

# Financial Services Guide (Part One)

Version 2 | January 2021

## Purpose of this Document

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services and information on how to engage with one of our advisers.

Part 1 of the FSG should be read in conjunction with Part 2, the Adviser Profile and covers the following:

- Information about Clarify Financial Services Pty Ltd as a licensee
- Details on how you may instruct your adviser
- Who will be responsible for providing the financial service?
- Details of the financial services and/or products Clarity Financial Services can provide
- Remuneration received by your adviser
- Other forms of remuneration or benefits
- The complaints procedure

Please take the time to review this document before engaging our services.

Throughout this FSG, Clarity Financial Services is referred to as "CFS", "we", "us", "our" or any variations. The term "adviser" refers to Clarity's authorised representatives.

Clarity (ABN 57 102 739 659), is an Australian Financial Services Licensee (AFSL No. 276771).

## You, Your adviser and Clarity

You have decided that you would like the services of a financial adviser. Regulatory requirements and the Law require all financial planning advisers to either hold an Australian Financial Service License (AFSL for short) or to be authorised by an AFSL holder. This is where Clarity comes in. Your adviser has chosen to be associated and appointed as an Authorised Representative of Clarity and is therefore able to provide you with financial advice under the Clarity AFSL.

Clarity provides your adviser with Training, Research, Compliance, Technical and Operational support, professional indemnity insurance and

access to a free dispute resolution service. Clarity is ultimately responsible for the advice provided by your financial adviser and has obligations to fulfil to maintain the AFSL, one of these obligations includes monitoring the advice financial advisers provide to you their client.

## Our responsibility

Clarity is committed to ensuring that your adviser is providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

If your adviser is unable to provide services Clarity will step in to assist you find a new adviser to provide you with the service, you require.

## **Licensee Authorisations**

We are licensed to provide financial advice on the following services:

- Wealth creation strategies
- Life insurance advice
- Superannuation/Retirement Planning
- Cash flow and Debt reduction strategies
- Cash flow management
- Estate planning and Aged care strategies
- Tax (financial) advice

We can advise in the following products:

- Basic deposit products
- Debentures, stocks and bonds
- Life insurance (personal and business)
- Managed investments
- Investor Directed Portfolio Services (IDPS)
- Retirement Savings Accounts (RSA)
- Superannuation, Annuities and Pensions
- Securities
- Self-managed superannuation

## **How to give instructions**

Your adviser may accept your instructions by phone, letter, email or fax. In some instances, your adviser can only accept written instructions from you, and they will let you know when this occurs.

## **AFSL Holder remuneration**

Clarity generally receives a flat fee plus a fixed Professional Indemnity insurance fee per authorised representative for the provision of services required under its AFSL.

## **Not Independent**

Clarity Financial Services, and it's Corporate Authorised Representatives, receive commissions from life insurance companies, neither financial services businesses are independent, impartial, or unbiased. The Corporations Act states that if a licensee or an Authorised Representative receives commissions from a product issuer it cannot claim to be independent, impartial, or unbiased.

## **Other forms of remuneration or benefits**

Clarity and/or its advisers may receive non-

monetary benefits where:

- The amount is less than \$300 and identical or similar benefits are not given on a frequent basis;

## **Documents you may receive**

When your adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Statement of Further Advice (SoFA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS) Annually
- Renewal Notice (every 2 years)

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

## **Adviser remuneration**

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever your adviser provides a recommendation for a financial product or service, your adviser may be remunerated through either:

- An initial adviser service fee; or
- An ongoing adviser service fee; or
- A contribution fee; or
- Implementation fee; or
- Commission payments from product providers where applicable; or
- A combination of any of the above.

All fees or commissions are initially paid to Clarity before being distributed in full to your adviser or to the relevant Business.

- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

## Sponsorship

Clarity and its related companies may receive payments or benefits from product providers in return for granting rights such as being recognized as a sponsor and the right to promote their product and give presentations at conferences and/or professional development training days.

Clarity may use these payments to pay for costs associated with such conferences, training or professional development days.

2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint

## Related companies

Your adviser may hold shares in other companies related to product providers which may influence, or be seen to influence, the advice that they provide you. Your adviser will disclose any relevant shareholding and any other potential conflicts within the Adviser Profile and/or advice document.

## Referrals

Should you be referred to your adviser by a third party, such as an Accountant or Mortgage Broker, the third party may receive a fee for the referral. You will receive more detailed information concerning any referral fee in your SoA or other relevant document.

## Reporting your concerns

If you have a complaint about any financial service provided to you by your adviser, you should take the following steps:

1. Contact the Responsible Manager Team Clarity to discuss your complaint.

Phone: 07 5443 4789  
Email:  
[compliance@clarityfinancialservices.com.au](mailto:compliance@clarityfinancialservices.com.au)

Mail: Professional Standards  
Manager  
PO Box 325  
Maroochydore QLD 4558

and respond to you within 45 days.  
Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.

4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA), an External Disputes Resolution Scheme, of which Clarity is a member.

The contact details for AFCA are:

Phone: 1800 931 678 (free of charge)  
Fax: 03 9613 6399  
Online: <http://www.afca.org.au>  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Mail: GPO Box 3, Melbourne VIC 3001

## **Financial Services Guide (Part Two) – About your Adviser**

The following contains important information about your adviser. This includes their Authorised Representative and Corporate Authorised Representative number (if applicable), qualifications, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

### **Your Adviser**

#### **Your Life & Money Matters Pty Ltd**

##### **Corporate Authorised Representative No. 1266750**

This document forms part of and should be read in conjunction with the Clarity FSG Part One

### **Contact Details**

Address: 2/16 Spink Street  
Brighton, VIC 3186  
Telephone: 03 9001 7617  
Website: [www.yourlifeandmoneymatters.com](http://www.yourlifeandmoneymatters.com)

### **Keryn Batsilas**

#### **Authorised Representative No. 436348**

I am a Sub Authorised Representative and employee of Your Life & Money Matters Pty Ltd (“the Practice”), which is a Corporate Authorised Representative (No. 1266750) of Clarity Financial Services Pty Ltd.

