



# FINANCIAL SERVICES GUIDE

**NEO FINANCIAL SOLUTIONS PTY LTD**

ABN 64 141 607 098

AFSL 385845

🏠 Ground Floor, 30 Summers Street, East Perth WA 6004

☎ (08) 9227 1472

✉ [compliance@neofs.com.au](mailto:compliance@neofs.com.au)

🌐 [www.neofs.com.au](http://www.neofs.com.au)



**THE ONE** for financial solutions

# Financial Services Guide: Part One



**This document is Part One of a Financial Services Guide and must be read in conjunction with Part Two.**

This Financial Services Guide (**FSG**) is issued with the authority of NEO Financial Solutions Pty Ltd (**NEOFS**). This FSG is designed to assist you in determining whether to use any of the services offered by NEOFS or its Authorised Representatives. This guide is only complete when you also have Part Two - "Authorised Representative Profile".

## This FSG contains information about:

- NEOFS, who as the Licensee is responsible for the financial service;
- Your financial adviser;
- The financial planning services and products your financial adviser can provide;
- How NEOFS, your financial adviser and other related parties are paid for the financial planning services provided to you;
- Any associations or relationships that could create potential conflicts of interest; and
- Details of who to contact should you have a complaint.

## Who Is NEO Financial Solutions?

**NEOFS** holds an Australian Financial Services Licence No.385845 (**AFSL**) issued by the Australian Securities and Investment Commission (**ASIC**). NEOFS conducts business through a network of financial advisers who are appointed as Authorised Representatives under NEOFS's AFSL. Where NEOFS has appointed a corporate entity as an Authorised Representative, employees of that company who give advice will also be authorised by NEOFS. NEOFS is responsible for the advice and conduct of your NEO financial adviser. We are not responsible for any unauthorised services that they may offer (to the full extent permitted by law), so please check the services your adviser offers in FSG Part Two.

## Authorised Representative Profile – Part Two



Your financial adviser will be the Authorised Representative listed in Part Two of this FSG.

This FSG must be read in conjunction with the Authorised Representative Profile as it forms part of this FSG. It provides detailed information about your financial adviser such as their contact details, referral sources and the types of financial products and services they are authorised to advise/deal in. Please retain both Part One and Part Two of the FSG for your reference and any future dealings with NEOFS and your financial adviser.

## What Other Documents Might You Receive?

You might receive the following documents to help you make an informed decision on any financial strategy or recommended financial product:

### Statement of Advice (SoA)

All initial personal advice provided to you will be outlined in an SoA. The SoA will contain personal advice, the basis on which it is given, details of fees, commissions and information on relevant associations. The SoA is used for initial advice and where further advice is provided that involves a significant change to your relevant personal circumstances.

### Record of Advice (RoA)

Where further advice is provided to you in reference to previous advice (SoA) and there have been no significant changes to your relevant personal circumstances, your adviser will provide you with a RoA. There are no limitations in relation to time or how you make your requests for a copy of the RoA.

### Product Disclosure Statement (PDS)

You will receive a PDS if your adviser has provided advice for you to acquire a financial product. A PDS will contain the key features of the financial product, significant risks and benefits, and fees associated with the financial product.

---

## What Financial Services and Products Are Available?

NEOFS is licensed to advise on and deal in the following classes of financial products to both retail and wholesale clients;

- Life & Disability Insurance
- Superannuation & Self-Managed Superannuation
- Pre-Retirement & Retirement Planning
- Social Security / Centrelink
- Investment & Wealth Creation
- Estate Planning
- Cash Budgeting & Cash-flow management
- Deposit & Payment Products
- Government Debentures, Stocks & Bonds
- Securities
- Debt & Liability Management
- Salary Packaging
- Gearing

## How Can You Give Us Instructions?

You may specify how you would like to give us instructions. You can give us instructions or information verbally or in writing. In some situations, we will require your instructions to be in writing. We will advise you what information we need or what documentation we need you to complete and sign.

## What Information Should You Provide to Receive Personal Advice?

Your adviser must act in your “Best Interests”. To assist your adviser in acting in your best interests, as well as helping us to advise you in an appropriate manner and protecting you throughout our relationship, we request you;

- Supply accurate information about your personal circumstances, needs and objectives;
- Update your adviser on any changes to this information;
- Do not make any payments for investments, contracts or fees “made payable” to your adviser;
- Never sign blank forms.
- Never sign any form or agree to any recommendation without fully understanding what you are signing or agreeing to.

You have the right to withhold personal information, but this may have an impact on the appropriateness of the advice you receive. You should read any warnings contained in any advice document (whether SoA or RoA) carefully before making any decision relating to a recommended financial strategy and/or product. Your adviser will request you sign an acknowledgement if you do not wish to provide complete information or if they believe that the information is not accurate.

## How Do You Pay for NEOFS Advice and Services?

### All Fees Are Payable to NEOFS

NEOFS and your financial adviser can be paid by fees for superannuation and investment products (for both initial and ongoing advice) or commissions for retail insurance products, or a combination of both. Your financial adviser will discuss and agree both the rate and method of payment with you before any financial services are provided. Where you receive personal advice, your SoA will detail all remuneration and other benefits associated with the advice.

