

FINANCIAL SERVICES GUIDE

A guide to our relationship with you and others

Dated: 8/05/2023

This Financial Services Guide (FSG) is issued by My AFSL Pty Ltd, which holds Australian Financial Service Licence number 508559. This FSG comprises and must be read in conjunction with your adviser's current Adviser Profile that includes amongst other information, details of your adviser's remuneration.

Distribution of this FSG by your adviser, who is a My AFSL Pty Ltd Authorised Representative, is authorised by the licensee, My AFSL Pty Ltd.

This FSG dated 8/05/2023 describes our financial planning and advisory services to assist you to decide whether to use our services. It also outlines your rights as a client and our obligations and responsibilities as the licensee and your adviser.

You have the right to ask us about our charges, the type of advice we will provide to you, and what you can do if you have a complaint about our services. This FSG is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service.

Who provides the financial services offered in the guide?

The financial services are provided by My AFSL Pty Ltd and your adviser. When My AFSL Pty Ltd and your adviser provide you with financial services, we will act on your behalf and in your best interests.

The key matters covered by the FSG include:

- who My AFSL Pty Ltd and your adviser are;
- how we can be contacted;
- how My AFSL Pty Ltd and your adviser are paid;
- what services we are authorised to provide to you;
- details of any potential conflicts of interests;
- details of our professional indemnity insurance; and
- details of our dispute resolution procedures and how you can access them.

Statements of Advice and Product Disclosure Statements

You should also be aware that you must receive a Statement of Advice (SOA) and a Product Disclosure Statement(s) when personal advice involving a financial product is provided to you, i.e. advice that takes into consideration your personal objectives, financial position and needs. The SOA will contain the advice, the basis on which it is given which may have influenced the advice and how My AFSL Pty Ltd and your adviser will be remunerated for the advice we give you. If your adviser provides further advice to you, but not in writing, and that further advice is related to the advice provided in a previous SOA, that further advice will be recorded in a Record of Advice (ROA). You may request an ROA from your adviser or My AFSL Pty Ltd up to seven years after the further advice was provided, at no additional cost. In the event we make a recommendation to

acquire a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement containing information about the particular product's risks, benefits, features and costs to enable you to make an informed decision.

Who is My AFSL Pty Ltd?

My AFSL Pty Ltd is a holder of an Australian Financial Services Licence which enables it to act as a financial services provider under the Corporations Act.

Not Independent

My AFSL Pty Ltd and its authorised representatives are not independent in relation to the provision of personal advice. My AFSL Pty Ltd may also receive commissions from life insurance providers when we recommend life insurance to our clients.

Who is responsible for the financial services provided to me?

Your adviser acts on behalf of My AFSL Pty Ltd who is responsible for the advice provided to you. However, your adviser may operate separate businesses, and provide other services through those businesses, which are **NOT** authorised by My AFSL Pty Ltd and do **NOT** involve My AFSL Pty Ltd in any way, such as: accounting, auditing, tax return preparation, self-managed super fund compliance and administration, property sales and referrals, and other products and activities. My AFSL Pty Ltd is **NOT** responsible for any advice and services you receive from your adviser that are not authorised by My AFSL Pty Ltd. If you are uncertain, you should ask either your adviser or My AFSL Pty Ltd Head Office who is responsible for that particular advice, service or transaction.

What financial services are available to me?

Our high-quality financial planning and advisory service involves:

- Identifying your financial needs, objectives and circumstances.
- Establishing realistic and reasonable financial goals and needs;
- Determining your risk profile;
- Exploring the costs and benefits, potential risks and returns, advantages and disadvantages of the various strategies and financial products available to you to help you reach those goals within the limits of relevant laws and

available solutions;

- Recommending a course of action, agreeing on it with you and implementing it; and
- You may also engage us to provide advice on an ongoing basis or for a fixed term.

Unless their authorisation is restricted (see the Adviser Profile) My AFSL Pty Ltd advisers can generally provide you with sound advice relating to a wide range of important areas such as wealth creation, retirement, redundancy, superannuation, risk insurance, estate planning, Centrelink payments, cashflow management, budgeting and debt repayments, structuring of investment portfolios, borrowing to invest, complex company and trust structures, and so on. My AFSL Pty Ltd's research and technical support services enables advisers to provide value added advice on a broad spectrum of financial problems which takes into account relevant regulations pertaining to your financial position and goals.

My AFSL Pty Ltd is licensed to deal in and provide financial advice on the following range of financial products:

- Basic Deposit Products
- Non-basic Deposit Products
- Government Debentures, Bonds or Stocks
- Investment Life Insurance Products
- Life Risk Insurance Products
- Managed Investment Schemes excluding IDPS
- Retirement Savings Account Products
- Securities
- Superannuation – including SMSF
- Standard Margin Lending Facility

If you would like to discuss any of these financial products, please contact your adviser.

