As an example, where a fee of $1,000 is received by Accord, Accord may retain between Nil and $300 and the balance of between $700 and $1,000 is passed to your Adviser or their Operating Entity. Where your adviser is an employee of Accord Financial Strategies, the payment is made from Accord Financial Solutions to Accord Financial Strategies. Please refer to your Adviser's profile for further information. Please note all fees are GST inclusive.

Cost of your Initial advice	The cost of the initial meeting (data collection meeting) may be absorbed by the company (unless advice or other services are provided). If you instruct us to proceed with providing advice, a Statement of Advice (SoA) must be prepared. The initial cost of our service to you will depend upon the nature and complexity of the service provided and will be detailed in the SoA. The upfront fee will be based on one of the following: • The time spent developing your SoA; or • A percentage of funds invested; or • Combination of the above. The cost to prepare and implement your SoA will generally range between: • Scalable or scoped Advice - $1,100 - $3,300 • Comprehensive Advice – Minimum $2,750 to $6,600 • Complex Strategies – A quote will be provided based on your adviser's hourly rate of up to $330. This initial fee may be invoiced to you or deducted from your investments.
Cost of your ongoing advice.	The ongoing cost of our service to you will depend upon the nature and complexity of the services provided and frequency of reviews. We recommend that reviews should be undertaken at least every 12 months and more often if you have a Self Managed Super Fund (SMSF), Family Trust, Testamentary Trust or Investment Company. The fees will be detailed in the SoA and charged via one or more of the following: • Flat fee; or • A percentage of funds invested; or • Combination of these options. The ongoing fee for many clients is usually between $2,200 - $9,900 per annum. Fees outside this range will be agreed to prior and usually include multi strategy, multi entity and complex advice issues. Further details of each ongoing service offering will be provided with our initial Statement of Advice and are available on request. You have a 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 authorised representative.
Insurance Advice	For new Risk Insurance, fees are paid by the product provider, and this will vary according to the nature of the product and will be detailed in the SoA. Initial fees on risk insurance generally range from 0% up to 66% of initial premium paid, and servicing fee ranges generally from 0% to 22%. For example, on a premium of $1,000 the initial fees payable can be up to $660, and servicing fee up to $220 p.a.
GST on Fees	**Please note that all fees are GST inclusive**.
Cost of Ad hoc services	Services and the work performed on an Ad hoc basis will be charged at an hourly rate of $440.

Will anyone be paid for referring me to you for financial planning?	Accord is a financial services business whose success is based on referrals from existing clients and other sources. We welcome your referral and hope that you will recommend us to people you know based on the service you receive from us. Where a professional referral fee is paid to a third party service provider such as an accountant or association this will be disclosed in the Statement of Advice (SoA). Where we refer you to a third-party service provider, such as an accountant, solicitor, real estate agent or finance provider, we do not accept referral fees.
Do you have any important Relationships?	Accord is a member of the Association of Independently Owned Financial Planners.
How do you handle my privacy?	We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A copy of our privacy policy is attached to this document and can be provided upon your request.
Do any relationships exist which might influence you in providing me with financial planning services?	From time to time, your adviser or the Affiliates, Directors or other Authorised Representatives of Accord may receive certain "hospitality benefits" (such as tickets to sporting events, bottles of wine etc.). The receipt of these benefits is not based upon the volume of business placed with the provider but are more an ad hoc reward. Non-cash benefits with a cash value of greater than $300 are not permitted. Details of benefits between $100 and $300 will be maintained on a register. Please ask your adviser if you wish to view that register. The Licensee, its' Affiliates, Directors or Authorised Representatives may receive discounted fees from DW Johns & Co - Chartered Accountants. The Licensee may receive research, software and marketing support from product providers. The maximum value during any calendar year is approximately $1,000 per product provider, which is usually received in the form of subsidised training of Authorised Representatives.
What kind of compensation arrangements are in place and are these arrangements complying?	Accord confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). Our Professional Indemnity insurance is subject to its terms and conditions, provides indemnity up to the Sum Insured for Accord, our authorised representatives and employees in respect of our authorisations and obligations under our Australian Financial Services Licence and will continue to provide such coverage where they have ceased work with Accord for work done whilst engaged with us.
Who can I speak to if I have a complaint about the advisory service?	We are committed to providing quality advice to our clients and this extends to providing access to a complaint resolution service for our clients. If you have any complaint about the service provided to you, you should contact your adviser and if your complaint is not satisfactorily resolved within 5 days please contact Accord on (08) 8271 2688, by email to services@accordfs.com.au or put your complaint in writing and send it to us at Suite 3, Ground Floor, 206 Greenhill Road, EASTWOOD SA 5063. We will try and resolve your complaint quickly and fairly. If we cannot reach a satisfactory resolution, you can raise your concerns with the Australian Financial Complaints Authority on 1800 931 678. Or via post to GPO Box 3 Melbourne Vic 3001 Website: http://www.afca.org.au The Australian Securities & Investments Commission (ASIC) has a free call information line on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