All fees and commissions disclosed in the SoA are payable to NEOFS. NEOFS may retain up to 30% and forward the balance to your financial adviser. For example, if NEOFS receives \$100, NEOFS will retain up to \$30 and pay a minimum of \$70 to your financial adviser.

### Initial and Ongoing Fees

Fees may be either a Fixed Rate Fee, based on an Hourly Rate or a combination of both and will reflect the complexity of your personal situation, and the time and effort in the work done for you. Fees for ongoing advice may also be based on a Flat Fee or an Asset Scale Fee. These will be outlined in FSG Part 2 and if advice is provided it will be disclosed in your Statement of Advice (SoA).

## Retail Insurance Product Commissions

NEOFS may be paid initial and ongoing commissions by retail insurance product issuers where you acquire any of the recommended retail insurance products recommended. Commissions will vary depending on the circumstances. However, they may be up to 77% initial/22% ongoing or 33% level ongoing of the premium for retail life insurance products. For example, for a commission on an insurance premium of \$1,000 is up to \$770 upfront and up to \$220 each year thereafter.

## Referral Fees

If a third party referred you to us, and you consent, we may forward referral payments or commissions to the third party. These amounts do not involve additional costs and will be disclosed in your SoA. All fees and commissions are subject to GST.

## What Information Is Maintained in Your File, Can You Examine the Client File and Who May Access It?

Your financial adviser will maintain a record of your personal information including details of your objectives, financial situation and any recommendations made to you. If you wish to examine your file, please ask your financial adviser and they will arrange for you to do so.

Your adviser must provide you with a copy of our Privacy Policy. If you require an additional copy please ask or, download a copy from NEOFS's website at [www.neofs.com.au](http://www.neofs.com.au).

## Does NEOFS Have Any Relationships or Associations with Financial Product Issuers?

NEOFS has commercial relationships with several of Australia's leading life risk and wealth management product providers. These companies may engage with NEOFS in partnership arrangements. NEOFS may also be entitled to receive volume rebates from product providers based on total amounts invested in their products or platforms.

All new volume rebates and product overrides are banned, unless the arrangement is already in existence. NEOFS has both existing and partnership arrangements with the following product providers: CFS, BT, AMP, Asgard, Netwealth.

Some product providers may also give NEOFS or your financial adviser non-commission benefits such as entertainment or sponsorship up to a maximum value of \$300 per annum. Both NEOFS and your financial adviser maintain a Register to document any alternative forms of payment received. These registers are publicly available and must be provided within 7 days after request.

## Compensation Arrangements

NEOFS has in place Professional Indemnity (PI) Insurance cover in accordance with s. 912B of the Corporations Act 2001. Our PI insurance, subject to terms and conditions, provides indemnity up to our sum insured for NEOFS, our Authorised Representatives and employees in respect to the services provided under our AFS Licence.



## What Should You Do If You Have a Complaint?

If you have a complaint about the services provided to you, please take the following steps:

1. Contact your financial adviser and advise him or her of the details surrounding your complaint.
2. If your complaint is not satisfactorily resolved within 3 working days of contacting your financial adviser, please contact the NEOFS Complaints Officer by telephone or in writing to the below listed contact details. NEOFS will try to resolve your complaint quickly and fairly. (08) 9227 1472 or [compliance@neofs.com.au](mailto:compliance@neofs.com.au)
3. If you do not get a satisfactory outcome, you have the right to take your complaint to the Australian Financial Complaints Authority (AFCA), GPO Box 3, Melbourne Vic 3001. Free Telephone call 1800 931 678 or Email [info@afca.org.au](mailto:info@afca.org.au). NEOFS is a member of this Service.

## Financial Services Guide: Part Two



**This document is Part Two of a Financial Services Guide & must be read in conjunction with Part One.**

This Financial Services Guide (FSG) contains important information about:

- Your Authorised Representative/s;
- The Financial Products and Services provided by your Authorised Representative;
- How your Authorised Representative charges for their services; and
- How NEO Financial Solutions Pty Ltd (the Licensee, 'NEOFS' AFSL 385845) and its Authorised Representatives are paid.



## Authorised Representatives Profile

### Corporate Authorised Representative Profile

<b>Authorised Representative Name</b>	Financial Success (SA) Pty Ltd
<b>Authorised Representative ASIC Number</b>	235520
<b>Trading Name</b>	Financial Success Specialising in Aged Care Financial Advice
<b>Business Address</b> 	148 Gilles Street, Adelaide SA 5000
<b>Postal Address</b> 	PO Box 7197 Hutt Street, Adelaide SA 5000
<b>Telephone</b> 	08 8223 6880
<b>Email</b> 	denise@financialsuccesssa.com.au
<b>Website</b> 	www.agedcarefinancialspecialist.com.au

*Financial Success (SA) Pty Ltd ATF the Financial Success Trust is a Corporate Authorised Representative of NEO Financial Solutions Pty Ltd.*

### Authorised Representative Profile

<b>Authorised Representative Name</b>	Denise Kipling
<b>Authorised Representative ASIC Number</b>	235861
<b>Mobile</b> 	0413 243 665
<b>Email</b> 	denise@financialsuccesssa.com.au

*Denise Kipling is an Authorised Representative of NEO Financial Solutions Pty Ltd and a Sub Authorised Representative of Financial Success (SA) Pty Ltd ATF The Financial Success Trust.*

### Authorised Representative Background

Denise has been in the Financial Services Industry since 1998. She now specialises in providing Aged Care Advice, although she still maintains her expertise in providing financial advice to pre & post retirees.

