

Financial Services Guide

Important information for you to know before you receive advice



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The individuals referred to in this Financial Services Guide (FSG) are Authorised Representatives of Guideway Financial Services Pty Ltd ('Guideway', 'us', 'we', 'our') ABN 46 156 498 538, Australian Financial Services Licence (AFSL) number 420367. Guideway is responsible for the financial services provided to you under this FSG and has authorised the distribution of this FSG.

Who is Guideway?

Guideway is an Australian owned and operated a financial service business dedicated to providing advice and education to assist individuals to meet their needs, goals and objectives. We are a proud partner of industry, government and corporate superannuation funds (also known as not-for-profit superannuation funds).

Why you should read this Financial Services Guide

This Financial Services Guide (FSG) explains the financial services offered by Guideway and your Authorised Representative (who is authorised by Guideway). It is intended to assist you in making an informed decision about whether to use our services, how relevant people and entities are remunerated and how your complaints are dealt with.

Electronic disclosure

Guideway and your Authorised Representative may provide disclosure documents such as a Financial Service Guide, Statement of Advice and Product Disclosure Statements by making them available digitally (for example – as a hyperlink in an email). You can opt out of this communication method at any time by contacting your Authorised Representative or Guideway. If you opt out of electronic disclosures you will be provided with disclosure documents (including this document) in hardcopy form.

Not independent

Guideway partners with not-for-profit superannuation funds to provide them with services such as authorising their financial planners to provide financial product advice, and providing technology solutions and assistance with preparing financial plans for their members. Each superannuation fund pays Guideway a fee for providing these services. The superannuation fund's products may also be listed on Guideway's Approved Product List. Due to these arrangements, your financial planner is not independent, impartial or unbiased in relation to the provision of personal advice.

Other important documents you may receive

If your Financial Planner provides you with personal financial product advice they will provide this to you in a written **Statement of Advice (SoA)**. This will describe:

- any advice and strategies they recommend and the reasons why;
- the financial products and services they recommend and the reasons why;
- the fees your Financial Planner and Guideway may receive, as well as fees charged by the recommended products; and
- any associations your Financial Planner and Guideway have with financial product providers or other parties that may influence the advice you receive.

After that, any time they give you further financial advice, they will either provide you with another SoA or provide you with a written **Record of Advice (RoA)** instead.

You can request an additional copy of your SoA or RoA by contacting Guideway any time up to seven years from the date the advice was provided.

If your Financial Planner provides personal financial product advice about a particular financial product, they will generally provide you with a copy of the **Product Disclosure Statement (PDS)**. A PDS is issued by the product issuer and contains information about the benefits, risks and other features of the product. You are recommended to read the PDS in its entirety so that you can make an informed decision about whether to acquire the product (or invest additional funds).

Mark Bastiaans

Senior Financial Planner

Authorised Representative #296627

About Mark

Mark Bastiaans holds the highest industry recognised qualification of Certified Financial Planner (CFP) and has 20 years' experience, predominantly as a Senior Private Client Adviser for some of Australia's largest employer and corporate superannuation funds.

Mark is dedicated to providing individual and often unique strategic financial advice ensuring that client's best interests are at the forefront when formulating strategies. Mark also considers the financial advice process to be an educational service that ultimately aims to assist and guide clients to make informed decisions about their financial position, thereby making them more at ease and confident about their future.

Mark is passionate about superannuation and together with his extensive experience in retirement planning with complex Defined Benefit schemes and in-depth knowledge of the major Australian superannuation funds, he ensures that client's planning for retirement receive expert advice on their existing super funds to maximise their retirement outcomes.

In addition to providing retirement planning strategies, Mark works with clients on investment portfolio construction, budgeting and cash-flow planning, debt management, personal insurance, Centrelink and Estate Planning strategies.

