



Financial Services Guide

Version 3.3 | August 2023

Not Independent

Because Clarity Financial Services Pty Ltd, and its Corporate Authorised Representatives, receive commissions from life insurance companies, neither financial service 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.

Purpose of this Document

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

This FSG should be read in conjunction with the Adviser Profile and covers the following:

- Information about Clarity Financial Services Pty Ltd as a licensee
- Details on how you may instruct your adviser
- Who will be responsible for providing the financial services
- Details of the financial services and/or products Clarity Financial Services can provide
- The documents you may receive
- Remuneration received by your adviser
- Other forms of remuneration or benefits
- Privacy policy (i.e. collection and handling of your personal information)
- The complaints procedure
- Compensation arrangements in place

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

Throughout this FSG, Clarity Financial Services Pty Ltd is referred to as “Clarity Financial Services”, “we”, “us”, “our” or any variations. The term “adviser” refers to Clarity Financial Service’ authorised representatives.

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

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Who Are We?

Clarity Financial Services is a privately owned Australian Financial Services (AFSL) Licence holder.

Our mission is to provide clients like yourself with high quality advice that you can rely on to help remove uncertainty in your life, thus positioning you to meet your needs and objectives.

Our Responsibility

Your adviser provides financial advice and services on behalf of Clarity Financial Services and accordingly we are responsible for the financial advice and services they provide. We also provide your financial planner with training, compliance, professional indemnity insurance and you have access to free dispute resolution services.

Our advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

Your adviser is obliged by law to act in your best interests and provide appropriate advice, when providing financial advice to you.

As part of our commitment to you, Clarity Financial Services advisers adhere to the Codes of Ethics/Conduct of professional associations such as the Financial Advice Association Australia and the Association of Financial Advisers and FASEA Code of Ethics.

The Adviser Profile

Prior to providing any personalised financial advice products and/or services our advisers are required to provide you with a copy of this FSG along with an Adviser Profile.

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

If you have not received an Adviser Profile, please ask your adviser for a copy or contact us (see page 9 for contact details).

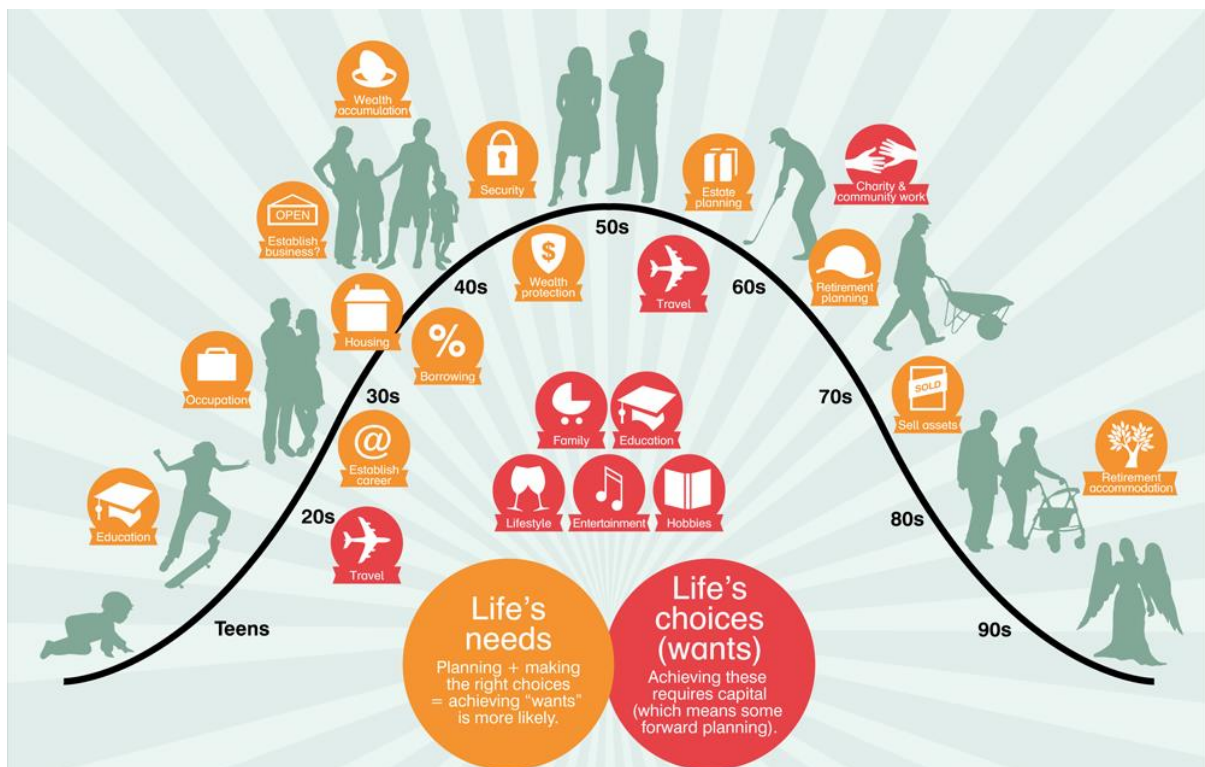
How Can We Help You?