Privacy Policy

This Privacy Policy sets out the information handling policies of Accord Financial Solutions Pty Ltd, an Australian Financial Services Licensee (No. 323379).

At Accord Financial Solutions Pty Ltd (Accord), we are committed to providing professional services and respecting the privacy of your personal information. Accord is bound by the Australian Privacy Principles under the Privacy Act. This policy explains how Accord will collect, store, verify, use and disclose the information we hold about you and the conditions under which your information may be accessed.

The Privacy Amendment (Enhancing Privacy Protection) Act, 2012 sets out a number of Australian Privacy Principles (APPs). Our aim is to both support and ensure that we comply with these principles. Further information on privacy in Australia may be obtained by visiting the website of the Office of the Federal Privacy Commissioner at https://www.oaic.gov.au

As a financial services organisation we are subject to certain legislative and regulatory requirements which necessitate us to obtain personal information about you, including s961B of the Corporations Act.

What type of information does Accord Financial Solutions Pty Ltd hold?

The type of information we collect and hold about you varies depending on the type of product or service you require. Accord will hold different information about you if you have a life insurance policy than if you have a managed investment. Your personal information may include:

- Your name, address and contact details
- Your date of birth, age and retirement plan; and,
- Your financial needs, objectives and circumstances.

We may need health information from you to provide you with personal risk insurance advice, but not necessarily for investment products.

In most circumstances, the information that we hold about you will be provided by you or a 3rd party under your authority. You have a right to refuse us authorisation to collect information from a third party.

You may choose not to provide us with your personal information. Depending on the nature and quality of the information you choose to withhold, we may not be able to provide you with advice or implement strategies entirely appropriate to your financial needs and objectives.

As a financial service provider, we 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 present identification documents such as passports, birth certificates, marriage and driver's licences. We will retain copies of this information. We assure you that this information will be held securely.

How does Accord Financial Solutions Pty Ltd store our documents securely?

Your personal information is maintained securely and is generally held in your client file. Information may be held in a computer database. We will seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure.

In the event you cease to be a client of this organisation, any personal information which we hold about you will be maintained for a period of 7 years in order to comply with legislative and professional requirement, following which time the information will be destroyed as soon as is practicable.

Can I Deal anonymously with Accord?

As our advice is generally personal advice, we can only deal in very limited circumstances anonymously and only where it is lawful and practicable to do so. For example, if you telephone requesting our postal address.

How does Accord Financial Solutions Pty Ltd use this information?

We use this information to provide you with products or services, to assess your risk tolerance and determine strategies and recommendations consistent with your financial needs, objectives and personal circumstances.

At all times your personal information is treated as confidential and any sensitive information is treated as highly confidential.

We may use your personal information to provide you with advice, pricing and services on the following products:

- life insurance products, such as insurance for your life, permanent disability and income replacement;
- investment products and services such as managed investment funds and investor directed portfolio services;
- superannuation products, such as superannuation funds, investments for superannuation funds and investment insurance policies; and
- Financial advice and services.

