

### Financial Services Guide (FSG) PART 1 01 July 2021, Version 16.1

This Financial Services ('FSG' or the 'Guide') provides you with important information about Dynami Financial Services Pty Ltd ('DFS' or 'Licensee'), and its Authorised Representatives, who will provide you with the financial services described in this Guide. It is designed to help you evaluate and make an informed decision about whether to use the financial services described in this Guide. We suggest you retain this Guide for your future reference. If any part of this Guide is not clear, please speak to your financial adviser.

This Guide consists of two parts. Part 1 of this Guide contains important information about:

- the financial services we offer as Authorised Representatives of DFS;
- DFS as the holder of an AFSL;
- the financial services that DFS offer;
- the process we follow to provide financial services;
- how we, our associates, and DFS are paid;
- any arrangements which may influence our advice to you;
- how we and DFS protect your privacy; and
- who to contact if you have a complaint or if you are not satisfied with the services provided.

Part 2 of this Guide is an Adviser Profile and includes information on the services we are authorised to provide on behalf of DFS.

References in this Guide to 'me', 'I', 'us', 'we' and/or 'our' should be read as either DFS or your 'Authorised Representatives' of DFS, as the context requires.

**PART 1** contains the following sections:

- Financial Services Guide (Section 1);
- Privacy Statement (Section 2); and
- Are you satisfied? (Section 3).

You must read each of these sections in conjunction with Part 2, which provides more detail to allow you to make an informed decision about whether to use the financial services we offer.

Together, these documents form the complete FSG which we, as Authorised Representatives are required to provide.

#### **ABOUT DFS**

DFS holds an AFSL issued by the Australian Securities and Investments Commission.

As an Authorised Representative, we act on behalf of DFS when providing the financial services we are authorised to provide under DFS's AFSL. Further information on these services is set out in the FSG Part 2 Adviser Profile.

As the holder of an AFSL, DFS is responsible for the financial services we provide to you. DFS acts on its own behalf when these financial services are provided to you.

#### **SECTION 1 - FINANCIAL SERVICES GUIDE**

**WHAT OTHER INFORMATION SHOULD YOU CONSIDER BEFORE DECIDING WHETHER TO PROCEED WITH OUR RECOMMENDATIONS?**

If you receive personal financial advice this will be documented in a Statement of Advice (SoA), or in specific circumstances a Record of Advice (RoA), that confirms the

discussions you have had with us, the recommendations we are making and the basis for those recommendations. These documents will also explain how those recommendations will work towards achieving your goals, any relevant fees received by us, and any associations with financial product providers.

When a financial product is recommended to you, you will be provided with a Product Disclosure Statement (PDS) or other disclosure document issued by the product provider.

Among other things, the PDS contains information about the risks, benefits, features and fees payable in respect of the product. In combination, these documents will help you make an informed decision about whether to proceed with our recommendations.

#### **WHO PROVIDES THE FINANCIAL SERVICES DESCRIBED IN THIS FSG ?**

The financial services described in this FSG are provided by us as Authorised Representatives of DFS.

Part 2 of this Guide contains further details about your financial adviser, and our experience, qualifications and professional memberships.

#### **WHO IS RESPONSIBLE FOR THOSE FINANCIAL SERVICES?**

As the holder of an AFSL, DFS is responsible for the financial services we provide to you. DFS acts on its own behalf when these financial services are provided to you. In relation to the financial services offered in this FSG, DFS, as the holder of an AFSL, does not act on behalf of any other person or licensee. DFS is only responsible for the services offered in the FSG.

The law requires DFS to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by DFS and/or its Authorised Representatives. DFS has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

#### **LACK OF INDEPENDENCE**

While DFS will always seek to meet our legal obligations to act in our client's best interests within the meaning of section 961B of the Corporations Act 2001, we do not fall within the definitions of "independent", "unbiased" or "impartial" under section 923A because we:

- Receive commissions on the provision of advice for life risk insurance products; and
- The commissions are not rebated to clients; and
- May receive other gifts or benefits from an issuer.

