



Financial Services Guide

Version 1 | 6th May 2022

The purpose of this guide

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about whether to use the services we provide and information on how to engage with one of our advisers.

This FSG covers the following information:

- Information about PAC Financial Pty Ltd as an Australian Financial Service Licence and it's Authorised Representatives
- Details of the financial services and/or products PAC Financial can provide
- Remuneration/Benefits received by us and your adviser
- How we manage your private information
- The complaints procedure

Please take the time to review this document before engaging our services.

Through this FSG, PAC Financial is referred to as "PAC", "we", "us", "our" or any variations. The term "adviser" refers to PAC's Authorised Representative.

PAC Financial Pty Ltd (ABN 28 608 364 183), is an Australian Financial Services Licensee (AFSL No. 534310). As an Australian Financial Services Licence holder, PAC Financial is a propriety Limited Company (Pty Ltd).

Contacting PAC Financial

Head Office: 1/21 Grand Plaza Drive, Browns Plains, QLD 4118

Postal: PO Box 3102, Browns Plains, QLD 4118

Website: www.pacfinancial.com.au

Email: admin@pacfinancial.com.au

Phone: 1300 590 790

Lack of independent disclosure

Under s.923A of the Corporations Act, neither PAC Financial Pty Ltd or our advisers can utilise the terms 'independent', 'impartial' or 'unbiased' to describe our advice services or business. This is because we may receive commissions in relation to the sale of life risk insurance products that are not rebated in full to our clients.

Our services

We provide financial advice and services including:

- Assisting you identify, establish, and prioritise your needs and objectives.
- Financial Planning Advice (wealth creation, cashflow/budgeting advice, retirement income strategies)
- Personal risk management advice and planning for your desired lifestyle.
- Strategic advice for Estate planning (such as asset ownership).
- Social security advice.
- We can also assist with the management of your investments and superannuation.
- Debt reduction strategies, redundancies, and inheritances.
- Financial modelling - understanding your current financial position and projecting your future.

We can also provide you with advice and support on a range of financial products such as:

- Savings Plans and cash management accounts.
- Personal Superannuation plans, including Employer Sponsored Superannuation funds and rollovers.
- Retirement income products including annuities, allocated pensions, and account-based pensions.
- Advice on investments including managed funds, exchange traded funds, other managed investments.
- Personal Life Insurance cover including Death Cover, Trauma Insurance, Total & Permanent Disablement Insurance, and Income Protection Insurance.
- Business Expense Insurance.

As a registered tax (financial) adviser with the Tax Practitioners Board and in accordance with the Tax Agents Services Act 2009, we can provide tax advice related to how your financial products work. For comprehensive taxation advice about your personal tax position, you should seek advice from a qualified taxation specialist or accountant.

Under our authority, our advisers can act for retail and sophisticated clients by providing product advice on and dealing (apply for, acquire, vary, or dispose of a financial product) on behalf of another person in respect of the following classes of financial products:

- Deposit and Payment Products—Basic and Non-Basic Deposit
- Government Debentures, Stocks or Bonds
- Life Products—Investment Life Insurance Products and Life Risk Insurance Products
- Managed Investment Schemes, including Investor Directed Portfolio Services
- Retirement Savings Account Products
- Superannuation excluding Self-Managed Superannuation Funds

We can offer you comprehensive advice, or advice on a specific matter. The scope and nature of our advice services will be determined with your adviser based on what is appropriate to your specific needs, circumstances, and objectives, and what is in your best interests. We will gain your agreement on the scope of advice services to be provided prior to preparing our recommendations to you within a Statement of Advice.

How to give instructions

Your adviser may accept your instructions by phone, letter or email. In some instances, your adviser can only accept written instructions from you, and they will let you know when this occurs.

Documents you may receive

When your adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Statement of Further Advice (SoFA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)

The SoA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable.

The SoFA and RoA may be provided in situations where further advice is provided. The SoFA and RoA streamline the documentation process by avoiding unnecessary duplication of information already provided in previous advice documents.

A PDS will be provided if a product recommendation is made and includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

An FDS will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your adviser for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you actually received and the fees you paid during the period.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

Interest, association and relationships that may influence or affect our advice

PAC Financial is a private company and has no ownership by or associations with any product providers. Our recommendations to you will be based on our assessment of your personal circumstances, needs and objectives. Under the Financial Planners and Advisers Code of Ethics, we cannot advise, refer, or act in any other manner where we assess that a conflict of interest or duty exists between ourselves and a client. Where we identify a conflict of interest created by an interest, association, or relationship applicable to your situation, we will explain this to you, and advise you that we cannot act on your behalf accordingly.