How do I provide instructions?

My AFSL Pty Ltd advisers will act on your instructions following your acceptance of their recommendations in the SOA. They and we should not act independently of your specific instructions. Instructions you provide should be communicated to your adviser in writing. These instructions should be forwarded in an email, fax or posted letter to your adviser.

Tailored, general and ongoing advice

My AFSL Pty Ltd advisers usually provide advice tailored to your individual circumstances and also have the capacity to implement the advice they give, except where this may require the use of other professionals (accountants and lawyers). You may choose to enter into an agreement with your adviser to provide you with both initial advice and ongoing advice. If appropriate, we may also provide general advice only, where you are ultimately responsible for ensuring that this advice is suitable to your particular needs, objectives and financial situation. In this case, you should also obtain any relevant product disclosure statements to assist in this purpose.

Should I transfer investment monies to my adviser's account?

No. My AFSL Pty Ltd does not allow advisers to receive your investment funds into their own account or into any My AFSL Pty Ltd account. You should only transfer investment funds for a financial product to the approved financial institution that issues the financial product (as specified in the Product Disclosure Statement or similar document). You should never transfer investment funds to any other entity or person.

You should also not sign any blank forms or appoint your adviser as your attorney (or authorised signatory). You should not appoint any other person as your attorney or authorised signatory unless you have received legal advice.

What information should I provide to my adviser?

You will need to provide your adviser with your personal objectives and your current financial situation including details of assets, liabilities, income and living expenses. This can best be accomplished by completing a My AFSL Pty Ltd Client Data Form. The amount and type of information we will require from you depends on what financial services you require.

It is important that you provide us with complete and accurate information about your current personal circumstances and financial situation.

If you choose not to supply the required information or provide us with inaccurate information, the advice you receive may not be appropriate to your needs, objectives and financial situation.

You should read the warnings contained in the SOA, check any assumptions we make and review the basis for our advice carefully before making a decision about whether to proceed with the advice. You should also obtain and read any relevant product disclosure statements prior to applying for a financial product.

How will I pay for the services provided?

Your adviser's specific method of remuneration and fees, including referral fees, are detailed in their Adviser Profile. The exact remuneration and fee details will be disclosed to you in your SOA.

All fees will be payable to My AFSL Pty Ltd. If your adviser's remuneration includes commission paid by a product provider, such commission payment will be made to My AFSL Pty Ltd. My AFSL Pty Ltd does not retain any portion of commissions and fees received. All fees are passed on to your adviser.

How are any fees, commissions or other benefits calculated for providing the financial services?

The three stages of financial planning are Initial Advice, Implementation and Further Advice. There is usually a separate fee for each of the three stages. Your adviser's remuneration structure for each advice stage will be found in their Adviser Profile and the dollar value disclosed to you in your SOA.

All commissions are payments made by the insurance product provider and are calculated as a percentage of the premium paid on insurance products. Commissions are of two types: (a) upfront or initial; and (b) ongoing or trail.

Fees can be based on - a percentage of funds invested or funds under advice, hourly rates multiplied by the hours worked, an agreed dollar amount for the value of the specific service being performed, or a combination of these.

The fees can be collected by platforms and other product providers.

Below is an example of typical ranges of fee rates for investments and commissions for insurance products where fees are allocated as a percentage.

- Upfront fees usually vary between nil and 5.5% of the investment amount with superannuation related fees being capped at 5%. Example: \$100,000 investment using a platform may involve an upfront fee payment of say 3% or \$3,000 which could be deducted from your investment account and paid to My AFSL Pty Ltd, leaving a net investment of \$97,000.
- Ongoing fees typically range from 0.5% to 1.5% pa. Example: A portfolio of \$300,000 may be subject to an ongoing portfolio review fee of 1% per annum paid quarterly. This would amount to \$3,000 per annum.
- Upfront commissions can be up to 66% of the premium paid on insurance products.
- Ongoing commissions can be up to 33%.

All applicable fees and commissions will be agreed to with your adviser and disclosed in your SoA or other advice document.

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

My AFSL Pty Ltd advisers may only recommend to you investment products that are researched, analysed and approved by My AFSL Pty Ltd. Your adviser should explain any significant risks of investments and financial planning strategies. If the adviser does not do so, you should contact us to explain those risks to you.

Who do I complain to if I have a problem with your services?

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

1. We believe that the people involved are best placed to resolve the complaint in a fair, timely and effective manner. Therefore, you should firstly contact your adviser and tell your adviser about your complaint.

If your complaint is not satisfactorily resolved within 3 business days, it will be passed on to our Complaints Officer.

