

Guiding you, from here to there.

Financial Services Guide.



This Financial Services Guide has been authorised for distribution by the authorising Licensee:

Imagineering FS Pty Ltd ('Imagineering')

ABN 41 627 350 636

Australian Financial Services Licence No. 510873 ('AFSL')

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Website: www.kearneygroup.com.au

Phone: +61 3 9428 8822

This Financial Services Guide ('FSG' or the 'Guide') provides you with important information about Imagineering FS Pty Ltd ('Imagineering' or 'Licensee'). We collectively refer to Imagineering and our Authorised Representative(s) in this Guide as 'us, our, we'. Imagineering is the providing entity.

This Guide is designed to help you evaluate and make an informed decision about whether to use the financial services described within. We suggest you retain this Guide for your future reference. If any part of this Guide is not clear, please speak to your Financial Adviser.

This Guide contains important information about:

- who the Licensee is and how we can be contacted;
- the financial services and products we are authorised to provide you;
- the process we follow to provide financial services;
- how we (and any other relevant parties) are paid;
- any arrangements which may influence our advice to you;
- how we protect your privacy; and
- how to make a complaint if you are not satisfied with the services provided.

Not Independent.

At Imagineering, we don't generally charge you fees on risk insurance advice because we receive a payment directly from the insurer if you choose to implement our recommendations. Although we're always acting in your best interests, because we occasionally receive payment from product issuers, we are not permitted to call ourselves independent.

Who will be providing financial services to you?

The Licensee's contact details are contained at the beginning of this Guide. As the holder of an AFSL, Imagineering is responsible for the financial services we provide to you.

Your Adviser is a Representative of Imagineering. Our Representatives act for you when providing the financial services. The individual Authorised Representative's details are included in their Adviser Profile and form part of this FSG. Adviser Profiles are available from our website.

The Licensee has arrangements in place to maintain professional indemnity insurance. This insurance satisfies the requirements under section 912B of the *Corporations Act 2001*.

What financial services do we offer?

We are authorised to provide financial product advice and to deal on behalf of another, in the following financial products:

- deposit and payment products including non-basic deposit products (e.g. term deposits);
- government debentures, stocks or bonds;
- life investment and life risk products (e.g. life insurance);
- managed investment schemes including investor directed portfolio services (e.g. exchange traded funds);
- standard margin lending facilities;
- retirement savings account products;
- securities (e.g. shares); and
- superannuation.

We are authorised to provide personal advice to both retail and wholesale clients in relation to the products listed above and to deal in these products on your behalf.

What products are available?

A range of financial products offered by many leading financial product providers are available for recommendation by us.

Internal and external experts provide financial product research, which is used to carefully select and maintain an extensive list of Approved Products for us to select from. We conduct due diligence on

external research report providers that provide us with research.

We will only recommend a product to you after considering its appropriateness to your individual objectives, financial situation and needs. The recommendations will be made after conducting an investigation into the financial products and may require us to investigate and consider a financial product that is not on our Approved Product List ('APL').

How do we ensure that the advice we give you suits your needs and objectives?

To ensure we provide advice suitable for your needs and financial circumstances, your Adviser firstly needs to understand your financial situation, personal financial objectives and needs. We will follow a step-by-step process as outlined below:

1. Your Adviser will meet with you for an initial consultation. During this meeting, we will discuss your expectations and provide you with details of the services we can offer.
2. Your Adviser will collect all the information we need from you, including your personal financial situation, financial objectives and needs. If you do not wish to provide the information we require, we will advise you of the possible consequences of not disclosing your full personal information and the impact on the recommendations given. This may include not being able to provide advice on the subject matter you request.
3. Your Adviser will help you identify your goals and may discuss your attitude towards investment risk.
4. Your Adviser may consider strategies and areas such as income, social security, insurance, cash and estate planning requirements. Where required, your Adviser will also conduct a reasonable investigation of the financial products that may be suitable to implement the strategies as part of the recommendations. Based on these and other considerations, your Adviser will prepare and present you with a written Statement of Advice ('SoA'). We will explain in the SoA the basis for the advice, and any remuneration, benefits or associations which could have influenced the advice. In some cases where we have previously given you an SoA, we may provide you with further advice. A record of the further advice can be provided

to you, at your request.