#### **WHAT FINANCIAL SERVICES DO WE OFFER?**

DFS is able to provide financial product advice and to deal in a wide range of products (unless otherwise stated in Part 2 of this Guide) including:

- Deposit products;
- Government debentures, stocks or bonds;
- Life investment and life risk products;
- Managed investment schemes including investor directed portfolio services;
- Standard margin lending facilities;

- Retirement savings account products;
- Securities (e.g. shares); and
- Superannuation products.

Some of the services you are able to access through DFS include:

- Financial planning advice;
- Wealth accumulation advice;
- Superannuation advice, including self managed superannuation funds;
- Redundancy advice;
- Retirement advice;
- Gearing strategies;
- Cash flow advice;
- Social security benefits advice;
- Life and disability insurance advice; and
- Estate planning services (financial planning).

## WHAT PRODUCTS ARE AVAILABLE?

A range of financial products offered by many leading financial product providers are available for recommendation by us. Details of the available products we can recommend are contained in the Approved Product List (APL).

Internal and external experts provide financial product research, which is used to carefully select and maintain an extensive list of Approved Products for us to select from. We conduct due diligence on external research report providers that provide us with research.

We will only recommend a product to you after considering its appropriateness to your individual objectives, financial situation and needs. The recommendations will be made after conducting an investigation into the financial products and may require us to investigate and consider a financial product which is not on the APL.

To ensure we provide advice suitable for your needs and financial circumstances, we firstly need to understand your financial situation, personal financial objectives and needs. We will follow a step-by-step process as outlined below:

- 1.) We will meet with you for an initial consultation. During this meeting we will discuss your expectations and provide you with details of the services we can offer.
- 2.) We will collect all the information we need from you, including your personal financial situation, financial objectives and needs. If you do not wish to provide the information we require, we will advise you of the possible consequences of not disclosing your full personal information and the impact on the recommendations given. This may include not being able to provide advice on the subject matter you request.
- 3.) We will help you identify your goals and may discuss your attitude towards investment risk.
- 4.) We may consider strategies and areas such as income, social security, insurance, cash and estate planning requirements. Where required we will also conduct a reasonable investigation of the financial products that may be suitable to implement the strategies as part of the recommendations. Based on these and other considerations, we will prepare and present you with a written SoA, or in some cases depending on the circumstances, an RoA. We will explain in the SoA (or RoA) the basis for the advice, and any remuneration, benefits or associations which could have influenced the advice.

Where we recommend financial products, we will provide you with a PDS or other disclosure document containing information about each product recommended, to help you make an informed decision about whether to purchase that product.

- 5.) We will discuss our recommendations with you, make any changes you require and gain your agreement to implement those recommendations.
- 6.) We will then implement those recommendations.
- 7.) We will meet with you periodically to review your financial circumstances if we agree to an ongoing advice service arrangement which includes a regular review component. If an ongoing advice service arrangement is entered into, this will be documented in your Ongoing Advice Service Arrangement Letter and/or SoA. Where you have entered into an ongoing fee arrangement after 1 July 2013, we will renew your arrangement with you at a minimum of every two years.

We will also explain to you any significant risks of the financial products and strategies which we recommend to you. If you are unclear of the risks, do not hesitate to question us further.

In certain circumstances, we may not provide you with personal advice via a SoA or RoA, as outlined above. These circumstances may include:

- 1.) Where we provide you with only general advice, such as through seminars and newsletters;
- 2.) Further advice or verbal advice – if you previously received advice recorded in a SoA, any further personal advice provided by us may be recorded in a RoA. We will not necessarily provide you with a copy of the RoA unless you request it (see below).

Where a further review is conducted and personal advice is provided, in some circumstances we are not required to provide you with a SoA for this further advice. Where this is the case, if you have not already been provided with a RoA, you may request a copy of the RoA from us by contacting us (on any of the contact details set out in Part 2 of this Guide) for a period of seven years from when the further advice was first provided to you.

## HOW CAN YOU INSTRUCT US?

You may specify how you would like to give us instructions, for example, by phone, fax or email using any of the contact details set out in Part 2 of this Guide. Alternatively, you may provide instructions to us in person. Where instructions are provided by telephone, these must be confirmed in writing.

## HOW ARE WE PAID FOR OUR SERVICES?

We and DFS may receive:

- fees paid by clients;
- commissions paid by product providers;
- other payments by product providers; and
- other benefits.