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

Your financial planner will guide you by:

- Helping you identify your personal goals, such as an early retirement, travelling or building funds for your children’s education
- Developing strategies for saving, investing, and contingency plans to protect you against life’s hazards along the way
- Keeping you on track by regularly reviewing your direction and adjusting as required.

Your financial planner understands that your priorities may change over time and will be here to guide you on your financial journey.



Our Services

Clarity Financial Services is licensed to provide financial product advice on the following services:

- Wealth creation strategies
- Life insurance advice
- Superannuation strategies
- Debt reduction strategies
- Cash flow management
- Retirement planning
- Aged care strategies
- Estate planning 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)
- Annuities and Pensions
- Securities
- Superannuation
- Self-managed superannuation

Clarity Financial Services maintains an Approved Product List (APL). Subject to attaining required accreditation, your adviser is able to recommend any product on the Clarity Financial Services APL.

There may be instances where your adviser will need to consider products outside of the APL. In these cases, your adviser may apply to Clarity Financial Service's Research team to obtain one-off approval.

Your Best Interests

Clarity Financial Services and its authorised representatives will always act in your best interests. We are bound by the law and relevant industry ethical and professional Codes of Conduct. We are committed to providing you with quality financial advice and a wide choice of products and/or services to suit your individual circumstances.

How We Work with You

We have a fundamental principle to act in your best interest. It is critical that your financial planner ascertains that any recommendations he/she makes are appropriate to your individual needs and circumstances. We encourage you to be open and honest with the information you provide and understand that personal, family and business issues can be quite private. We stand by our promise to maintain your privacy as detailed in our Privacy Policy.

If incomplete or inaccurate information is provided to us, we may not be able to provide advice to you or you may be provided with advice that is not appropriate to your needs.

If you have needs outside of the experience level of your financial planner or he/she cannot access products that are in your best interests, they may seek assistance from the Clarity Financial Services network of financial planners to try and obtain suitable support.

If your Planner is unable to access suitable professional connections that provide appropriate support in your best interests, then you will be informed that advice cannot be provided to you.

Once we agree with you on the scope of the advice you require, and the costs involved for this advice we will ask for your agreement to pay even if you decide not to proceed and implement our advice recommendations.

We aim to build enduring relationships with all our clients by providing quality services that meet their changing needs in life. However, it is important to remember that the best financial advice adapts to meet your changing needs and priorities over time. Continually reviewing your strategy is essential.

Documents You may Receive

If you decide to obtain personal financial advice, your adviser will need to determine your needs, objectives and relevant financial circumstances.

At the initial advice appointment, your adviser will typically gather the relevant information by using a client data collection form. You will be asked to provide accurate information about your personal and financial situation and keep your adviser informed of any changes to your relevant circumstances.