Where we recommend financial products, we will provide you with a Product Disclosure Statement ('PDS') or other disclosure document containing information about each product recommended, to help you make an informed decision about whether to purchase that product.

5. Your Adviser will discuss our recommendations with you, make any changes you require and gain your agreement to implement those recommendations.
6. We will then implement those recommendations.
7. We will meet with you periodically to review your financial circumstances if we agree to a service that includes a regular review component.

We will also explain to you any significant risks of the financial products and strategies which we recommend to you. If you are unclear of the risks, do not hesitate to question us further.

What documents do you receive if we provide further advice?

Where further personal advice is provided, in some circumstances we are not required to provide our recommendation in writing in an SoA. Where this is the case, we can implement our recommendations with your consent. You may request a record of the further advice from us by contacting your Adviser (on any of the contact details set out in their Adviser Profile) for a period of seven years from when the further advice was provided to you.

How can you instruct us?

You may specify how you would like to give us instructions, for example, by phone or email. Alternatively, you may provide instructions to us in person. Where instructions are provided by telephone, these will be captured in writing.

How are we paid for our services?

All fees, commissions and incentives are received by Imagineering in the first instance. Imagineering then pays any remunerations earned to the Corporate Authorised Representative (CAR) of your Financial Adviser.

Imagineering may receive:

- fees paid by clients;

- commissions paid by product providers; and
- other benefits.

As part of detailed financial planning, there are costs to you at various stages of the process. Before making any recommendations, your Financial Adviser will discuss and agree the fees with you.

Advice Fees.

Advice fees are inclusive of GST and payable by you at the following stages:

1. **Recommendation:** To have a personalised financial plan (SoA) prepared, a plan preparation fee is payable. The actual fee will depend on the complexity of your situation and the time it takes to prepare personal financial advice for you, and will be based on hourly rates which typically range from \$250 to \$700 per hour.
2. **Implementation:** You may be charged a placement fee and/or implementation fee to implement the recommendations in your financial plan. These are payable when you decide to proceed with the implementation of any one or more recommendations that are provided to you. The actual fee will depend on the complexity of your situation and the work required, and will be comprised as follows:
 - a. A range, typically between \$0 (min.) to \$5,000 (max.) based on hourly rates for the staff involved, typically ranging between \$250 and \$700 per hour; and / or
 - b. Up to 77% of initial insurance premium until 31 December 2019, and up to 66% from 1 January 2020.
3. **Subsequent Advice:** When you retain us to conduct a review of your financial plan to ensure that your financial strategies and financial products remain appropriate to you, a fee will be agreed for this work. The actual fee will depend on the complexity of your situation and the time it takes to prepare personal financial advice for you, and will be based on hourly rates which typically range from \$250 to \$700 per hour.

Where we receive an initial commission and/or ongoing commission amount, we may rebate all or part of the implementation and/or placement fee to you.

Note: Full details of all fees and commissions for financial services will be provided to you in your SoA, Product Disclosure Statements, or at the time

of receiving any recommendation, or as soon as possible after that.

Regardless of whether we provide you with personal advice, you can request details of remuneration or benefits within a reasonable time of receiving this FSG and before we provide any services to you.

Investment Products.

For investment products, including superannuation and annuities, fees may be deducted from the funds you invest.

Life Insurance Products.

We may receive initial and ongoing commissions from insurance providers. These commissions are paid to Imagineering by the company that issues the product that we recommend to you and they are included in what you pay for the product. The commissions vary and are based on the policy cost, which is the sum of the premiums you pay and may include other fees related to the product.

