

G & S Financial Solutions Pty Ltd

ABN: 40 620 019 294 AFSL No. 504169

531 Macauley St, Albury NSW 2640

ABOUT THIS GUIDE

This Financial Services Guide (“FSG”) is an important document for retail investors.

Its purpose is to provide you with information about 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,
- 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.

If you request our advice, we will consider your objectives, financial situation and needs. We will document and present our advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice in a Statement of Advice (SoA).

In the event we recommend that you acquire a financial product (other than securities), we must also provide you with a Product Disclosure Statement (“PDS”) containing information about the product. This will assist you to make an informed decision in relation to the acquisition of that product.

If our representative provides further advice to you, 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 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.

Who are we?

G & S Financial Solutions Pty Ltd – an Australian Financial Services Licensee

ABN: 40 620 019 294

AFSL No. 504169

531 Macauley St, Albury NSW 2640

PO Box 1185, Albury NSW 2640

Tel No: 02 6041 6227 Email: mail@armstrongsalbury.com.au

www.armstrongsfinancialadvisers.com.au

Not Independent

Because G & S Financial Solutions Pty Ltd, and its 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.

What Financial Services and/or Products do we provide?

- Financial Planning Strategies
- Retirement and Social Security Planning
- Life Insurance needs
- Superannuation needs
- Taxation Planning
- Centrelink / DVA
- Estate planning

G & S Financial Solutions Pty Ltd are licensed to provide advice on and deal in the following products:

- Deposit and Payment products
- Government Debentures, Stocks or Bonds
- Life Insurance Products (e.g. income protection, life and trauma cover)
- Managed Investment Schemes including IDPS.
- Retirement Savings Accounts
- Superannuation
- Securities

Portfolio Monitoring: Internal databases are maintained, detailing clients' investments that have been acquired through G & S Financial Solutions Pty Ltd. This does not constitute portfolio monitoring. Portfolios are reviewed, subject to the client's requirements.

Who do we act for?

G & S Financial Solutions Pty Ltd is responsible for the financial services provided to you. We act for you, the client, when providing a service to you.

How is your adviser remunerated?

Please refer to the Adviser Profile for details of your adviser's remuneration.

How do we charge?

We are committed to providing advice and service of the highest standard.

Many financial planning firms calculate their fees based on a percentage of the funds you invest. We consider that this can compromise the quality of the advice you receive because it: -

- a. Places the focus on "selling" financial products,
- b. It is expensive for the client when the amount invested is large,
- c. It is unprofitable for the adviser when the amount invested is small.

We therefore charge professional fees for our work and these are agreed with you prior to work being commenced. Our fees are determined according to the complexity and value of the advice provided, the professional skill required, and the time involved in completing the work. This ensures that we always work in your interest.

Our current indicative fee ranges inclusive of GST are listed below and are provided purely as a guide.

| Description | Fee Range |
|------------------------------------|--|
| Advice Fee | \$2,750 - \$9,900, depending on the complexity of the advice required. |
| Implementation Fee | \$330 - \$2,200, depending on the complexity of the implementation. |
| Ongoing Service | \$3,300 pa – unlimited, depending on the services required. |
| Transaction Only / Fee for Service | \$165-\$275 per hour |

As outlined above G&S Financial Solutions Pty Ltd prefers to be remunerated by professional fees. If a commission cannot be avoided (e.g. life insurance) then we will negotiate an appropriate solution with you.

The following is the maximum commission percentages G&S Financial Solutions Pty Ltd will be paid by a life insurance company.

- (1) Initial Commission: 66% of premium amount
- (2) Ongoing Commission: 22% of premium amount while you hold the policy.

For example, if your first year's premium was \$2,500 and the initial commission was 66%, G&S Financial Solutions Pty Ltd will receive \$1,650.

If your premium for the second and subsequent years was \$2,500 and the ongoing commission was 22% G&S Financial Solutions Pty Ltd will receive \$550.

Where the services of a stockbroker are utilised to deal in shares, G&S Financial Solutions Pty Ltd will not receive brokerage from the stockbroker. Our fees will be charged separately and disclosed to you before any trades are implemented. The estimated amounts of any fees, commissions, bonuses, or other incentives received by G&S Financial Solutions Pty Ltd will be included in a Statement of Advice that will be provided to you.

Risks Consumer Protection

Neither G&S Financial Solutions Pty Ltd, its advisers, or any related bodies corporate have any relationships or association with any product issuer that could be expected to influence the provision of the financial services.

Product Advice

Before we recommend any financial products or services, we need to understand your individual objectives, financial situation and needs.

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 read the warnings carefully.

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. We also reserve the right not to provide you with advice under these circumstances.

Communicating your instructions

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

Privacy

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 Policy is available on our website or can be printed and provided to you upon request.

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 information sought is extensive, we will advise of the likely cost in advance and can help you refine your request if required.

Complaint Procedure

G&S Financial Solutions Pty Ltd is a member of the Australian Financial Complaints Authority.

If you have any complaint about the service provided to you, you should take the following steps:

1. Contact your adviser and tell them about your complaint.
2. If your complaint is not satisfactorily resolved within 5 days, please contact the Responsible Manager on 02 6041 6227, or put your complaint into writing and send it to PO Box 1185, Albury NSW 2640 OR mail@armstrongsalbury.com.au. We will seek to resolve your complaint quickly and fairly, generally within 5 business days. However, some complaints do take more time than others. We expect to resolve all complaints within 30 days.
3. If the complaint cannot be addressed to your satisfaction within 30 calendar days, you have the right to complain to the Australian Financial Complaints Authority (AFCA). They can be contacted on 1800 931 678. This service is provided to you free of charge.

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001
Tel 1800 931 678 Fax: (03) 9613 6399
Email: info@afca.org.au

The Australian Securities and Investments Commission (ASIC) also has a free call Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

We hold Professional Indemnity Insurance cover for the activities conducted under our AFS licence. The insurance also covers claims made in relation to the conduct of authorised representatives and employees of the Licensee who no longer work for the Licensee (but who did at the time of the relevant conduct). We believe that our Professional Indemnity Insurance cover satisfies the requirements of s. 912B of the Corporations Act.