2. You can also lodge a complaint directly with our Complaints Officer by telephone on 02 8338 0988 or, in writing by email to info@myafsl.net.a. We will try to resolve your complaint quickly and fairly.

In either case, you will receive an acknowledgement of your complaint within 24 hours of lodging and a response to the complaint no later than 30 calendar days after receiving the complaint.

3. If you still do not receive a satisfactory outcome, you have the right to complain to the Australian Financial Complaints Authority (AFCA) online at www.afca.org.au, by email at

info@afca.org.au or on the free call number - 1800 931 678. You can also write to AFCA at:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

My AFSL Pty Ltd is a member of AFCA.

Our full Complaints Management Policy is available on our website or can be provided to you on request.

My AFSL Pty Ltd Professional Indemnity Insurance and Compensation Arrangements

My AFSL Pty Ltd holds Professional Indemnity Insurance that complies with the compensation arrangements under Section 912B of the Corporations Act. The Professional Indemnity Insurance policy we hold covers the financial services provided by My AFSL Pty Ltd past and present representatives, including our advisers, subject to the terms, conditions and exclusions of the policy wording. This insurance is not intended to cover product failure or general investment losses. My AFSL Pty Ltd policy covers loss or damage suffered by retail clients due to breaches by My AFSL Pty Ltd or your adviser of their respective obligations under Chapter 7 of the Corporations Act. This includes negligent, fraudulent or dishonest conduct.

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

As a provider of financial services, we are subject to certain legislative and regulatory requirements, which necessitate us obtaining and holding detailed information, which personally identifies you and/or contains information or an opinion about you. In addition, our ability to provide you with a financial planning and advice service is dependent on us obtaining certain personal information about you.

We will collect information either directly from you or on your authority make investigations with others to obtain the information e.g. other professional advisers, accountant, superannuation fund, insurance and investment providers, etc.

The primary purpose for the collection, maintenance and use of your personal information is to adequately provide to you the services you have requested.

If you do not disclose the information then the services may not be provided to you adequately or at all.

We maintain a record of your personal profile including details of your personal objectives, financial position and needs. We also maintain records of any recommendations made to you. We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. If you wish to examine your file please ask us. We will make arrangements for you to do so.

Our Privacy Policy

We are committed to protecting your privacy. We use the information you provide us to advise you on your financial circumstances, goals and strategies. We provide your information to

the product issuers with whom you choose to deal (and their representatives).

We do not trade, rent or sell your information or disclose it to overseas recipients. If a recipient is not regulated by laws which protect your information in a way that is similar to the Privacy Act, we will seek your consent before disclosing your information to them.

Our business is governed by legislation protecting your personal information, including the Privacy Act 1988 and Australian Privacy Principals (APPs).

Our privacy policy is available on our website or on request from us direct as detailed below.

Contact Us

If you have any further enquiries please contact:

My AFSL Pty Ltd

SE 3.04 247 Coward Street, Mascot 2020

Telephone: 02 8338 0988

Email info@myafsl.net

My AFSL Pty Ltd

(ABN 88 625 856 840)

Australian Financial Services Licence No: 508559

www.myafsl.net.au



Additional Privacy Information

Further information on privacy in Australia may be obtained by visiting the website of the office of the Australian Information Commissioner at www.oaic.gov.au

FINANCIAL SERVICES ADVISER PROFILE

The financial services referred to in this guide are offered by; Finance and Risk Consultants Pty Ltd A.B.N: 32 151 621 304, Authorised Representative No: 409344. This Financial Services Adviser Profile forms part of the Financial Services Guide (FSG) issued by My AFSL and must be read as part of the FSG – V.20230508.

Goran Gorgievski

Authorised
Representative Number:
227440

Goran has the following authorisation
(see below)

<p>The services I can provide</p> <ul style="list-style-type: none"> • Savings and wealth creation • Financial management • Investments in Funds, ETF's and shares • Superannuation • Retirement • Self managed superannuation funds • Insurance – Risk Cover • Estate planning • Centrelink • Salary packaging • Business succession • Finance and gearing 	<p>My education qualifications and experience</p> <ul style="list-style-type: none"> • Bachelor of Agricultural Economics, University of Sydney, 1999 • Advanced Diploma of Financial Services (Financial Planning), Kaplan, 2009 • Margin Lending and Gearing, Kaplan, 2011 • Self-Managed Superannuation Funds, Kaplan, 2013 • Retirement Planning, University of NSW, 2015 • Aged Care Accredited, Aged Care Steps, 2016 • Accredited Listed Product Adviser Program, Kaplan, 2019 • Member, Association of Independently Owned Financial Professionals (AIOFP)
<p>The products I can advise you on</p> <ul style="list-style-type: none"> • Life Insurance • Superannuation • Managed Investments (including Investor Directed Portfolio Services) • Securities (including exchange traded funds) • Margin Lending • Deposit Products • Retirement Savings Accounts • Government Bonds • Self-Managed Superannuation Funds 	<p>How to find me</p> <p>My office is located at: Suite 3.04, 247 Coward Street MASCOT NSW 2020</p> <p>If you would like an appointment to discuss your financial needs and objectives in more detail, please contact me: Phone: 02 8338 0988 Fax: 02 9317 4564 Email: adviser@financeandrisk.com.au Mail: PO Box 4066 Carlton NSW 2215</p>

