

Financial Services Guide

Dated 1 July 2021

Important information about this Financial Services Guide (FSG)

This FSG is issued by Australian Investment & Insurance Group Pty Ltd (“we”, “us”, “our”). AIIG is the providing entity for the services described in this document. This FSG is an important document that is designed to answer your preliminary questions regarding the financial services we are authorised to provide and it will assist you in deciding whether to use any of the services offered in this FSG, how we and other relevant persons will be paid in relation to the services and information on our complaints process. Your adviser will provide you with an FSG and their Adviser Profile prior to providing any personal financial advice. The FSG should be read in conjunction with the Adviser Profile.

Australian Investment & Insurance Group Pty Ltd was granted Australian Financial Services Licence No 226405 by the Australian Securities and Investments Commission.

The Adviser Profile contains information about:

- Your adviser’s Authorised Representative number and/or Corporate Authorised Representative Number, if applicable;
- Your adviser’s experience, qualifications and accreditations;
- The products and services they can offer; and
- Any applicable referral arrangements.

Our advisers

Our advisers are authorised representatives of Australian Investment & Insurance Group. Please refer to the Adviser Profile for additional information.

Related parties

Australian Investment & Insurance Group Pty Ltd is a wholly owned subsidiary of Amalgamated Australian Investment Group Ltd, a diversified group of financial companies including:

- Australian Stock Report Pty Ltd;
- APSEC Funds Management Pty Ltd;
- Atlantic Pacific Securities Pty Ltd;
- Ascot Securities Pty Ltd; and

Not Independent

Disclosure of Lack of Independence required under s942B(2)(fa) of the Corporations Act 2001 (Cth)

Amalgamated Investment & Insurance Group Pty Ltd and its representatives are not independent, impartial or unbiased (which are restricted words or expressions under the Corporations Act) in relation to the provision of personal advice to retail clients because Amalgamated Investment & Insurance Group Pty Ltd, its representatives and its associates and affiliates may receive monetary benefits in connection with that advice.

Please refer to section “Remuneration and benefits” regarding how we are remunerated.

It is important to understand that disclosing our lack of independent and detailing our remuneration structure does not reduce our obligation to act in your best interests. And notwithstanding the statement above, if you are a retail client and we give you personal advice, we have duty to act in your best interests and prioritise your interests, and are obligated to provide you with the appropriate advice.

Other documents you may receive

Advice documents

You will be provided with a Statement of Advice (SOA) on the first occasion that we provide you with advice which will take into account your personal circumstances.

Following our initial advice, we will document subsequent advice in a SOA or Record of Advice (ROA) provided that your personal circumstances haven’t changed substantially.

The SOA or ROA will contain:

- the details of the areas for which you are seeking advice;
- the basis on which the advice is given; and
- information about fees, commissions and associations which may have influenced the provision of the advice.

We will retain copies of each SOA and ROA for a period of seven years from the date of the advice. Please contact your financial planner to obtain a copy.

Product Disclosure Statement (PDS)

In the event we make a recommendation to you to acquire a financial product (other than securities), we will provide you with a PDS containing information on that particular product. The PDS will contain information about the relevant key features, fees, benefits and risks to help you make an informed decision about whether or not to acquire the financial product.

Depending on the products or services that we provide, we will provide you with other regulated documents.

Working with a financial planner

Australian Investment & Insurance Group Pty Ltd advisers are required by law to act in your best interests.

Your adviser will ask you to provide accurate information about yourself and will need to be informed of any changes in your situation to ensure that the advice provided is and remains suitable to your personal circumstances.

You have the right not to divulge information about yourself. However, in this situation, the advice you receive may impact the appropriateness of the advice you receive.

In compliance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Act), we will need to verify your identity before providing any financial products and services to you. Your adviser will let you know which identification documents can be presented for identification purposes.

Advice and services we can provide

Our financial planners provide a range of tailored financial planning solutions to our clients, depending on their individual needs. We are authorised to provide our clients with both personal and general advice. In addition to services which you might receive from us, our financial planners can provide you with personal advice on,

- Deposit products;
- Securities (including shares);
- Investment life insurance (including investment bonds);
- Life Insurance Risk Products;
- Life Insurance Investment Products;
- Managed Investments;
- Investor Directed Portfolio Services;
- Retirement Savings Accounts; and
- Superannuation.