We may use the information to send you material about other products or services. If you do not want to receive this type of material, tell us and we will stop. We maintain a register for those individuals not wanting direct marketing material. Our contact details are set out below. We will endeavour to meet your request within 2 weeks." for removal of direct marketing material.

Will Accord disclose your personal information?

Accord may share information with organisations that assist us to administer your investments and insurance policies or provide you with products and services including our internal and external service providers such as administrators, financial institutions, fund managers, compliance auditors, and insurance companies, Tax Practitioners Board (TPB), Financial Advice Association of Australia (FAAA). These providers are not permitted to use your information for any purpose other than the specific purpose it was provided.

There are circumstances under which Accord may disclose your personal information such as:

- when the disclosure is required by law (for example, disclosed to the Australian Taxation Office or ASIC or Centrelink); or
- Authorised by law (such as where disclosure is necessary in the public interest or to protect our interests).

Accord may outsource some of the processes involved in providing financial services. Those entities may require access to a client's personal information to carry out those processes on our behalf. Examples of the processes are compliance assessments, software programmers or data storage. Some of these entities may reside overseas. If that country does not have the same requirements as Australia we will require an undertaking from the entity that it will comply with the Australian Privacy Principles.

We will disclose your personal information if you give your consent for us to do so.

We do not sell mailing lists.

How does Accord Financial Solutions Pty Ltd handle a request for access to personal information?

Under the Australian Privacy Principles, you are generally entitled to access the information we hold about you. Where you are entitled to access, the time we require to give you access will depend on the type of information requested. If we can, we will answer your question immediately.

We will try to answer you in the same way that you ask, for example, if you telephone to ask for the information we will, if practicable, give you that information over the telephone. We will generally respond to a written request in writing. Sometimes, we will ask that you put your request in writing, for example, where you want copies of material or access to older information or files which are not current or it is necessary for us to retain a record of your request. We may ask you to identify yourself to our satisfaction.

We will not charge a fee for making a request to access your personal information however we may charge a fee for accessing your personal information. If a fee is applicable, we will disclose this to you prior to providing you with the information. There are certain conditions under which we may refuse you access to your personal information, such as when your request may unreasonably impact upon another person's right to privacy. If we are entitled under the Australian Privacy Principles to refuse to give you access, we will tell you and provide reasons for our decision.

What if some of the information Accord Financial Solutions Pty Ltd holds is wrong?

Please tell us. We want our records to be accurate, complete and up to date and we rely on the accuracy of the information to provide you with appropriate recommendations. Unless we disagree with you about the accuracy, currency or completeness of a record, we will generally correct it on request, (or suggest alternative arrangements for updating our records). If we disagree with you, we will give you our reasons and record your objections on your file.

Website

Accord compliance with the Australian Privacy principles applies to your access to our website. Our privacy policy may be accessed from the website and other information is posted there for your convenience.

Some areas of our website require you to be a client of Accord and you will be issued with a user name and password which are strictly for your personal use only. Accord will not be liable for any acts that arise from the use of your user's name and password whether authorised by you or not or are a result of your failure to maintain strict security protocols over the use of your login details. Please notify Accord immediately if you become aware of a breach of your security.

Our website uses cookies which allows us to identify your browser while you are using our site. Whilst cookies do not identify you, they allow us to track usage patterns. If you do not wish to receive cookies, you can instruct your web browser to refuse them.

How do I make further enquiries or complain about a breach of privacy?

If you require more information about the way Accord manages personal information or wish to make a complaint about a breach of your privacy, you should contact us at:

Accord Financial Solutions Pty Ltd
Suite 3, Ground Floor, 206 Greenhill Road, EASTWOOD SA 5063
PO Box 2145 Kent Town SA 5071
Phone: (08) 8271 2688
Email: services@accordfs.com.au

Changes to this Privacy Policy

We reserve the right to review and amend this Privacy Policy from time to time. We encourage you to check our website regularly for any updates to our Privacy Policy.

Additional Privacy Information

Further information on privacy in Australia may be obtained by visiting the Web site of the Office of the Australian Information Commissioner at https://www.oaic.gov.au