The initial commission is paid in the first year by the product issuer to us. Ongoing commissions are payments paid by product issuers to us in the years after the first year.

If you initiate an increase to your cover, we may receive an initial commission and ongoing commissions on the annual increase to your policy cost. The ongoing commission on a client-initiated increase is only paid in respect of the period that starts from the first anniversary of the increase. If the initial commission is equal to the ongoing commissions (as a percentage of your policy cost), we may receive up to 42.35% (incl. GST) of your annual policy cost. If the initial commission is higher than the ongoing commissions, the maximum commission that we may receive is set out below:

- Product issued 1 January 2018 to 31 December 2018
 - Initial Commission: 0–88%
 - Ongoing Commission: 0–22%
- Product issued from 1 January 2019 to 31 December 2019
 - Initial Commission: 0–77%
 - Ongoing Commission: 0–22%
- Product issued from 1 January 2020
 - Initial Commission: 0–66%
 - Ongoing Commission: 0–22%

Note: We may receive the pre 1 January 2018 commission rates above from the product issuer if:

- your policy was issued before 1 January 2018 and you exercise an option or apply for additional cover under your policy after 1 January 2018; or
- your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.

Example

We recommend an insurance product to you and it is applied for and issued on 2 February 2018. The annual policy cost is \$450. We may receive up to \$396 (88% incl. GST) as an initial commission. Assuming the policy cost stays the same each year, we may receive up to \$99 pa (22% incl. GST) as an ongoing commission.

From 2 April 2018, you decide to increase your insurance cover. The cost of this increased cover is an additional \$100. The initial commission payable to us in respect of this increase will be \$88 (88% incl. GST), as the increase occurred in 2018. The ongoing commission payable to us in respect of this increased policy cost will be \$22 pa (22% incl. GST), payable in respect of the period starting from the first anniversary of the date on which you increased your insurance cover (i.e. 2 April 2019).

From 2 April 2020, you decide to increase your insurance cover again. The cost of this increased cover is an additional \$100. The initial commission payable to us in respect of the increase will be \$66 pa (66% incl. GST). The ongoing commission payable to us for the second increase will be \$22 pa (22% incl. GST) starting from the first anniversary of the date of the second increase (i.e. 2 April 2021). These commissions may be passed onto us.

You'll find details of how your insurance policy cost is calculated in the relevant PDS that we provide to you. Where personal advice is provided to you, you'll also find details of the commission that we are entitled to receive if you decide to purchase a Life Insurance product, in your SoA or RoA.

How will your Financial Adviser be paid for their services?

All fees and commissions disclosed in this FSG which are attributed to the services provided to you are paid to Imagineering.

The CAR who provides you advice receives up to 100% of all fees and commissions received by Imagineering for the services provided to you except where otherwise agreed.

Representatives of Imagineering receive a salary/income and may share in the profits of the organisation from time to time. Our shareholders receive dividends from the profits of the company, depending on overall company performance.

What other benefits does your Financial Adviser receive?

In addition to the remuneration detailed above, your Adviser is eligible to qualify for other benefits and entitlements as detailed below:

From time to time, your Adviser may accept alternative forms of remuneration from product providers or other parties such as hospitality (up to a value of \$300) or support connected with their professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit that we receive and other benefits that relate to information technology software support provided by a product issuer or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

What arrangements may influence our advice to you?

Imagineering does not have any relationships that influence our advice.

Any relationships or associations we have that may influence our advice to you will be disclosed in this FSG.

Why we collect your personal information.

We collect personal information, including sensitive information (e.g. health information), from you to provide you with services including financial advice.

We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, to prevent fraud, crime or other activity that may cause harm in relation to the particular

products or services provided, and to help us run our business.

If you do not provide all the information we request, we may no longer be able to provide a product or service, including financial advice, to you.

Collecting and disclosing your personal information.

