



**ASVW** | FINANCIAL SERVICES

# FINANCIAL SERVICES GUIDE

ASVW FINANCIAL SERVICES PTY LTD | AFSL No. 446176

Version 2.5 | 01/07/2021

UNDERSTANDING THE ADVICE  
PROCESS AND OUR RELATIONSHIP  
WITH YOU

## LET US GUIDE YOU

The purpose of this Financial Services Guide (FSG) explains the financial services and advice provided by ASVW Financial Services and your Financial Adviser, who is an authorised representative of ASVW Financial Services. The FSG provides information on what to expect during the financial advice process including the types of documents you are likely to receive, how we manage privacy, related parties and potential conflicts of interests, and complaints.

This FSG should be read in conjunction with the **Adviser Profile**. The Adviser profile contains important information about your Adviser including relevant authorised representative number, qualifications, experience, areas of authorisation, 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 directly.

**Please take the time to review both the FSG and Adviser Profile before engaging our services.**

ASVW Financial Services Pty Ltd (ABN 27 007 261 083), is an Australian Financial Services Licensee (AFSL 446176).

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### WHO WE ARE

ASVW Financial Services is a Licensee which is privately owned and operated. This enables our network of experienced and professional Advisers to provide tailored and flexible solutions to you which is aimed at continually achieving your financial needs and objectives and meeting your best interests.

### OUR RESPONSIBILITY

Your Adviser provides financial advice and services on behalf of ASVW Financial Services and accordingly we are responsible for the financial advice and services they provide.

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.

Financial Advisers are required to comply with the Financial Planners and Advisers Code of Ethics.

### NOT INDEPENDENT

ASVW Financial Services cannot call itself 'independent', 'impartial', or 'unbiased' as we receive commissions from life insurance product providers for advice provided in relation to life insurance products as payment for our services.

### WHAT WE CAN PROVIDE

ASVW 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
- **Centrelink Assistance**
- 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)
- Securities
- Superannuation
- Self-managed superannuation

ASVW Financial Services maintains an Approved Product List (APL). Subject to attaining required accreditation, your Adviser is able to recommend any product on the 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 ASVW Financial Service's Research Department to obtain a one-off product approval.

## THE ADVICE PROCESS AND DOCUMENTS YOU MAY RECEIVE

Your Adviser will guide you through the advice process. This includes the following steps:

### Engagement and Discovery

In the initial stages of the advice process your Adviser will work with you to define your financial goals and objectives and gather relevant information required to provide you appropriate advice.

Your Adviser will generally collect relevant information within a **Client Data Form** and file notes. You can expect to be asked questions related to your income, expenses, assets, liabilities, insurances and superannuation. It is important that you provide accurate information and keep your Adviser informed of any changes to your relevant circumstances.

Your Adviser will ask you to consent to your personal information being collected and stored. Please refer to the 'Privacy' section for more information on how we manage your privacy.

Where your goals relate to investment or superannuation advice your Adviser will also work with you to define your level of risk tolerance. **A Risk Profile Questionnaire** may be used to document and agree upon your level of risk tolerance.

Your Adviser may also use an **Engagement Document** to define the arrangement with you, and the fees that may apply.

Your Adviser will also need to verify your identity to comply with Anti-Money Laundering and Counter Terrorism Financing Laws.

### Strategy and Personal Advice

After obtaining relevant information, your Adviser will conduct research and develop a strategy to assist you to meet your goals and objectives. The strategy is typically developed utilising specialised financial planning software.

Where personal financial product advice is being provided, the strategy will be documented in the **Statement of Advice (SOA)**. The SOA will include amongst other things, the basis of the advice, explanation of the strategies and products recommended and relevant disclosures including costs of advice and products. It also includes an authority to proceed section where you can consent to proceed with the recommendations.

Where a financial product has been recommended, you will generally be provided with a copy of the relevant **Product Disclosure Statement (PDS)**.

The PDS includes detailed information on the financial product including features, conditions, costs and cooling off rights (if applicable).

## Implementation

Where you elect to proceed with the recommendations, your Adviser will work with you to implement the strategy.

This may include, liaising with various insurance, superannuation, or investment product issuers.

Where the recommendations include the purchase of a new financial product, your Adviser will work with you to complete the relevant **Product Application Form**.

Where recommendations include the purchase of an insurance policy, you may also need to complete a **Health Questionnaire**. It is important to disclose any health or personal matters truthfully. Failure to disclose certain matters may result in a claim being denied.

