

# FINANCIAL SERVICES GUIDE

This Financial Services Guide was prepared on 1 July 2021  
and its distribution is authorised by Premium Advisers Pty Ltd

## FINANCIAL SERVICES GUIDE

### NOT INDEPENDENT

**We are not permitted to use the term independent, impartial, unbiased or like terms as we receive commissions for any life risk insurance products we recommend that are implemented on your behalf.**

You have the right to ask us about our charges, the type of advice we will provide you, and what you can do if you have a complaint about our services.

This Financial Services Guide ("FSG") is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include,

- who we are,
- how we can be contacted,
- what services we are authorised to provide to you,
- how we (and any other relevant parties) are remunerated,
- details of any potential conflicts of interest, and
- details of our internal and external dispute resolution procedures, along with how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described in this document.

You should also be aware that you are entitled to receive a Statement of Advice when we first provide you with personal advice, (advice that takes into account your objectives, financial situation and needs). The Statement of Advice will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

If our representative provides further advice to you and your personal circumstances have not significantly changed, and that further advice is related to the advice we provided to you in a previous Statement of Advice and we do not give that further advice to you in writing you may request a copy of the record of that further advice at any time up to 7 years from the date our representative gave the further advice to you.

You can request the record of the advice by contacting the representative or us in writing or by telephone or by email.

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 ('PDS') containing information about the particular product, which will enable you to make an informed decision in relation to the acquisition of that product. Where we recommend a 'Platform' or 'Wrap Account' or 'Masterfund' you will be given a PDS and / or Investor Guide for that product and, in addition, you will be given what is referred to as a 'Short Form PDS' which provides information about the particular managed funds we have recommended, if that information is not already contained in the Platform's PDS or Guide.

Who will be providing the financial service to me?

Licensee:	Premium Advisers Pty Ltd
ABN:	59 123 202 111
Australian Financial Services Licence Number:	525686
Address:	Level 7, 91 Phillip St, Parramatta NSW 2150
Tel No:	02 9633 4488
Email:	<a href="mailto:khush@premiumadvisers.com.au">khush@premiumadvisers.com.au</a>

### Who is my adviser?

Your adviser will be Khushroo Dastur, a director of Premium Advisers Pty Ltd ('Premium Advisers'). Khushroo is a Chartered Accountant and a Specialist Self-Managed Superannuation Adviser. Khushroo has broad experience in financial services and more than 10 years specifically in financial planning.

### What kinds of financial services are you authorised to provide me and what kinds of products do those services relate to?

Premium Advisers can offer you the following services:

- Investment Advice
- Financial Planning Strategies
- Retirement Planning
- Superannuation Advice
- Life Insurance needs

Premium Advisers is licensed to provide advice on, and deal in, the following financial products;

- Deposit products (Cash and Term Deposits), both basic and non-basic
- Government Debentures, Stocks or Bonds
- Securities (investments listed on the Australian Securities Exchange)
- Superannuation (including Self-managed Superannuation Funds, Allocated Pensions and Complying Pensions)
- Managed Investment Schemes (including retail funds and IDPS)
- Retirement Savings Accounts
- Life Insurance risk products (Term Life, Income protection, TPD, Key Man etc)
- Life Insurance Investment products (Superannuation, Annuities and savings products)
- Standard margin lending facilities.

When we provide advice on Australian shares, we access the services of a stockbroking firm to facilitate the trades.

## Portfolio Monitoring

Internal databases are maintained detailing client's investments that were recommended by us. This does not constitute portfolio monitoring. Portfolios are reviewed on an agreed frequency and at least annually, subject to the client's discretion.

## Who do you act for when you provide financial services for me?

We act for you and Premium Advisers is responsible for the financial services provided to you.

## How will I pay for the service?

Premium Advisers will charge you a fee and / or receive commissions from the issuers of the products approved by Premium Advisers and that we recommend, and you accept. Your adviser is paid a salary by Premium Advisers and may receive a share of the profits generated.