Our financial advisers can only provide advice on products within these classes where they appear on our **Approved Product List**, which is a large range of investment and insurance products for which the appropriate research and analysis has been undertaken.

Our financial advisers cannot provide advice in respect of:

- Any financial product which is not on our **Approved Product List**; or
- Any facility where your advisor can change your portfolio before obtaining your consent (commonly known as Managed Discretionary Accounts).

Remuneration and benefits

Remuneration

The fees for services provided by Australian Investment & Insurance Group Pty Ltd advisers depend on the nature of those services.

Your SOA will contain the detail of the fees, payments and other benefits that we (the licensee) and your adviser will receive.

Our remuneration typically includes one or a combination of the following:

- An advice fee (including the Statement of Advice);
- Commission payments from products providers where applicable;
- SMSF Service and Advice fees;
- Ad hoc financial advice fees;
- Centrelink Administration and Support fees; and
- Investment Summary Report fees.

All fees or commissions are paid to Australian Investment & Insurance Group Pty Ltd. Your adviser may receive a percentage of the fees and commission or a fixed salary.

Other benefits

We may be offered or receive non-commission benefits such as entertainment or sponsorship from some product providers at no extra cost to you. We maintain a register to document any benefits received. A copy of this register will be made available within seven days of a request.

With your permission you may be referred to an external specialist to receive further advice. We will not receive a referral fee or commission for introducing you to any specialist.

Australian Investment & Insurance Group nor its authorised representatives/employees are liable nor endorse products or services provided by external providers.

Payments to other professionals

We may pay a referral fee when clients are referred to us from other professionals. This can be up to \$500 per annum to each referrer, or \$2,500 per annum to one entity with multiple referring professionals. If the referral fee is applicable, we will make a separate disclosure to you in your SOA.

Product arrangements

Do any relationships or associations exist which might influence your advice?

Since 1 July 2013, Australian Investment & Insurance Group Pty Ltd and its advisers are no longer able to receive a commission based on the total volume of funds invested or placed on the sale of investment and superannuation products.

Insurance products are exempt from these provisions. Commission on insurance products sold on or after 1 July 2013 will still be payable to your adviser.

Until 31 December 2020, advisers were also able to collect ongoing or trailing commissions on 'grandfathered' products, being superannuation or investment products sold on or before 30th June 2013, for which a commission arrangement was in place.

Your adviser will discuss the services we provide and negotiate the appropriate fees payable for the services you receive. All fees and/or commissions payable will be disclosed in writing in a Statement of Advice. Your adviser will also provide you with a Fee Disclosure Statement each year that you remain in an ongoing fee arrangement with the adviser.

From 1 July 2014, regulations require your financial planner to declare whether they are a registered tax (financial) adviser or not, hence whether they are authorised to provide tax (financial) advice. We recommend that you seek independent legal and tax advice about our recommendations and confirm any entitlement to government benefits with the relevant department.

You are responsible for monitoring the performance of your investments as well as ensuring that your investments continue to be appropriate for you given your personal circumstances. You should contact your financial planner if you require assistance.

Compensation Arrangements

Australian Investment & Insurance Group Pty Ltd maintains adequate professional indemnity insurance to cover it for the financial services it provides; having regard to the following:

- AllIG's maximum liability under the Australian Financial Complaints Authority of which it is a member
- Value and nature of our business
- Number and types of clients
- Number of advisers

If you require further information about our compensation arrangements please contact AllIG Head of Compliance.

What should you do if you have a complaint?

If you have any complaints about the services provided to you by us or by your adviser, we invite you to take the following steps:

Contact your adviser or Australian Investment & Insurance Pty Ltd to discuss your complaint:

Complaints Officer
Australian Investment & Insurance Group Pty Ltd
Unit 1, 216 Glen Osmond Road Fullarton SA 5063
T: (08) 8338 5155 info@aiig.com.au

We will acknowledge receipt of your complaint as soon as practicable. We will then investigate the complaint and aim at providing you with a response within 45 days (30 days from 5 October 2021) (or 90 days should we inform you more time is required).

