



# Financial Services Guide



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# Financial Services Guide

## Purpose of this FSG

This FSG will help you decide whether to use the services that we offer. It contains information about:

- Who we are and how we can be contacted
- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

### **Not Independent**

Forbes AFSL Pty Ltd receives commissions from life insurance products. As such we are not able to refer to ourselves as 'independent', 'impartial' or 'unbiased'. In all other cases, we charge a fee for our advice services and do not receive commissions or other payments from product providers.

## Financial advice process

We recognise that the objectives and personal circumstances of each client are different. Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We also ask questions to make sure we provide advice which is in your best interests.

### SoAs and RoAs

When we first provide personal advice to you, it will be explained thoroughly and documented in a Statement of Advice (SoA) which you can take away and read.

The SoA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

We may provide further advice to you to keep your plan up to date with changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice, it will typically be documented in a record of advice (RoA) which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

### PDS

We will provide you with a Product Disclosure Statement (PDS) for products we recommend other than securities. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

## **Forbes Fava Saville Financial Planning**

Cameron Forbes, Ricky Hernandez, Michael Fava, Craig Saville, Anne Sammut, Matt Gordon and Forba Pty Ltd (ABN 43 142 231 892)  
T/A Forbes Fava Saville Financial Planning are Authorised Representatives of Forbes AFSL Pty Ltd (AFSL 509011).



At all times you can contact us and ask questions about our advice and the products we recommend.

You can provide instructions to us in writing, via phone or email. In some cases, we may require you to provide signed instructions.

**Licensee:**

Forbes AFSL Pty Ltd  
(AFSL 509011)

This Financial Services Guide (FSG) is authorised for distribution by Forbes AFSL Pty Ltd.

**Authorised Representatives:**

Forba Pty Ltd ATF for The Forbes Family Trust trading as Forbes Fava Saville Financial Planning  
(ASIC# 348199 ACN 142 231 892)  
Cameron Forbes (ASIC# 317778)  
Ricky Hernandez (ASIC #1269963)  
Michael Fava (ASIC #428842)  
Craig Saville (ASIC #427159)  
Anne-Marie Sammut (#328429)  
Matt Gordon (#1307576)

The Authorised Representatives act on behalf of Forbes AFSL who is responsible for the services that they provide.

**Contact Details**

**Business Address:** 126 Torquay Road, Grovedale Vic 3216 & 34 Amis Crescent, Keilor East Vic 3033  
**Postal Address:** PO Box 1023, Grovedale VIC 3216  
**Email:** admin1@forbesfp.com.au  
**Phone:** (03) 5201 7960

**Our services**

We are authorised to provide personal advice and dealing services in the following areas:

- Cash flow management & Budgeting
- Superannuation and SMSF
- Retirement planning
- Aged care
- Personal risk insurance
- Portfolio management
- Managed investments
- Securities (direct shares)
- Margin Lending

**Fees**

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All fees are payable to Forbes Fava Saville Financial Planning. Fee ranges detailed below are **exclusive of GST**.

### Initial Advice Fees

Our initial advice fees include meeting with you, the time we take to determine our advice and the production of the SoA. They are based on the scope and complexity of advice provided to you. We will agree on the fee with you before providing you with advice.

If you decide to proceed with our advice, we may charge an implementation fee for the time we spend assisting you with implementation. We will let you know what the fee will be in the SoA.

Initial Service	Fee amount
Initial Advice Fees	\$3,000 - \$10,000

### Annual Services Fees

Our annual service fees depend on the services that we provide to you and are a fixed amount. They are usually paid monthly. The annual services and fees will be agreed with you in annual engagement. We may also charge transaction fees in some cases.

Annual Service Fees	Fee amount
Fixed Fees	\$4,000-\$20,000

### Additional notes on adviser fees

- Our ongoing advice fees depend on the time and complexity of the work involved. If we expect your fees to be outside these ranges, we will seek your agreement before proceeding with our advice and ongoing services.
- If we charge our advice fees from either a superannuation or an investment account, we are required by law to seek your written consent to deduct fees from that account.

### Insurance Commissions

We receive a one-off upfront commission when you take out an insurance policy we recommend. We also receive a monthly commission payment for as long as you continue to hold the policy. The commission or benefit will vary depending on the recommended product and will be documented when we provide you with advice.

Initial Commission	Ongoing Commission	Example
Up to 66% of the first year's premium for new policies implemented	Up to 22% of the insurance premium each following year	On any insurance policies implemented, if your premium is \$1,000, we would receive an initial commission of up to \$660 and an ongoing commission of up to \$220 per annum.

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Note: We may receive commissions on increases or additions to existing policies put in place before 2018 of up to 130%, and between 88% to 66% for policies written after that time.

### **Other Benefits**

We may also receive additional benefits by way of sponsorship of education seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

### **Adviser Remuneration**

Cameron Forbes is an owner of the practice and is remunerated through the profits generated by the practice. Michael Fava, Craig Saville, Anne Sammut, Ricky Hernandez and Matt Gordon are employees of the practice and are paid a salary. They may also receive a performance bonus which is based on a number of key performance indicators across the practice not individual performance.

### **Referrals**

We may refer you to GSC Finance Solutions for credit assistance or to other external specialists to receive advice. Your adviser and the directors and shareholders of Forbes AFSL and Forbes Fava Saville Financial Planning do not receive any remuneration or benefit as a result of these referrals.

You may be referred to an external specialist to receive further advice. We do not receive any referral fees or commission for introducing you to the specialist. You are free to engage your own preferred professionals should you prefer.

### **Making a Complaint**

We endeavor to provide you with the best advice and service at all times. If you are not satisfied with our services then the following options are available to find a resolution:

- Contact your adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within five business days, please contact the Complaints Manager.  
**Business Address:** 126 Torquay Road, Grovedale Vic 3216 & 34 Amis Crescent, Keilor East Vic 3033  
**Postal Address:** PO Box 1023, Grovedale VIC 3216  
**Email:** admin1@forbesfp.com.au  
**Phone:** (03) 5201 7960
- If your complaint has not been resolved satisfactorily within 30 days, you may escalate your complaint to the Australian Financial Complaints Authority.

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The Australian Financial Complaints Authority (AFCA) provides fair and independent financial services complaint resolution that is free to consumers.

**Website:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

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

**In writing:** Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

You may also contact the Australian Securities & Investments Commission (ASIC) on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

### **Your Privacy**

We are committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our Privacy Policy is available on request and our website. If you have any issues relating to your personal information you can contact The Privacy Commissioner.

Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

Telephone: 1300 363 992

In writing: The Privacy Commissioner, GPO Box 5218, Sydney

### **Professional indemnity insurance**

Forbes AFSL maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser which satisfies the requirements imposed by the Corporations Act 2001.

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