

# Financial Services Guide

Part 1 of 2- Guideway Financial Services Pty Ltd

Important information for you to know before you receive advice



GUIDEWAY  
FINANCIAL SERVICES

**Date issued: 28 June 2019**

The financial services referred to in this Financial Services Guide (FSG) are provided by the financial adviser whose details are in Part 2 of this FSG.

Your financial adviser is an authorised representative 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 a financial service business dedicated to providing advice and education to assist individuals to meet their needs, goals and objectives. We hold an Australian Financial Services Licence #420367 authorising us to provide financial product advice.

## Why you should read this Financial Services Guide

This Financial Services Guide (FSG) contains important information about the services that can be provided by your adviser.

This information is intended to assist you in making an informed decision about whether to use the adviser's services, how relevant people and entities are remunerated and how your complaints are dealt with.

## This Financial Services Guide consists of two parts:

You should receive and familiarise yourself with both Part 1 and Part 2 of the FSG, as they are designed to be read together. Part 1 focuses on Guideway, and its role in the advice process. Part 2 focuses on your adviser and their financial planning practice.

If you have received only Part 1 of this FSG, please contact your financial adviser to obtain Part 2 prior to engaging services from your adviser.

## Electronic disclosure

Guideway and your adviser may provide regulatory documents such as Financial Service Guides, 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 method of disclosure at any time by contacting your adviser or Guideway. If you opt out of electronic disclosures you will be provided with regulatory documents (including this document) in hardcopy form.

## Part 1 (within this document) –

- Who is responsible for the services provided?
- Financial services and product types your adviser can advise you on
- The types of documents you may receive
- What fees can your adviser charge?
- How can you give instructions about your financial product/s?
- Does your financial adviser and Guideway receive commissions or fees for referrals?
- Does Guideway have any relationships or associations which might influence the financial services you receive?
- What information is maintained in your file and can you examine your file?
- What should you do if you have a complaint?
- Professional Indemnity Insurance
- How to contact Guideway

## Part 2 –

- About your adviser
- How the advice process works
- What's the cost of advice?
- How your adviser is remunerated
- Fees paid by your adviser and employer to Guideway
- The relationship between Guideway, your adviser and their employer



GUIDEWAY  
FINANCIAL SERVICES

---

## Who is responsible for the services provided?

Guideway holds an Australian Financial Services Licence and we appoint your adviser as our Authorised Representative under our licence. This means Guideway authorises your adviser to act on our behalf and therefore Guideway is responsible for any advice given to you.

While Guideway is responsible for the advice given to you, your adviser also has a duty to you. Your adviser is under a legal obligation to act in your best interests in relation to any personal advice provided to you (known as the 'best interests duty'). They are also required to prioritise your interests ahead of their own, Guideway's and any affiliations or associations.

## Financial services and product types your adviser can advise you on

### General advice

Your adviser may provide you with general advice. General advice is financial product advice that 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 your adviser 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 advice

Your adviser can also provide you with personal financial advice, that is, advice that considers your objectives, financial situation or needs.

In order to provide such advice your adviser 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 that this information is accurate and complete. You are not obliged to provide this information but, if you don't, your adviser may not be able to provide you with any advice.

If your adviser provides you with personal advice and the information received is incomplete, inaccurate or insufficient, the advice provided may not be appropriate and you will need to consider it in light of your circumstances.

## Which financial products can your financial adviser advise you on?

Please refer to Part 2 of this FSG for the types and kinds of financial products your adviser can advise you on.

## What financial products can your adviser recommend?

Your adviser 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.

## Tax (financial) advice services

Guideway holds a Company Tax (financial) adviser business registration under the Tax Agent Services Act 2009 (TASA). Your adviser may also be individually registered as a Tax (financial) adviser. This registration allows us to provide you with advice on the tax implications relevant to the financial strategies and advice we recommend to you. However - if you intend to rely on this advice to satisfy liabilities or obligations or claim entitlements that arise, or could arise, under a taxation law, you should request advice from your accountant or registered tax agent.

### Dealing services – with personal advice

If your adviser 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.

In addition to your adviser, individuals from your adviser's Client Support Team may also be authorised by Guideway to provide dealing services. This authorisation allows these individuals to assist you with implementing the advice given to you by your adviser.

### Dealing services – without personal advice

Your adviser may also provide you with dealing services, without providing you with personal advice. They will only do so when you explicitly request your adviser's assistance with implementing your instructions. For example, you may instruct your adviser to increase your investment in a particular financial product.

If you request dealing services without personal advice you should be aware that your adviser will not form a view or make a recommendation as to whether the actions you have asked your adviser 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.

### Guideway does not allow your financial adviser to:

- 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 adviser may also conduct separate business activities such as accounting, mortgage broking and other services not provided under Guideway's licence. Guideway is only responsible for the financial product advice you receive under Guideway's Australian Financial Services Licence.



---

## The types of documents you may receive

In addition to this FSG, Guideway or your financial adviser may also provide you with the following documents:

### General Advice Statement

If you receive general advice, your adviser may give you a General Advice Statement. This document sets out what was discussed in your meeting and confirms to you that no personal advice was given. It may also include additional education material such as fact sheets or links to online calculators to assist you.