Information about Mark's qualifications, education and experience

- Certified Financial Planner, CFP®
- Bachelor of Business (Banking and Finance) – University of South Australia
- Advanced Diploma of Financial Services (Financial Planning)

How to contact Mark

Office address:

Level 1, 195 North Terrace,

Adelaide SA 5000

Telephone: 08 8232 6494

Email: mark.bastiaans@advisesa.com.au

What financial services can Mark provide to you?

Guideway authorises Mark Bastiaans (Authorised Representative #296627) to provide personal and general financial product advice, as well as dealing services to retail and wholesale clients:

What financial products can Mark help you with?

Guideway authorises Mark to provide financial product advice and deal on the following financial products to retail and wholesale clients:

- Basic deposit products such as bank accounts;
- Non-basic deposit products including term deposits with terms greater than 2 years;
- Government debentures, stocks and bonds;
- Life risk insurance products such as term life insurance, income protection and total and permanent disability;
- Life insurance with investment components such as insurance bonds;
- Managed investment schemes including Investor Directed Portfolio Services (including various wrap, master trust products and administration services);
- Retirement savings accounts;
- Superannuation investments (including those offered through retail, industry superannuation funds, and self-managed superannuation funds); and
- Securities.

What types of advice and strategies can Mark help you with?

These authorisations allow Mark to provide financial advice on a range of strategies including:

- Financial planning and wealth creation
- Investment advice
- Superannuation and retirement planning
- Remuneration packaging, and redundancy.
- Debt recycling and borrow to invest (gearing) strategies
- Personal insurance
- Centrelink and Aged care

What financial products can Mark recommend?

Mark is only authorised to advise and deal in products that have been researched and approved by Guideway and are listed in our Approved Product List (APL) or otherwise approved by Guideway. If you would like a copy of our APL, please contact us.

What financial services do we provide?

General financial product advice (General advice)

General advice provides you with information about a financial product or service. It can help you learn more about these products or services and assess whether a product or service is right for you. It does not consider your financial situation, needs or

objectives (“your circumstances”). General advice may be verbal or in writing.

If you receive any general advice, you should carefully consider its appropriateness in light of your situation as the Authorised Representative gives it without considering your circumstances. If the general advice you receive is about a particular financial product, you should also obtain a copy and review the Product Disclosure Statement before making a decision.

Personal financial product advice (Personal advice)

Personal advice is advice that considers your objectives, financial situation or needs. When you receive personal advice, you will receive a Statement of Advice or Record of Advice that documents and explains your Financial Planner’s advice.

In order to provide personal advice your Financial Planner needs to obtain information from you that will enable them to determine the appropriate strategy and products that will be suitable for your circumstances and will assist you to achieve your goals. It is important you provide complete and accurate information. You are not obliged to answer the questions your Financial Planner asks however, if you don’t, your planner may not be able to provide you with any advice.

If your Financial Planner provides you with personal advice and the information they receive from you is incomplete, inaccurate or insufficient, the advice you receive may not be appropriate and you will need to consider it in light of your circumstances.

Tax (financial) advice services

Your Financial Planner may include information about the tax implications of their advice in the SOA or ROA they provide to you. We do not intend for you to rely on this information to satisfy liabilities or obligations or claim entitlements that arise, or could arise, under a taxation law. If you wish to rely on this information for this purpose, you should request advice from your accountant or registered tax agent to confirm its accuracy.

Dealing services – with personal advice

If your Financial Planner provides you with personal advice, they may assist you with implementing this advice. This includes the arrangement of your investments with the respective financial product issuers. This process is known as dealing.

Dealing services – without personal advice

Your Authorised Representative may also provide you with dealing services, without providing you with personal advice. They will only do so when you explicitly request your Authorised Representative’s assistance with implementing your instructions. For

example, you may instruct your Authorised Representative to increase your investment in a particular financial product.

If you request dealing services without personal advice you should be aware that the Authorised Representative will not form a view or make a recommendation as to whether the actions you have asked us to perform on your behalf are appropriate for you or in your best interests. You therefore risk making a financial decision that may adversely affect you. For this reason, you are recommended to consider obtaining personal advice before you request this service.