## What are the fees and commissions Premium Advisers will receive?

### FEES PAID BY YOU FOR SERVICES INVOLVING INVESTMENTS

Premium Advisers operates on a fee for service model. We will discuss and agree our fee structure with you before we provide you with services. Details of fees, commissions, or other benefits that we are entitled to receive in relation to a specific financial product recommendation will be disclosed to you in an advice document. The fee rate ranges vary generally between \$1,500 and \$5,500, depending on the complexity and nature of the work undertaken and type of advice provided.

If you elect to receive ongoing advice services from your Adviser, fees are applied based on the desired frequency of contact with your Adviser and the complexity of your circumstances. These fees may be a fixed dollar amount or an asset-based fee. The fixed fee typically ranges between \$2,000 and \$15,000 per annum.

In some cases, fees may be charged based on an hourly rate. In such a case you can expect to pay up to \$385 per hour (inclusive of GST).

Other fees and charges may be payable by you to the product provider depending on the recommendations in the Statement of Advice (SOA). These fees might include administration fees, investment fees, establishment fees, and other charges levied by the product provider. These fees and charges will be disclosed in their Product Disclosure Statements (PDS) or other documents provided to you.

### COMMISSIONS RECEIVED FOR INSURANCE PRODUCTS.

Premium Advisers may receive initial and ongoing commissions for the insurance products we recommend, which may be up to 66% (inclusive of GST) of the initial annual premium and up to 22% (inclusive of GST) of the ongoing renewal premium.

*For example; If your first year's premium was \$1,000 and the initial commission was 66% Premium Advisers will receive \$660 (with \$60 of GST going to the Government). If your premium for the second*

*and subsequent years was \$1,000 and the ongoing commission was 22% Premium Advisers will receive \$220 per annum (with \$20 of GST going to the Government).*

Details of any commissions we may receive will be disclosed to you in a Statement of Advice.

Commissions only vest when the premiums have been paid.

#### OTHER REMUNERATION INFORMATION

Premium Advisers may receive assistance from Platform Operators or Product Issuers for training sessions. It may also receive 'small one off' benefits and these will be recorded in a Register of Benefits which you may request to view.

#### Referral Arrangements

Under the FASEA Code of Ethics your Adviser is not permitted to directly receive any referral fees for acting on your behalf.

We will also not refer to a third party, or provide advice, in circumstances where there is a conflict of interest, unless it can be shown that this course of action is demonstrably in your best interest, and with your prior informed consent. If there is a conflict of interest such that it is not demonstrably in your best interest, then we will decline to provide that advice. We conduct due diligence on referral partners to ensure that referral partners are only recommended where they meet this requirement.

#### Do any relationships or associations exist which might influence you in providing me with the financial services?

Premium Advisers, its representative and any related companies do not have any association with any product issuer that could be expected to influence us in the provision of the financial services.

#### Will you provide me advice, which is suitable to my needs and financial circumstances?

Yes. But to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you.

You have the right not to divulge this information to us, if you do not wish to do so.

In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should listen to and read the warnings carefully.

#### What should I know about the risks of the financial products or strategies you recommend to me?

We will explain to you any significant risks of financial products and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

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

We maintain a record of your personal profile, which includes details of your objectives, financial situation 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. A copy of our privacy statement is enclosed for your information.

If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded.

We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise of the likely cost in advance and can help to refine your request if required.

### **Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my financial products?**

Yes. You may specify how you would like to give us instructions, for example by telephone, email, or other means.

### **Who can I complain to if I have a complaint about the provision of the financial services to me?**

Premium Advisers has in place Professional Indemnity Insurance that is required by the Corporations Act and which meets ASIC's requirements and covers present and past representatives.

If you have any complaint about the service provided to you, you should contact us to see if we can resolve it with you. You can telephone or email us. We will seek to resolve your complaint quickly and fairly.