Your adviser will also need to verify your identity.

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)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)
- Renewal Notice

The SoA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable.

Where you receive ongoing or further advice a SoA and RoA may be provided.

A PDS will be provided if a product recommendation is made and includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

An FDS will be issued to you in instances where you enter an Ongoing Fee Arrangement with your adviser for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you actually received and the fees you paid during the period. The FDS will be provided to you annually. The Renewal Notice will give you the option of renewing the ongoing fee arrangement.

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

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.

Your Privacy

Your adviser is required to maintain physical or electronic records of documentation for any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know. You have the right to not to provide personal information to your adviser. However, in this case, your adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your adviser may also decline to provide advice if they feel they have insufficient information to proceed.

Clarity Financial Services respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please see our Privacy Policy. A copy of our Privacy Policy can be provided upon request.

Disclosure of information

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers

Clarity Financial Services may engage third party service providers to assist in the provision of products or services. Some services may require disclosure of personal information to service providers outside Australia including the Philippines, Vietnam, Malaysia, India and potentially other countries in Southeast Asia. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for Clarity Financial Services advisers.

Some Clarity Financial Services advisers may enter their own outsourcing arrangements to countries other than the Philippines, Vietnam, Malaysia, India and potentially other countries in Southeast Asia. If so, the advisers concerned will disclose these arrangements separately to you.

All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

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 insurance product providers where applicable; or
- A combination of any of the above.

All fees or insurance commissions are initially paid to Clarity Financial Services before being distributed in full to your adviser or to the relevant business.

Licensee Remuneration

Clarity Financial Services generally receives a flat fee plus a fixed Professional Indemnity insurance fee per authorised representative for the provision of services required under its Australian Financial Services Licence. In some circumstances, your authorised representative may be on an agreement where Clarity Financial Services receives a percentage of the revenue that they generate. This percentage will be disclosed to you in the Statement of Advice and is not an additional cost to you.

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.

Other Forms of Remuneration or Benefits

Clarity Financial Services and/or its advisers may receive nonmonetary benefits where:

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

Related Companies

There are currently no related products recommended by your adviser.

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.

Sponsorship

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

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

Professional Indemnity

Clarity Financial Services maintains appropriate Professional Indemnity Insurance cover as required by the Corporations Act 2001.

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 Compliance Manager at Clarity Financial Services to discuss your complaint.

Phone: 07 5443 4789

Email: fabio@clarityfinancialservices.com.au

Mail: Compliance Manager

PO Box 235

Maroochydore QLD 4558

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 and respond to you within 30 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 Financial Services is a member.

The contact details for AFCA are:

Phone 1800 931 678 (free of charge)

Fax 03 9613 6399

Online www.afca.org.au

Email info@afca.org.au

Mail GPO Box 3, Melbourne VIC 3001

Adviser Profile: Keryn Batsilas

Keryn has been in the Financial Planning industry since 2005, started providing financial advice in 2013 and became an adviser of Clarity on 14/07/2021.

Keryn holds 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

Keryn Batsilas, Authorised Representative No. 436348 and Your Life & Money Matters Pty Ltd, Authorised Representative No. 1266750 are Representatives of Clarity Financial Services Pty Ltd.

Contact Details

Address: 2/16 Spink Street
Brighton, VIC 3186

Telephone: 03 9001 7617

Website: www.yourlifeandmoneymatters.com

Authorisations

Clarity has authorised Keryn 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.

Keryn is 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

Remuneration

Keryn may be remunerated by one or more of the following methods. If any are relevant to the advice provided to you, further detail will be set out in your advice document.

Fee Options

We offer an initial consultation at our expense, to get to know you and to identify how we 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 us know in advance so we can confirm if a fee will be charged for this service.

At our initial consultation, I will explain how we operate, what you can expect and our 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 SOA, ROA and PDS. You will have the ability to “select” your preferred payment option prior to the provision of personal advice.

Below is a summary of our payment options, which are inclusive to GST. The below payments will be made as agreed with you or to the extent permitted by law.