If your complaint has not been satisfactorily resolved, you may take your complaint to the Australian Financial Complaints Authority (AFCA), an External Dispute Resolution Scheme:

Australian Financial Complaints Authority (AFCA)
GPO Box 3 Melbourne VIC 3001
T: 1800 931 678 F: 03 9613 6399
www.afca.org.au info@afca.org.au

The Australian Securities and Investments Commission (ASIC) may be contacted on 1300 300 630 to assist you in settling your complaint.

Privacy Policy

Privacy is important to us and our clients. Australian Investment & Insurance group and its advisers are committed to comply with the Privacy Act 1988.

What types of personal information about me does Australian Investment & Insurance Group hold?

We collect and hold information about you that is both relevant and necessary in order for us to provide you with financial advice and services.

The information we hold depends on the services provided and may include information about your identity, personal objectives, financial position, health, lifestyle and financial plan.

We will always endeavour to obtain your information directly from you.

How does Australian Investment & Insurance Group use my personal information?

Our primary purpose in collecting your personal information is to understand your financial and lifestyle goals and provide you with appropriate financial advice.

Where personal advice is required our information is used to develop a financial plan which aims to bridge the gap between where you are now and where you would like to be.

At any time, we may need to appoint another financial adviser, within the Licensee, to manage your financial needs and services. You will be advised of any change to your financial adviser in writing. Your new adviser will be provided access to your information.

We may also use your information to bring to your attention other strategies, services or products that may be relevant to your financial plan.

We may use or disclose personal information about you for the purpose of direct marketing if we collected the information from you and you would reasonably expect us to use your information for this purpose or you have consented to the use of your information for that purpose.

If you would like to “opt out” of having your information used for direct marketing purposes, please contact your adviser or Australian Investment & Insurance Group Pty Ltd directly.

How does Australian Investment & Insurance Group collect and hold my personal information?

Your personal information will usually be collected over the telephone, online or during face-to-face interviews. We take reasonable steps to protect your information from misuse, interference and loss, and from unauthorised access, modification or disclosure. We will hold your personal information for 7 years after you stop using our services and will then take reasonable steps to securely destroy the information, or to ensure the information is de-identified.

If you would like to “opt out” of receiving updates about our products and services please email info@aiig.com.au address with the subject “Unsubscribe” and include the following information: name of company you received the communication from, full name and email address.

Who does Australian Investment & Insurance Group disclose my personal information to?

Your information is only disclosed to other parties as are necessary for us to provide our services to you. This is done only after we have received your written consent. Other parties may include internally owned companies and subsidiaries of the Amalgamated Australian Investment Group Ltd including other Licensees, related parties, accountants, trading platform providers, storage and emailing services as appropriate and with your permission.

In addition, we will disclose your information where we are required to by law.

We will not pass your information to other parties for any purposes other than those for which you have been informed.

Australian Investment & Insurance Group may engage service providers located in countries outside Australia including India to assist in providing products or services. Disclosure of personal information to overseas providers may be required and will not be used for marketing purposes. Australian Investment & Insurance Group does not sell client details and will not disclose your details to an external third party without your consent.

How do I get access to the personal information Australian Investment & Insurance Group holds about me?

You may request access to the information we hold about you by contacting your authorised representative or Australian Investment & Insurance Group directly. Upon receipt of your request we will endeavour to service your request as quickly as possible.

In some circumstances access to your information or parts thereof may not be possible. If this is the case we will inform you as to why and, where practicable, make alternative arrangements. Depending on the requirements a fee may be charged to service requests.

Reporting your concerns

If you have any queries or concerns about a breach or potential breach of this Privacy Policy, we invite you to take the following steps:

Contact your adviser or Australian Investment & Insurance Pty Ltd to discuss your concerns or complaint:

Complaints Officer
Australian Investment & Insurance Group Pty Ltd
Unit 1, 216 Glen Osmond Road
Fullarton SA 5063
T: (08) 8338 5155
info@aiig.com.au

If your complaint has not been satisfactorily resolved, you may escalate it to the Office of the Australian Information Commissioner:

Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
T: 1300 363 992
www.oaic.gov.au
enquiries@oaic.gov.au