LICENSEE – My AFSL

My AFSL commenced operations in 2018. It is a technology and fixed fee based Financial Services Licensee, offering advisers, transparent, fair licensee agreements to operate their practices and advise clients in the modern world of financial advisory. Using clever, compliant systems and agreements, we are able to attract the highest calibre of advisers. My AFSL is a Corporate Member of the Association of independently owned financial adviser association.

FINANCE AND RISK CONSULTANTS PTY LTD

As a fee for service wealth advisory firm, we believe in fostering long term relationships with its clients. We believe in providing value based, holistic, tailored advice to meet a person's ever changing financial needs.

FEES & CHARGES

We offer a range of payment options including fees and commissions, as explained below, on funds/insurance policies placed, or a combination of both methods. Fees and commissions charged will be detailed within the Statement of Advice

document.

Fee for service

You may choose to pay a fee for service. Our fee is based on either the time we spend developing a detailed Statement of Advice for you or on the value of the funds you invest. This will be negotiated and confirmed with you prior to us proceeding with the recommendation.

Under this method of payment, there are set fees for each service provided to you.

- For preparation of a Statement of Advice (SOA), the fee will range from \$550 to \$11,000, depending on the complexity of the advice
- For the implementation of our advice, the fee will range from \$550 to \$5,500
- Transactional documentation (Transaction without Advice, Record of Advice) up to \$550 per document
- For ongoing service our minimum fee is \$550 per annum, up to a maximum of \$25,000 depending on complexity and frequency of meetings
- The ongoing service fee will be outlined in our SoA and is determined by the frequency and complexity of the service provided.
- There is a current fee of \$330 including GST for the preparation of your Portfolio review report.

Your Adviser may charge an hourly rate for financial services. The current rates start from \$165 for administration to \$330 for Senior Advisors per hour or part thereof. Part or all of the initial commissions received from a product provider may be rebated to you if this charging option is used.

A tax invoice for services will be provided. Fees must be made payable to My AFSL Pty Ltd.

Ongoing Advice

A fee may be charged for the provision of our ongoing advice service. This includes such things as the implementation of our recommendations, reviewing of strategies and investments and any changes required throughout the year. The fee will be quoted to you at the presentation meeting of your initial advice and become payable regularly or at your following annual review meeting.

For standard ongoing advice, including managed investments, superannuation or IDPS products, we will charge an agreed fee from a minimum of \$550 per annum up to \$25,000 per annum, (as a general rule, this will not exceed 3% of funds under management), and will be subject to CPI increases on 12 month anniversary. Our fees vary depending on the complexity of the advice we provide. For example, if your investment account balances is \$100,000 with our maximum fee cap of 3%, a maximum fee of up to \$3,000 may apply.

Ongoing Advice, Initial and Commissions – Initial & Ongoing (Risk/Insurance only)

If the remuneration we receive is to be commission, such commission will be paid to My AFSL as explained in the main part of this FSG. At present Finance and Risk Consultants receives 100% of the initial and ongoing commissions payable to My AFSL as remuneration for providing you with a financial service.

- Risk fees are from 66% upfront and up to 33% ongoing.

Additional Incentives and Volume Bonus

Product providers may from time to time provide financial support for training and conferences or contribute to costs associated with providing seminars and advertising. Details of these benefits will be explained in the Statement of Advice that is provided by Finance and Risk Consultants Pty Ltd.

My AFSL is a Member of the Association of Independently Owned Financial Professionals (AIOFP) and abides by the Code of Ethics and Rules of Professional Conduct. As a condition of this Membership, authorised representatives of My AFSL must hold and maintain a register that lists any “soft dollar” benefits that they have received from time to time from Institutions that they may place business with. You are entitled to ask your My AFSL adviser to view their register.

Amounts Payable to Referring Parties

Finance and Risk Consultants Pty Ltd will consult with client’s who are referred by third parties, including accounting and solicitor firms or other professional organisations. Finance and Risk Consultants Pty Ltd does not in general offer or promote any payment or benefits for such referrals. In the event that any payment or benefits for a referral is agreed with a third party then this will be disclosed in the Statement of Advice document that will be presented to you