What can’t your Authorised Representative do?

- Act as a trustee on your behalf
- Act under a power of attorney on your behalf
- Act as your legal personal representative or executor/ executrix
- Hold or control your funds or investments
- Perform a Portfolio Management Service.

Your Authorised Representative may conduct separate business activities such as accounting, mortgage broking and other services. Guideway is only responsible for the financial product advice you receive under Guideway’s AFSL.

How our personal advice process works

Step 1. Initial meeting

Your first meeting with your Financial Planner that leads to personal advice will not attract a fee.

The purpose of this meeting is for you to learn more about how your Financial Planner operates and for your planner to determine how they may best help you. This will usually involve your planner asking questions about why you are seeking advice, your goals, financial situation and needs. By the end of the meeting your planner will generally be able to determine whether they can assist you with personal advice that is in your best interests.

If you decide to proceed with receiving personal advice, your planner will provide you with a fixed price quote to prepare and document their advice to you in a Statement of Advice.

Personal advice is only provided at the initial meeting if you request time critical advice and your planner determines it is appropriate to provide this service.

Step 2. Statement of Advice (SoA) presentation

When your personal advice has been prepared, your planner will present it to you as a Statement of Advice.

Your SoA will be presented and discussed either face to face or we will post you the SoA and discuss it with you over the phone once received.

This presentation discussion allows you to ask any questions you may have, while also providing your Financial Planner with the opportunity to explain the recommended strategies and how they help you to achieve your goals and objectives.

You will have the opportunity to consider your SoA and any other relevant documentation (such as Product Disclosure Statements) before you commit to any changes. This will allow you to take the time to understand our advice, read about the financial products we have recommended, and decide whether to proceed with implementing our advice.

Step 3. Implementation

If your Financial Planner offers advice implementation services as part of their advice process, they will provide you with an Authority to Proceed (ATP) with your SoA. The ATP authorises your planner to implement the advice contained within your SoA. If you do not sign and return the ATP, then your planner will not implement your advice.

You will also be required to sign any documentation including forms required by the respective product issuers. Your planner will then get started with implementing your advice to ensure everything is implemented correctly.

How can you give us instructions about your financial product/s?

You may tell your Authorised Representative how you would like to give instructions, for example by telephone, fax, email or other means.

Guideway and your Authorised Representative will only act on your clear written instructions. Further, as a safeguard to you, we will only implement advice within an SoA or RoA with a signed Authority to Proceed.

For your own protection, you should not:

- Sign any blank forms or documents
- Appoint your Authorised Representative to act as your attorney or authorised signatory
- Nominate your Authorised Representative to receive your statements without you also receiving a copy
- Give your Authorised Representative unclear or misleading instructions or false information

What fees do we charge?

Your Financial Planner will discuss and agree on a fee structure with you before you receive personal advice. The types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

- **Statement of Advice preparation & implementation** – your Financial Planner may charge fees for the preparation and

implementation of personal advice. These fees will be based on your individual circumstances, the complexity of your situation and the time it takes to prepare personal financial advice for you.

- **Other service fees** – your Financial Planner may charge an hourly rate to provide you with ad-hoc services. An example of these services includes dealing only (implementing your instructions) or appointment fees.

These fees are either invoiced to you directly, or in some circumstance, deducted from your investments or financial products. Guideway and our Authorised Representatives do not accept cash payments under any circumstance.

What's the cost of advice?

Service	Fee charged (incl. GST)
Appointment fees	
Initial meeting leading to personal advice	No charge
Financial Counselling and Education	Up to \$330 per hour
Subsequent appointments	\$330 per hour
Personal financial advice fee	
Statement of Advice preparation & implementation	\$1,800 (incl. GST) up to \$5,500 (incl. GST)
Other services	
For example - general advice or implementation assistance	\$330 per hour

How are the SoA fees determined?