PAC Financial and adviser remuneration

All fees or commissions are paid to PAC Financial. Your adviser is an employee of PAC Financial and remunerated by way of a base salary. They may be entitled to other payments from PAC Financial Pty Ltd by way of Incentives/Bonuses. Company directors (Chris Cannon and Danny Pianta) may also receive Director’s fees/shareholder’s dividends or both.

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. However, we offer an initial consultation at our expense, to get to know you and to identify how we can partner with you to help you meet your goals, however, if you require urgent personal advice or documents to be signed at this initial meeting, please let us know in advance so we can confirm if a fee will be charged for this service.

At our initial consultation, we will explain how we operate, what you can expect and our payment options. We will always agree on the level of our charges and your payment options before proceeding with any work. Our Letter of Engagement will confirm the fee and specific services to be provided.

All ongoing fees and commissions payable by you will be explained to you at the time the advice is given and fully detailed in the advice document.

Below is a summary of the types of fees that you may be charged which are inclusive of GST.

	Minimum (% or \$)	Maximum (% or \$)
Statement of Advice Fee	\$440	\$11,000
Implementation Fee	\$440	\$11,000
Ongoing Service Fee	\$550	\$11,000
Insurance Initial Commission	0%	66%
Insurance Ongoing Commission	0%	22%
Level Insurance Initial & Ongoing Commission	0%	33%
Insurance Claim Assistance Fee	\$0	\$11,000

We are remunerated for insurance related advice through commissions paid by the insurer. If you cancel or alter your policy within 2 years, PAC Financial Pty Ltd reserves the right to invoice you any waived fees and claim back any pro rata loss of income incurred as a result during that period.

If you require any other services that are outside of your regular services, this is known as Ad-hoc advice/service. Our current ad-hoc fee is \$220 per hour.

Where we provide a financial service to facilitate buying or selling of a specific financial product as instructed by you, a one-off minimum fee of \$220 and a maximum of \$990 may apply.

Referrals to other providers

We may refer you to other professionals such as accountants or solicitors if you require advice in these areas. Generally, we will not receive any fees or benefits for these referrals, nor do we have any ownership links with any referral parties. Where other professionals refer individuals to us for financial advice, we generally do not pay them a referral fee either.

However, in such cases where a referral fee is paid or received, full details of that applicable referral fee will be provided in your individual Statement of Advice, where possible.

Privacy statement

In order to provide you with advice that is appropriate for your needs and suitable for your circumstances we will retain information about you including your financial and lifestyle objectives and your current financial situation. We are also legally required to store this information and records of any advice and services we provide to you. Failure to provide your relevant personal information may expose you to higher risks in respect of the recommendations made to you and may affect the adequacy or appropriateness of advice or financial service we give to you.

We are also required to ask for certain information by law. Wherever there is a legal requirement for us to ask for information about you, we will inform you of the obligation and the consequences of not giving us the requested information.

For example, in addition to obtaining personal information from you, whenever you acquire a new product or service via us, we will need to obtain certain documentary evidence from you as to your identity to ensure compliance with AML/CTF laws.

Such evidence may include for example a certified copy of your driver’s licence, passport or birth certificate.

We will not use or disclose client information (including to a third party) for any purpose other than providing financial advice and tax (financial) advice unless you have specifically agreed to the disclosure, or the law requires us to do so. For example, we will, from time to time, disclose information about you to professionals, insurance providers, superannuation trustees, product issuers and our service providers in connection with providing our services to you. If your Adviser leaves PAC Financial and commences to provide financial services under another licensee, your information may be transferred to the new licensee. You will be advised of any such transfer prior to it taking place. We will not disclose your personal information to overseas recipients.

We are committed to maintaining the security, currency and confidentiality of this information and if you wish to examine your records or amend any information that we hold on you, we can make arrangements for you to do so. Details of how you may request access to your information or seek correction of information is contained within the PAC Financial Privacy Policy. The Privacy Policy also contains information on how you may make a complaint if you feel that there has been a breach of Australian Privacy Principles. For a full copy of our Privacy Policy, free, please contact the Privacy Officer. We can provide the Privacy Policy to you either electronically or in hard copy, and at no charge.

Making a complaint

PAC Financial Pty Ltd is a member of the Australian Financial Complaints Authority Limited (“AFCA”).

As a professional financial services business, we are committed to acting efficiently, honestly, and fairly. Your adviser is bound by the Financial Planners and Advisers Code of Ethics and is committed to the ethical standards dictated by this Code. In addition, as a registered tax (financial) adviser with the Tax Practitioners Board, PAC Financial is also bound by the Tax Practitioners Board and Code of Professional Conduct. We value your support and appreciate any feedback that will help us to meet your expectations and needs. If at any time, should you have any concerns or complaints about our advice or our service, we encourage you to contact us directly and we will try to resolve the issue immediately.