### Client Service Agreement (CSA)

In order for your adviser to provide you with personal advice, you must complete and sign a CSA. The CSA sets out the terms under which your advice will be given, and any services you may be entitled to.

### Statement of Advice (SoA) or Record of Advice (RoA)

#### *Personal Advice - in the first instance*

If you are a retail client, any personal advice will normally be given to you in an SoA (if personal advice is provided to you verbally before the SoA is prepared, the personal advice will be confirmed in the SoA). This will include the advice, the basis on which the advice is given, and information about your objectives, financial situation and needs. It will also set out information about remuneration, disclose any associations or relationships that may influence the advice you receive, and other matters required to be disclosed to you by law. After you have read and understood your SoA, you may then decide whether to act on the advice you received.

#### *Personal Advice – in subsequent instances*

If your adviser provides you with subsequent financial advice, and there has not been a significant change in your circumstances or the basis upon which the initial advice was given, then the subsequent advice will be documented in a RoA. Your adviser will generally give you a copy of your RoA shortly after the advice is provided. If you do not receive a copy, you can request it by contacting your adviser or Guideway.

If your adviser provides you with subsequent advice and there has been a material change in your circumstances or the basis upon which the initial advice was given, then the subsequent advice will be documented in another SoA.

### Product Disclosure Statement (PDS)

If your adviser provides financial product advice about a particular financial product, they will provide you with its 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).

### Authority to Proceed (ATP)

If your adviser offers advice implementation services as part of their advice process, they will provide you with an ATP with your SoA or RoA. The ATP authorises your adviser to implement the advice contained within your

advice document. If you do not sign the ATP, then your adviser will not implement your advice.

If you would like your adviser to implement (deal) on an amended basis (i.e. implement your advice with a change or deviation), then you should note this on your ATP. Before deciding to proceed on an amended basis, you may wish to discuss any changes you wish to make with your adviser.

### Advice service package agreement (ASPA)

The ASPA sets out the terms that the Advice service package can be provided under it. It will also set out the services you will receive, the fixed fee you will pay and the term of the agreement (not more than 12 months). You are able to enter a further ASPA agreement after the term of your previous agreement. Further information about this can be found in Part 2 of this FSG if your adviser offers advice service packages.

### What fees can your adviser charge?

Your adviser 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.

- **Fee for advice** – your adviser 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.
- **Advice service package (ASP)** – your adviser may charge you a fee to provide you with advice services for a period of no more than twelve months. The ASP period and fee are fixed and will be set out in your Advice Service Package Agreement (ASPA). At the end of your ASPA term, the agreement terminates and the services you receive under the package will cease. At this time, your adviser may ask if you wish to purchase another Advice Service Package.
- **Other service fees** – your adviser 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 your adviser do not accept cash payments under any circumstance.

Refer to Part 2 of this FSG for fees your adviser charges and services they offer.



---

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

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

Guideway and your adviser 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 financial adviser to act as your attorney or authorised signatory
- Nominate your financial adviser to receive your statements without you also receiving a copy
- Give your adviser unclear or misleading instructions or false information

## Does your financial adviser and Guideway receive commissions or fees for referrals?

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

### 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 adviser, 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 adviser.

### 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 providers (e.g. super 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. These associations would not reasonably be expected to influence the financial services Guideway's Authorised Representatives provide to you.

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

Guideway and your adviser 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 adviser's employer. You can request a copy of the Guideway Privacy Policy at [www.guideway.com.au](http://www.guideway.com.au) or by phone or mail. You can request a copy of your adviser's privacy policy by contacting them directly.

Guideway retains the following personal information on your client file:

- A record of what you tell your adviser about your objectives, financial situation and needs to enable your adviser 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 adviser 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 adviser may disclose information about you to Guideway's Authorised Representatives and to other professionals, insurance providers, superannuation trustees, product issuers, auditors and its service providers. It is generally unlikely your adviser or Guideway will disclose your personal information to overseas recipients.

However, any overseas disclosure does not affect your adviser's or Guideway's 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 adviser utilise an overseas service provider, these arrangements will be detailed in Part 2 of this FSG.

It is important you review both Privacy Policies (for Guideway and your adviser) prior to engaging your adviser's 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](http://www.guideway.com.au/GuidewayAR/privacypolicy.pdf)

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 your adviser's services, 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](mailto: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 (or longer if agreed by you).

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](mailto:info@afca.org.au)  
Website: [www.afca.org.au](http://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), including your financial adviser. 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 to contact Guideway

Guideway Financial Services Pty Ltd  
ABN 46 156 498 538, AFSL 420367

A: Level 3, 91 William Street  
Melbourne VIC 3000  
P: 1300 138 138  
E: [advice@guideway.com.au](mailto:advice@guideway.com.au)  
W: [www.guideway.com.au](http://www.guideway.com.au)

If you wish to contact your adviser, please refer to their contact information in Part 2 of this FSG.

Please retain this document for your reference and dealings with Guideway.