The fee for the preparation of a SOA is determined after considering a number of factors, including the time it is expected to take to prepare and implement the advice.

For example, the fee for an initial SOA involving simple or single-issue advice would start from \$1,800 (incl GST). The fee would increase based on advice needs, the number of areas to be covered and the level of complexity involved. Advice on more than one issue or topic would typically start from \$2,200 (incl. GST) and complex advice involving multiple products and/or recommendations would start from \$3,300 (incl. GST). In complex circumstances, for instance where there are multiple tax structures or businesses, this fee may be higher.

How is your Authorised Representative paid?

Mark Bastiaans is the Director of KOTD (SA) Pty Ltd ACN 621 366 238 who is the Corporate Trustee of The Maastricht Kent Family Trust ABN 57 284 091 408 ('The Trust') (a Discretionary Services Management Trust), trading as Advice SA. Mark Bastiaans may receive payment in lieu services to Advice SA, and or he or other related parties may receive distributions from The Trust depending on factors including financial performance.

If you would like to know more about your financial adviser's remuneration, prior to receiving our services, please contact Guideway.

Does your Authorised Representative or Guideway receive commissions or fees for referrals?

Neither Guideway or your Authorised Representative will receive any commissions from any product issuers in connection with any financial services provided to you by your Authorised Representative. Further, no fee is paid to, or received by, any person for making referrals to your Authorised Representative or Guideway.

Other benefits or remuneration

Non-monetary benefits

Non-monetary benefits such as training or information sessions from third parties or non-related entities (for example a product provider or insurer) may be received by your Authorised Representative, their employer, Guideway employees and directors or a Guideway-related entity. Each benefit may not exceed \$250 per person and will be recorded in Guideway's alternative remuneration register. These non-monetary benefits will not influence the advice you receive from your Authorised Representative.

Alternative remuneration

If you are provided with an SoA, any alternative remuneration that may reasonably be considered to influence the advice will be disclosed in that SoA.

Does Guideway have any relationships or associations which might influence the financial services you receive?

Guideway is not a member of any financial group, but may from time to time have associations with product issuers (e.g. superannuation funds) and financial services providers who may appoint or enter into arrangements with Guideway to provide services. Under these arrangements, Guideway may receive fees for providing licensing services under our AFSL, as well as fees for providing various support services such as research, compliance, technical, software systems, peer reviews, administration and training assistance. The product issuer may also refer clients to Guideway

for financial advice. No fees are paid or received for referrals.

Fees paid by your Authorised Representative and their employer to Guideway

Advice SA pays Guideway a flat fee per annum, as well as variable fees based on additional support services used.

This flat fee relates to the provision of Australian Financial Services (AFS) Licensing (i.e. Advice SA pays Guideway a flat fee per Authorised Representative that is appointed under Guideway's AFS licence at Advice SA's request) as well as various support services such as research, compliance, technical, software systems, paraplanning, peer reviews, administration and training assistance.

Fees are remitted monthly from Advice SA to Guideway, in return for Guideway's provision of AFSL and services noted above.

If you would like to know more about these arrangements, prior to receiving our services, please contact Guideway.

Relationships between Guideway, your Authorised Representative and their employer

Guideway is not a related party of Advice SA and is required by law to ensure that its Authorised Representatives comply with their professional and legal obligations.

Guideway, your Authorised Representative and their employer do not have any other relationship or associations that might reasonably be expected to influence your advice other than those discussed already within this FSG.

What information is maintained in your file and can you examine your file?

Guideway and your Authorised Representative are committed to maintain the privacy and security of your personal information. Your personal information will be collected for the primary purpose of providing you with the services described in this FSG. All information collected from you is stored and used in line with the Privacy Policies of Guideway and your Authorised Representative's employer.

Guideway retains the following personal information on your client file:

- A record of what you tell your Financial Planner about your objectives, financial situation and needs to enable your planner to give you personal advice. If the information relates to general advice only, you can request that it is destroyed.
- A copy of all personal advice provided to you. This includes the SoA or RoA provided to you when you received personal advice, and

- Other records relating to the provision of financial services and advice given to you.