## GENERAL ADVICE

Your Adviser may provide you with general advice that does not consider your personal circumstances, needs or objectives. In this case, your Adviser will provide you with a general advice warning.

## FURTHER ADVICE

Depending on your relevant circumstances, you may require further advice such as adjustments to superannuation contributions, insurance benefit amounts or a review of your strategy.

Further advice can generally be documented in a **Record of Advice** and relevant file notes. In some instances, an SOA may be required. You may request, in writing, a copy of any advice document up to seven (7) years after the advice has been given.

An **Ongoing Fee Arrangement** may be utilised to formalise the ongoing services that your Adviser has agreed to provide for a fee.

Where you have entered into an ongoing fee arrangement for a period of greater than 12 months, you will receive a **Fee Disclosure Statement** (FDS) annually.

The FDS will detail services and fees paid for the previous 12 month period, and the services offered and estimated fees for the next 12 months. To ensure

the ongoing fee arrangements continues, you will be required to confirm in writing annually. Confirmation may also include the requirement to sign a **Consent Form** that is provided to your relevant investment or superannuation provider.

Alternatively, you may agree to a **Fixed Term Arrangement** with your Adviser. This arrangement will outline the services you will be provided for a fee over a specific term not greater than 12 months. In this case, you will not be provided with an FDS. You may be required to sign a Consent Form where the fee is deducted from superannuation.

You may cease any fee arrangements or disengage from your Adviser by providing written notice to your Adviser or product issuer.

## 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 is required. Your Adviser will also need to verify your identity prior to acting on instructions.

## YOUR PRIVACY

Your Adviser is required to maintain documentation and records of 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 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 not be able to provide you with the advice you require.

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

ASVW 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. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for ASVW Financial Services Advisers. All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

ASVW 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 refer to our Privacy Policy at [www.asvwfs.com.au](http://www.asvwfs.com.au)

### 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 fee for service;
- SOA preparation fee;
- Advice Implementation fee;
- Ongoing fee for service;
- A combination of any of the above.

These fees may comprise one or more of the following;

- A percentage fee based on the value of your investment holding in a financial product;
- A fixed dollar amount;
- An hourly rate.

### RISK INSURANCE PRODUCTS

ASVW Financial Services may receive initial commissions from various life insurance companies for risk insurance products that you purchase and we may also receive ongoing commission when you renew your policy. This commission is taken out from the premium that you pay and is not a separate charge to

you. Applicable risk insurance commissions are included in the Adviser profile and will be detailed in your Statement of Advice.

### LICENSEE REMUNERATION

ASVW Financial Services receives a flat fee for the provision of services required under its Australian Financial Services Licence.

### OTHER FORMS OF REMUNERATION OR BENEFITS

ASVW Financial Services and/or its Advisers may receive non-monetary benefits which include benefits of less than \$300, benefits related to education and training (including attendance at professional development days and conferences), and provision of software related to the financial products being recommended.

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

### REFERRALS

Should you be referred to your adviser by a third party, such as an Accountant or Mortgage Broker, no referral fee will be paid to the third party.

### RELATED COMPANIES

Neither your Adviser nor the Licensee have any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

### SPONSORSHIP

ASVW Financial Services may receive payments or benefits from product providers in return for granting rights such as being recognised as a sponsor and give presentations at conferences and/or professional development training days.

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

### PROFESSIONAL INDEMNITY

ASVW Financial Services maintains a policy which includes 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 Complaints Manager to discuss your complaint.  
**Phone:** 1300 265 818  
**Online:** [asvwfs.com.au](http://asvwfs.com.au)  
**Mail:** Complaints Manager  
ASVW Financial Services Pty Ltd  
PO Box 98 Cheltenham, VIC, 3192
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 though this is exceptional and subject to your agreement.

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). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

The contact details for AFCA are:

**Phone:** 1800 931 678 (free call)

**Online:** [www.afca.org.au](http://www.afca.org.au) **Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Mail:** GPO Box 3 Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge Infoline on 1300 300 630, which you may use to obtain information about your rights and to make a complaint

## Contact Us

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1300 265 818

[info@asvwfs.com.au](mailto:info@asvwfs.com.au)  
[asvwfs.com.au](http://asvwfs.com.au)

For more information:  
Please visit [www.moneysmart.gov.au](http://www.moneysmart.gov.au) for more information on financial advice.

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