Fees and commissions are payable (as directed by your Authorised Representative) to DFS. We may receive up to 100% of any fees and commissions received.

Details of any fees, commissions or other benefits that we, DFS or other associated persons are entitled to receive if you implement our recommendations in relation to a specific financial product, will be disclosed to you in your SoA or RoA when personal advice is given.

## WHAT TYPE OF FEES, COMMISSIONS, PAYMENTS AND OTHER BENEFITS DO WE RECEIVE FOR OUR SERVICES?

The types of fees, commissions and other benefits that may be received by us and by DFS include the following:

### Service fees

We will discuss and agree our fee structure with you before we provide you with services. The types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

## Fees for advice

We may charge fees for the preparation, presentation and implementation of our advice. These fees will be based on your individual circumstances, the complexity involved in your situation and the time it takes to prepare personal financial advice for you. Initial fees generally range from \$550 to \$22,000, but may be higher. We will discuss these fees with you and gain your agreement to the fees before we provide you with advice.

In regards to insurance advice, we may agree to defer the initial advice fee on the basis of the successful placement of business as outlined in the Statement of Advice and ensuring the insurance contracts are maintained for a 24-month period. A policy needs to be held unchanged for 2 years, otherwise we will bill for the initial advice fee.

## Ongoing advice fees

We may charge a fee to provide ongoing portfolio reviews and/or for the provision of ongoing services.

This fee will be agreed with you and is either a set amount, or an amount based on the amount of funds under our advice, and/or the time involved in reviewing your portfolio and circumstances. These fees would generally not exceed 1.0% of the funds under advice.

## Payment methods

Our fees are either invoiced to you directly, or deducted from your investments, or a combination of these methods.

Where it is debited from your investments it is normally referred to as the Adviser Service Fee.

In most instances you will be able to select the method of payment that suits you best. We will discuss and agree the method of payment with you before we provide you with services.

## Life Insurance Products

Initial and ongoing commissions from insurance providers may be received by DFS. These commissions are paid to DFS by the company that issues the product that DFS Advisers recommend to you and they are included in what you pay for the product. The commissions vary and are based on the policy cost, which is the sum of the premiums you pay and may include other fees related to the product.

The initial commission is paid in the first year by the product issuer to DFS. Ongoing commissions are payments paid by product issuers to DFS in the years after the first year. These commissions may be passed onto us.

If you initiate an increase to your cover, DFS may receive initial and ongoing commissions on the increase to your policy cost. The ongoing commission on a client initiated increase is only paid in respect of the period that starts from the first anniversary of the increase.

If the initial commission is equal to the ongoing commissions (as a percentage of your policy cost), DFS may receive up to 33% (excl. GST) of your annual policy cost. If the initial commission is higher than the ongoing commissions, the maximum commission that DFS may receive is set out in the table below.

Date a new product is issued	Initial commission (% of annual policy cost or increase excl. GST)	Ongoing commission pa (% of annual policy cost or increase excl. GST)
Prior to 1 April 2018 where application was received 1 April 2018	0 - 140%	0 - 38.5%
1 January 2018 - 31 December 2018*	0 - 80%	0 - 20%

1 January 2019 - 31 December 2019*	0 - 70%	0 - 20%
From 1 January 2020*	0 - 60%	0 - 20%

\* DFS may receive the pre 1 January 2018 commission rates above from the product issuer if:

- > your policy was issued before 1 January 2018 and you exercise an option to establish new or additional cover under your policy after 1 January 2018; or
- > your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.

## Example

We recommend an insurance product to you and it is issued on 2 April 2018. The annual policy cost is \$450. DFS may receive up to \$360 (80% excl. GST) as an initial commission and may pass up to \$360 to us. Assuming the policy cost stays the same each year, DFS may receive up to \$90 pa (20% excl. GST) as an ongoing commission and may pass up to \$90 pa to us.

You'll find details of how your insurance policy cost is calculated in the relevant PDS that we provide you. Where personal advice is provided to you, you'll also find details of the commission that DFS and we are entitled to receive if you decide to purchase a life insurance product, in your SoA or RoA.

In addition, DFS may receive benefits in the form of education, training and other support and resources to assist in the delivery of life insurance advice.

## OTHER BENEFITS

From time to time we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit we receive which is valued up to \$300 and other benefits that relate to information technology software or support provided by a product issuer or that relate to educational and training purposes.