She is a practising Certified Financial Planner, member of the Financial Planning Association; has successfully passed the FASEA Industry exam, and currently studying her Graduate Diploma in Financial Planning.

Since 2008, Denise has been specialising in *helping families to make the right decisions* when their loved ones are seeking permanent age care and/or home care services.

When assisting her clients, Denise believes in a down to earth approach; and providing a reliable, friendly, professional service. She strives to deliver the most appropriate, comprehensive advice in simple, 'easy to understand' terms to all her clients.

## Financial Products Authorisation

The Authorised Representative named in this FSG has been authorised by NEOFS to provide advice and deal in the following financial products:

✓ Deposit & Payment Products	✓ Managed Investments
✓ Government Debentures, Stocks & Bonds	✓ Securities
✓ Life Products – Life Risk Insurance Products	✓ Superannuation, RSA's & Retirement Income Stream Products
✓ Life Products – Investment Life Insurance Products	✓ Aged Care Services

The Authorised Representative named in this FSG cannot advise or deal in the following financial products:

* Standard Margin Lending Facilities	* Self-Managed Superannuation Funds
* Managed Discretionary Accounts	* Derivatives

## How We Get Paid



NEOFS receives all remuneration for services provided by your Authorised Representative. NEOFS then pays Financial Success (SA) Pty Ltd ATF The Financial Success Trust 100% of all remuneration received. From this Financial Wisdom Limited pays Denise Kipling, a salary, share of profits and/or bonuses. Following is a guide as to how commissions and/or fees may be charged. If you choose to receive personal advice, the Statement of Advice you receive will detail the specific payments in relation to the products recommended.

## What Are the Costs



### All Fees Are Inclusive of GST.

Your Authorised Representative may provide you with an initial meeting for which there is a charge. Further meetings including the preparation, implementation and ongoing advice will be charged by one or a combination of methods as outlined below. You may elect to be invoiced directly for these fees to be paid to NEOFS or you may elect to have these fees deducted from your investments. An estimated cost of services will be provided to you before commencing any work.

<b>Initial Appointment</b>		
We will collect information from you at this meeting and provide you with general advice only at this meeting. The costs in providing comprehensive advice services will be quoted to you at this meeting. To receive comprehensive advice, you will need to have a Statement of advice prepared.		<b>\$440 / Hour</b>
<b>Fee for Service Hourly Rate</b>		
We may charge an hourly rate for the services we provide.		<b>\$440 / Hour</b>
<b>Statement of Advice Preparation Fees</b>	From (Min)	To (Max)
Advice fees are charged based on the complexity of the advice provided. <i>Please note the SOA preparation fees still apply where you decide not to implement our advice.</i>	<b>\$2,500</b>	<b>\$9,500</b>
<b>Implementation of Advice (Non-Insurance) (1<sup>st</sup> Year Only)</b>	From (Min)	To (Max)
<b>Implementation Fee: Flat Fee</b> Investment of superannuation and non-superannuation funds	<b>\$750</b>	<b>\$4,500</b>
<b>Life Insurance Commission – New Policies (1<sup>st</sup> Year Only)</b>	From (Min)	To (Max)
This commission is payable by the insurance company and is a percentage of the insurer's base premium i.e. premium excluding stamp duty, fire services levy, GST, modal loadings or any other government charges, taxes, fees or levies. <u>Example:</u> if the annual premium was \$1,000 NEOFS would receive up to \$660 in the first year based on the maximum.	<b>0%</b>	<b>66%</b>
<b>Ongoing Advice Fee (Non-Insurance)</b>	From (Min)	To (Max)
<b>Ongoing Advice: Flat Fee</b> Ongoing Advice fees will be determined by the complexity and requirements of the recommended strategy.	<b>\$1,000</b>	<b>\$10,000</b>
<b>Ongoing Life Insurance Commission – New Policies (Year 2 Onwards)</b>	From (Min)	To (Max)
NEOFS may also receive a renewal commission from the insurance company each year while your policy is in force. This is a percentage of the base annual premium you pay. <u>Example:</u> if you're annual premium is \$1,000 NEOFS would receive up to \$220 per annum based on maximum.	<b>0%</b>	<b>22%</b>

FSG Issued by: **NEO Financial Solutions Pty Ltd**

ABN 64 141 607 098 AFS Licence 385845

Ground Floor, 30 Summers Street, East Perth WA 6004

☎: (08) 9227 1472 ✉: [compliance@neofs.com.au](mailto:compliance@neofs.com.au)