I have been in the Financial Planning industry since 2005 and started providing financial advice in 2013 and became an adviser of Clarity on 12/07/2021.

I hold the following qualifications:

- Diploma of Financial Services (Financial Planning)
- Advanced Diploma of Financial Services ( Financial Planning)
- Self Managed Superannuation Fund Specialist
- Currently Studying Master of Financial Planning

### **Your Best Interests**

I will act in your best interests at all times and I am bound by the law and the Clarity Code of Conduct and FASEA Code of Ethics. I am committed to providing you with quality financial advice and a wide choice of products and/or services to suit your individual circumstances.

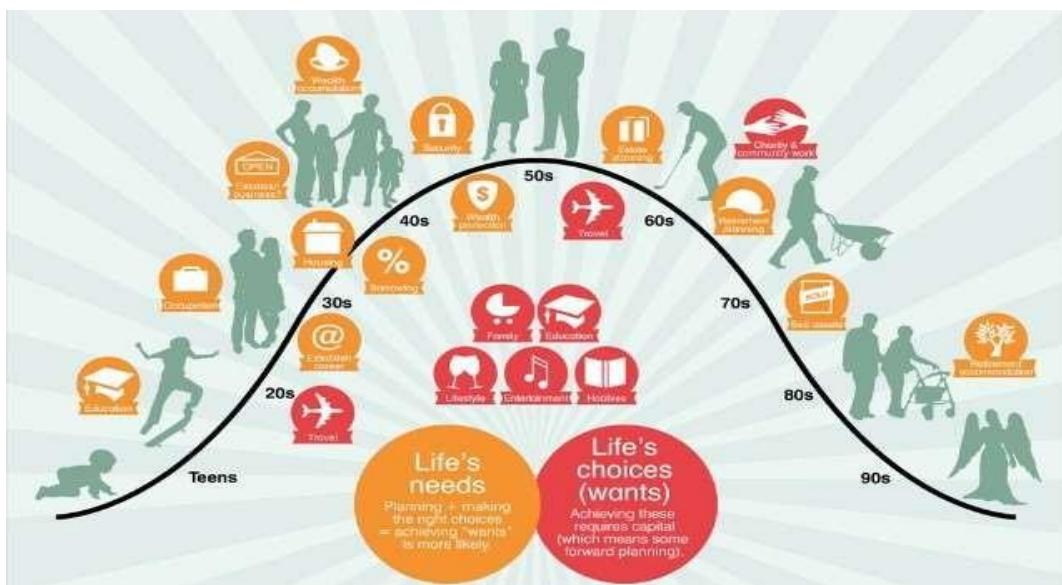
## Services I am Authorised to Provide

Clarity has authorised me to provide financial advice to wholesale and retail clients, on the following areas:

- Setting your specific goals and objectives
- Managing cashflow including budgeting,
- Managing debt
- Investing monies
- Protecting you, your family and businesses by review or establishing a risk protection strategy
- Estate planning strategies
- Structuring or restructuring of trusts, companies, small business and Self-Managed Superannuation
- Tax (financial) advice
- Superannuation.

## How we can help you

As you go through life, your priorities or perspectives may change, but one thing that should remain constant is managing your finances to help you get what you want from life.



As your adviser we understand that your priorities may change over time and we will be there to guide you on your financial journey.

I have been authorised to provide financial product advice to my clients in the following:

- Deposit and payment products
- Life risk insurance products
- Managed investment products
- Retirement savings account
- Superannuation including Self-managed superannuation funds and Corporate Super funds
- Account based pensions and complying annuities
- Government bonds, stocks or debentures
- Securities such as ASX listed shares

## My Remuneration

The cost of providing a financial advice service to you including initial consultation, strategy development, product considerations and a Statement of Advice including implementation of that advice will depend upon the nature and complexity of the advice and or service provided. Fees for my advice and services may be based on either a fee for service arrangement, commission or a combination of both.

The relationship between Clarity and the Practice is arranged through a flat fee agreement. This agreement stipulates that 100% of remuneration is paid to the Practice. Therefore, Clarity will retain 0% and the Practice will receive 100%. I am remunerated through salary and a bonus structure.

### Fee Options

I offer an initial 20 minute consultation **at my expense**, to get to know you and to identify how I can partner with you to help you meet your goals, however if you require urgent personal advice or documents to be signed at this initial meeting please let me know in advance so I can confirm if a fee will be charged for this service.

At our initial consultation, I will explain how I operate, the services and packages I offer, what you can expect and my payment options. All fees and commissions payable by you will be explained to you at the time the advice is given and fully detailed in the advice document.

Below is a summary of the types of fees that you may be charged which are inclusive of GST. The below fees will be charged as agreed with you or to the extent permitted by law.

Fee Type	Minimum %/\$ inc GST	Maximum %/\$ inc GST
Consultation / Review Meeting Fee	\$330	\$1,100
Statement of Advice	\$990	\$11,000
Implementation Fee	\$550	\$5,500
Ongoing Service Fee	\$3,300	\$22,000
Insurance Initial Commission	0%	66%
Ongoing Insurance Commission	0%	22%
Insurance Claim Fee	1.1%	2.2%
Share Trade Brokerage Fees	\$0	\$0

### Your Payment Options

You have a choice of how to pay our fee. You can either be invoiced directly, our fee can be debited from your credit card or bank account or debited directly from funds invested.