If we can’t respond to your feedback or effectively resolve your issues within five (5) business days – or if you don’t feel comfortable talking with us about your issues - you should contact the Complaints Manager on 1300 590 790 or send your complaint to:

The Complaints Manager
PAC Financial Pty Ltd
PO Box 3102, Browns Plains, QLD, 4118
Email: complaints@pacfinancial.com.au

If PAC Financial Pty Ltd does not provide you with a satisfactory response within (30) days, you have the right to refer your concerns to AFCA. AFCA is an independent dispute resolution service that deals with complaints about financial services including banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds, and pooled superannuation trusts.

AFCA can be contacted at “Australian Financial Complaints Authority Limited, GPO Box 3, Melbourne VIC 3001. You can also contact AFCA by free call on 1800 931 678. Alternatively, you can go to the AFCA website at www.afca.org.au. If you wish to progress your complaint, you can complete the online complaints form, or alternatively, you can download a form and send it to the above address or email at info@afca.org.au.

If you have a complaint relating to tax (financial) advice services that your adviser has provided or if you feel that your adviser has breached the Tax Practitioners Board Code of Professional Conduct, and PAC Financial cannot provide you with a satisfactory response to your complaint, then you can make a complaint to the Tax Practitioners Board via www.tpb.gov.au. The Australian Securities and Investment Commission (ASIC) also has a Free call Infoline on 1300 300 630 which you may use to make a complaint and obtain more information about your rights.

It is a condition of our Australian Financial Services Licence and our registration as a tax (financial) adviser, that PAC Financial maintain a level of Professional Indemnity Insurance appropriate for its size and the scale and complexity of its operations. PAC Financial professional indemnity insurance covers claims made against PAC Financial and their authorised representatives, including those representatives who no longer work for PAC Financial, but did so at the time of the relevant conduct. The policy is annually reviewed for currency and suitability.

Our Authorised Representatives

Authorised Representatives act on behalf of PAC Financial who is responsible for the services that they provide. Our Authorised Representatives are:



Chris Cannon
- Victoria -

Authorised Representative No.
291141

Qualifications and Experience

- Diploma of Financial Planning - Dip FP
- Registered member of the Tax Practitioners Board [TPB]

Chris has met the Financial Adviser Standards and Ethics Authority Exam Standard in accordance with Section 921B of the Corporations Act 2001 and is enrolled in the Graduate Diploma of Financial Planning, and has completed the following subjects:

- Tax and Commercial Law for Financial Planning
- Economic and Legal Context for Financial Planning
- Ethics and Professionalism in Financial Advice
- Estate and Succession Planning



Danny Pianta
- Queensland -

Authorised Representative No.
472354

Qualifications and Experience

- Diploma of Financial Planning - Dip FP
- Registered member of the Tax Practitioners Board [TPB]

Dan has met the Financial Adviser Standards and Ethics Authority Exam Standard in accordance with Section 921B of the Corporations Act 2001 and is enrolled in the Graduate Diploma of Financial Planning, and has completed the following subjects:

- Tax and Commercial Law for Financial Planning
- Economic and Legal Context for Financial Planning
- Ethics and Professionalism in Financial Advice
- Estate and Succession Planning



Clinton Gillman
- Tasmania -

Authorised Representative No.
1236726

Qualifications and Experience

- Diploma of Financial Planning - Dip FP
- Registered member of the Tax Practitioners Board [TPB]

Clint has met the Financial Adviser Standards and Ethics Authority Exam Standard in accordance with Section 921B of the Corporations Act 2001 and is enrolled in the Graduate Diploma of Financial Planning.



Mervin Robert
- Queensland -

Authorised Representative No.
278536

Qualifications and Experience

- Diploma of Financial Planning - Dip FP
- Registered member of the Tax Practitioners Board [TPB]

Mervin has met the Financial Adviser Standards and Ethics Authority Exam Standard in accordance with Section 921B of the Corporations Act 2001 and is enrolled in the Graduate Diploma of Financial Planning



Nathan Bosman
- Queensland -

Authorised Representative No.
448243

Qualifications and Experience

- Diploma of Financial Planning - Dip FP
- Registered member of the Tax Practitioners Board [TPB]

Nathan has met the Financial Adviser Standards and Ethics Authority Exam Standard in accordance with Section 921B of the Corporations Act 2001 and is enrolled in the Graduate Diploma of Financial Planning