A copy of the register is available on request for a small charge.

## WHAT ARRANGEMENTS MAY INFLUENCE OUR ADVICE TO YOU?

Any other relationships or associations we have that may influence our advice to you will be disclosed in Part 2 of this FSG.

## SECTION 2 - PRIVACY STATEMENT

### WHY WE COLLECT YOUR PERSONAL INFORMATION

We collect personal information, including sensitive information (e.g. health information), from you to provide you with services including financial advice.

We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, to prevent fraud, crime or other activity that may cause harm in relation to the particular products or services provided, and to help us run our business.

If you do not provide all the information we request, we may no longer be able to provide a product or service, including financial advice, to you.

### COLLECTING AND DISCLOSING YOUR PERSONAL INFORMATION

We may disclose your personal information to other members of DFS, anyone we engage to do something on our behalf such as a service provider, and other organisations that assist us with our business. We may also disclose your personal information to third parties such as a

complaints body to whom a complaint relating to a product or service is referred, your past and present employers, any party acquiring an interest in our business and anyone acting on your behalf.

We may also collect from the parties listed above any personal information they may hold about you which relates to our provision of financial advice.

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in our privacy policy.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

DFS is also required, pursuant to the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF Act) and its corresponding rules and regulations to implement certain client identification processes. We may be required to obtain information about you at the time of providing financial services to you, and from time to time in order to meet our legal obligations.

We have certain reporting obligations pursuant to the AML/CTF Act and information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

#### **OTHER IMPORTANT INFORMATION**

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in our privacy policy.

Our privacy policy is available on request. It covers:

- how you can access the personal information we hold about you and ask for it to be corrected;
- how you may complain about a breach of the Privacy Act 1988 (Cth), or a registered privacy code and how we will deal with your complaint; and;
- how we collect, hold, use and disclose your personal information in more detail.

We will update our privacy policy from time to time. Where you have provided information about another individual, you must make them aware of that fact and the contents of this privacy statement.

We will use your personal information to contact you or send you information about other products and services offered by us or our preferred suppliers. If you do not wish to receive marketing communications from us, please contact us.

#### **DEFINITIONS**

"We", "our", "us" means Dynami Financial Services Pty Ltd and its Authorised Representatives.

#### **SECTION 3 - ARE YOU SATISFIED?**

#### **WHAT TO DO IF YOU HAVE ANY CONCERNS ABOUT OUR SERVICES**

Both we and DFS endeavour to provide you with quality financial advice. If you have a complaint or concern about the service provided to you, we encourage you to take the following steps:

- 1.) Contact us first about your concern.
- 2.) If your concern is not resolved to your satisfaction, you may contact DFS by:
- 3.) **Writing:**  
Advice Complaints  
Dynami Financial Services Pty Ltd  
PO Box 940 South Perth WA 6951

**Email:**  
afsl@specialistadvice.com.au

- 4.) If your concern is not resolved, or if you are not satisfied with the decision, you may contact the Australian Financial Complaints Authority (AFCA).

The AFCA independently and impartially resolves disputes between consumers, including some small businesses, and participating financial services providers.

The AFCA provides an independent dispute resolution process covering complaints about financial services including: banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds and pooled superannuation trusts. You may contact the AFCA by:

**Writing:**  
Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

**Email:**  
info@afca.org.au

**Website:**  
www.afca.org.au

**Phone:**

- 5.) 1800 931 678
- 6.) The Australian Securities & Investments Commission (ASIC) is Australia's corporate, markets and financial services regulator. ASIC contributes to maintaining Australia's economic reputation by ensuring that Australia's financial markets are fair and transparent, and is supported by informed investors and consumers alike. ASIC seeks to protect consumers against misleading or deceptive and unconscionable conduct affecting all financial products and services. You may contact ASIC by:

**Writing:**  
Australian Securities & Investments Commission  
GPO Box 9827  
Brisbane QLD 4001

Or

PO Box 4000  
Gippsland Mail Centre  
Victoria 3841

**Website:**  
www.asic.gov.au

**Phone:**  
1300 300 630

Before you send your concern to any of these respective bodies, please contact them first to understand the process of lodging your concern with them.