If your complaint is not satisfactorily resolved within 45 days, you may continue to engage with us or lodge your complaint with the Australian Financial Complaints Authority (AFCA).

This service is free of charge to you and AFCA can be contacted on:

Phone: 1800 931 678  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Mail to: Australian Financial Complaints Authority Limited  
GPO Box 3  
Melbourne, VIC 3001.

Complaints can also be lodged online through AFCA's website.

<https://www.afca.org.au/about-afca/contact-us/>

## PRIVACY STATEMENT

The privacy of your personal information is important to us.

### 1. Your representative will ask you many questions. Why is so much information required?

We collect your personal information to enable us to provide you with the products and services that are appropriate to your needs. Under the following Australian laws we may be authorised or required to collect your personal information:

- Corporations Act 2001,
- Australian Securities and Investment Commissions Act 2001,
- Anti Money Laundering and Counter Terrorism Financing Act,
- Taxation Administration Act 1953,
- Superannuation Guarantee (Administration) Act 1992 and
- Superannuation (Unclaimed Money and lost members) Act 1999

as those acts are amended and any associated regulations. From time to time other acts may require, or authorise us to collect your personal information.

We are required to collect sufficient information to identify a person's needs, objectives and financial circumstances so that we can provide appropriate financial advice.

We will gather the information by asking you numerous questions about you and possibly your family. We will record this information. We endeavour to retain accurate, complete and up to date personal information about you so we will ask you to review the information from time to time.

If the information you provide to us is incomplete or inaccurate this will impact on our analysis of your requirements and may result in advice that is not appropriate to your needs and circumstances. If this does occur you will need to make your own assessment concerning the appropriateness of our advice.

At times, we may collect personal information from someone other than yourself and you may not be aware that we collect or have collected this information.

### 2. Access and correction

You may (subject to permitted exceptions) access and update your information by contacting us. You may access the personal information we retain and request corrections. This right of access is subject to some exceptions allowed by law. We will give you reasons if we deny access though will endeavour to ensure that at all times the personal information about you that we hold is up to date and accurate. The accuracy of the personal information is dependent to a large degree on the information you provide and you should advise us if there are any errors in your personal information.

### 3. Providing personal information

We may provide personal information to:

- organisations (who are bound by strict confidentiality) to whom we outsource certain functions such as our auditors. In these circumstances, information will only be used for our purposes;
- other professionals such as solicitors, accountants and stockbrokers when a referral is required;
- entities based overseas (see below for details);
- third parties when required to do so by law, e.g. legislation or Court Order.

### 4. Overseas disclosure

Sometimes we need to provide personal information to or get personal information about you from persons located overseas. For example we may outsource a function involved in the financial planning business to someone based overseas. Nevertheless, we will always disclose and collect your personal information in accordance with Privacy Principles.

### 5. Identifiers

Although in certain circumstances we are required to collect government identifies such as tax file numbers, Medicare number or pension card number, we do not use or disclose this information other than when required or authorised by law or unless you have voluntarily consented to disclose this information to any third party.

### 6. Dealing with us anonymously or using a pseudonym

The nature of the provision financial services does not lend itself to treating customers with anonymity. All transactions require personal information about the individual for whom the transaction is being completed. However, in some instances we may be able to provide information or a service anonymously or to you under a pseudonym, for example, enquiries about products from a potential client.

You can deal with us anonymously where it is lawful and practicable to do so.

### 7. Marketing Practices

Every now and then we might let you know, via mail, SMS, telephone or online, about news, products and services that you might be interested in. We will engage in marketing unless you tell us otherwise. At any time, you can contact us to update your marketing preferences.

### 8. Sensitive Information

Without your consent, for example where information is provided by you for insurance and or risk purposes, we will not collect sensitive information about you. Exceptions to this include where the information is required by law, or for the establishment, exercise or defence of a legal claim.