As a financial service provider, your Authorised Representative and Guideway have an obligation under the Anti Money Laundering and Counter-Terrorism Finance Act 2006 (Cth) in certain circumstances to verify your identity, the source of any funds and the source of your wealth. Generally, this means that you will be asked to present identification documents such as your passport or driver's licence. Copies of this information will also be retained.

In connection with providing services to you Guideway and your Authorised Representative may disclose information about you to other Guideway Authorised Representatives, other professionals (such as your accountant, with your consent), insurance providers, superannuation trustees, product issuers, auditors and Guideway's service providers. It is generally unlikely your Authorised Representative or Guideway will disclose your personal information to overseas recipients.

However, any overseas disclosure does not affect our commitment to safeguarding your personal information and we will take reasonable steps to ensure any overseas recipient of your personal information complies with Australian privacy law. Should your Authorised Representative utilise an overseas service provider, these arrangements will be detailed their privacy policy.

It is important you review both Privacy Policies (for Guideway and your Authorised Representative) prior to engaging our services so that you understand how your personal information is collected, accessed and stored, as well as how to complain about a breach of the Australian Privacy Principles.

Guideway's Privacy Policy is available from www.guideway.com.au/GuidewayAR/privacypolicy.pdf

AdviceSA's Privacy Policy is available from <https://www.advicesa.com.au/wp-content/uploads/2018/03/Advice-SA-Privacy-Policy.pdf>

If you would like a hardcopy of these policies, please contact Guideway or your Authorised Representative. If you wish to examine your file or have any other queries in relation to your privacy issues, please contact Guideway.

What should you do if you have a complaint?

If you are not satisfied with the service you receive, you can lodge a complaint. Guideway's internal complaints handling process is outlined in the steps below:

- 1) Send an email to advice@guideway.com.au and outline the details of your complaint. Alternatively, you can phone or write to Guideway (using the contact details in this

FSG). Please address your complaint to the Guideway Resolution Officer.

- 2) Guideway will contact you to discuss the issue and endeavour to satisfactorily resolve the issue with you within 5 business days.
- 3) If you are still not satisfied with the outcome, your complaint will be escalated to the Guideway Complaints Manager. Guideway's final response will be provided to you in writing within 45 days. From 5 October 2021 this timeframe reduces to 30 days.

You may also pursue the matter through an external dispute resolution process (although this generally only proceeds after a complaint has gone through the internal complaints handling process).

Guideway is a member of the Australian Securities and Investments Commission approved Australian Financial Complaints Authority (AFCA) an external dispute resolution scheme established to resolve complaints about member companies. AFCA provides fair and independent financial services complaint resolution that is free to consumers. You can contact AFCA using the details below:

Australian Financial Complaints Authority

GPO Box 3, Melbourne VIC 3001

Phone: 1800 931 678 (free call)

Email: info@afca.org.au

Website: www.afca.org.au

Please note that the complaint procedures set out in this FSG do not apply to complaints you wish to lodge or make against the product issuer of the product in which you invest (such as trustees of superannuation funds or responsible entities of managed investment schemes). For details of how to make such complaints, refer to the PDS of the relevant product.

Professional Indemnity Insurance

Guideway has a professional indemnity insurance policy in place that covers claims in respect of the financial services detailed in this FSG where provided by its authorised persons (authorised acts), such as your Financial Planner. These authorised acts are covered even where the authorised person ceases to be so authorised. Guideway believes that this policy satisfies the requirements of section 912B of the Corporations Act.

How can I contact Guideway?

P: 1300 138 138

E: advice@guideway.com.au

A: Level 3, 91 William Street
Melbourne VIC 3000

W: <https://www.guideway.com.au>

Please keep a copy of this FSG for your records and future dealings with Guideway or your Authorised Representative.