Advice Fee – You may be charged a fee based on either the time we spend or the complexity of developing your plan. Our current hourly base rate is \$330 per hour. Our Statement of Advice base fee ranges upward from \$990. To make it easy for you, 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.

Implementation Fee - You may be charged a fee based on the time we spend implementing your recommendations and strategies. Our current base rate is \$330 per hour. Our implementation fee ranges upwards from \$550. The price varies depending on the complexity and facilitation required to ensure correct and accurate action has been undertaken on your behalf.

You also pay a fee when you execute certain transactions. When we buy or sell securities on a listed exchange in Australia or invest in/redeem a managed fund on your behalf a securities trade fee charged.

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.

Ongoing Service Fee – You may be charged an ongoing service fee. This fee will be dependent on the service levels required to provide ongoing advice, regular reviews and professionally manage your financial plan to ensure that you are kept up to date and your strategies remain current.

Our ongoing service fee starts from \$990 per annum. This fee can be paid via credit card or monthly direct debit from your bank or investments.

Initial & Ongoing Insurance Commission – Where risk insurance products are recommended the insurance provider may pay an initial commission based on the value of your premium. This may be up to 66% (including GST) of the value of the premium.

There may be ongoing commission. This is factored into the cost of the policy and is paid by the product provider to Clarity. The amounts paid will depend on the insurance premium and will continue for the duration of the insurance product. Where this happens, the ongoing commission may be up to 22% (including GST) of the value of the ongoing premium amount. For insurance that is held within your superannuation there is no commissions payable on group insurance policies, however it may be payable on retail insurance policies.

For example, if your insurance premium for the first year is \$2,500, we will receive up to \$1,650 in commissions (\$2,500 x 66%). If the premium amount for the second and subsequent year is \$2,600, we will receive up to \$572 in commission (\$2,600 x 22%).

Our fees are based on revenue expected to be received from any insurance policies. If you cancel your insurance policy within 2 years your Planner reserves the right to invoice you and claim back any pro rata loss of income incurred as a result during that period.

In the event we provide assistance to you in relation to an insurance claim we may charge you a claims management fee. We will agree upon the fee with you before we provide this service to you.

You may pay for our services from fees paid directly by you or by commissions or fees paid by the product provider. These fees are paid to Clarity who may retain a percentage of these and pay the balances to Your Life & Money Matters Pty Ltd.

Your Life & Your Money Matters Pty Ltd is also responsible for the payments of wages and salaries for its staff and for all other operational expenses such as rent, superannuation and overheads, which are necessary to deliver the range of financial services to you.

Referrals

Your Life & Money Matters Pty Ltd consults with and may refer investment portfolio services to Fabio Ferro - Authorised Representative No. 327763 of Clarity Financial Services Pty Ltd. If you receive investment or portfolio construction advice from Fabio Ferro, a fee may be charged and Your Life & Money Matters Pty Ltd may receive part of this fee for the services provided by this Fabio Ferro.

Your Life & Your Money Matters Pty Ltd may refer self-managed superannuation fund (SMSF) administration services and taxation services to Fiona Dick and other tax agents deemed to provide appropriate services. Fiona Dick is a registered tax agent. Your Life & Money Matters Pty Ltd may receive payment for this referral should you proceed with SMSF administration or taxation services from Fiona.

Your Life & Your Money Matters Pty Ltd may refer estate planning services to appropriate legal service providers (Lawyers/Solicitors). If you receive estate planning advice from a provider referred by Your Life & Your Money Matters Pty Ltd, a fee will be charged by them and Your Life & Your Money Matters Pty Ltd may receive part of this fee for the services provided by this company.

If business is placed because of a referral, full details of any applicable referral fee will be provided in your individual Statement of Advice where possible.

Conflict of Interest

In addition to this Your Life & Your Money Matters Pty Ltd may have some common shareholders in entities associated with those shareholders. Any or all associated entities may receive a benefit for the services that you utilise.

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