We may disclose your personal information to other Authorised Representatives of Imagineering, members of Kearney Group, anyone we engage to do something on our behalf such as a service provider, and other organisations that assist us with our business. We may also disclose your personal information to third parties such as a complaints body to whom a complaint relating to a product or service is referred or any party acquiring an interest in our business and with your consent to persons such as your employers, and anyone acting on your behalf.

We may also collect from the parties listed above any personal information they may hold about you that relates to our provision of financial advice.

It is not likely that we will disclose your personal information to an entity which is located outside Australia. If we do, details of the countries where the overseas recipients are located are in our [Privacy Policy](#).

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

We are also required, pursuant to the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)* (AML/CTF Act) and its corresponding rules and regulations to implement certain client identification processes. We may be required to obtain information about you at the time of providing financial services to you, and from time to time in order to meet our legal obligations.

We have certain reporting obligations pursuant to the AML/CTF Act and information obtained from or about you may be provided to external third parties

and regulators in accordance with the requirements imposed on us.

Other important information.

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in our Privacy Policy.

Our Privacy Policy is available online at:
www.kearneygroup.com.au/privacy

Our Privacy Policy covers:

- how you can access the personal information we hold about you and ask for it to be corrected;
- how you may complain about a breach of the *Privacy Act 1988 (Cth)*, or a registered privacy code and how we will deal with your complaint; and;
- how we collect, hold, use and disclose your personal information in more detail.

We will update our Privacy Policy from time to time.

Where you have provided information about another individual, you must make them aware of that fact and the contents of this privacy statement.

We will use your personal information to contact you or send you information about other products and services offered by us or our preferred suppliers. If you do not wish to receive marketing communications from us, please contact us.

What to do if you have any concerns about our services?

We endeavour to provide you with quality financial advice. If you have a complaint or concern about the service provided to you, we encourage you to share your concern by:

Contacting your Adviser: tell your Adviser about your complaint including. In your meetings or at any time at our office

Alternatively, you can lodge your complaint with Imagineering:

In Writing:
Advice Complaints

Imagineering FS Pty Ltd
PO Box 3347 Burnley North, VIC 3121

By Email: governance@imagineeringfs.com
By Phone: 03 9428 8822

If you need assistance to advise us of your complaint, we are happy to help or you can nominate someone you trust. If you are experiencing financial hardship or a delay in resolving your complaint would cause hardship, please let us know so that we can help.

We will acknowledge your complaint within 1 business day, either in person (verbally) or in writing, depending on how you advised us of your concern.

If we are unable to resolve your concern straight away, we will complete an investigation and provide you with a written response within 30 calendar days, if required. If our response is delayed for any reason, we will provide you with a delay notification before 30 calendar days. If your complaint is resolved within 5 business days, we will only provide you with a written response at your request.

If your concern is not resolved in 30 calendar days, or if you are not satisfied with our response or our complaints process, you may contact the Australian Financial Complaints Authority ('AFCA').

AFCA provides a free, independent dispute resolution process covering complaints about financial services including: banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds and pooled superannuation trusts. You may contact the AFCA by:

Writing:
GPO Box 3
Melbourne, VIC 3001

Email: info@afca.org.au
Website: www.afca.org.au
Phone: 1800 931 678

The Australian Securities & Investments Commission ('ASIC') is Australia's corporate, markets and financial services regulator. ASIC contributes to maintaining Australia's economic reputation by ensuring that Australia's financial markets are fair and transparent, and is supported by informed investors and consumers alike. ASIC seeks to protect consumers against misleading or deceptive and unconscionable conduct affecting all

financial products and services. You may contact ASIC by:

Writing:

Australian Securities & Investments
Commission
GPO Box 9827
Your Capital City Or:

PO Box 4000
Gippsland Mail Centre, VIC 3841

Website: www.asic.gov.au

Phone: 1300 300 630

Before you send your concern to any of these respective bodies, please contact them first to understand the process of lodging your concern with them.

