



ACCOUNTANTS  
PRIVATE ADVICE  
by akambo



# Financial Services Guide

Version 7 - 05/06/2018

# THIS FSG IS COMPRISED OF 2 PARTS

## Part 1:

Provides information about Akambo Pty Ltd trading as Accountants Private Advice and the services that we provide.

## Part 2:

'Adviser Profile' provides information about the representative who will provide the services to you, 'your financial adviser' and how they are remunerated.

## PART 1

You have the right to ask us about our charges, the type of advice we will provide you, and what you can do if you have a complaint about our services.

This Financial Services Guide ('FSG') is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include, who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures, along with how you can access them.

It is intended that this FSG should assist you in determining whether to use any of the services described in this document.

### Documents you may receive

You should also be aware that you are entitled to receive a Statement of Advice when we first provide you with personal advice, (advice that takes into account your objectives, financial situation and needs). The Statement of Advice will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

If our representative provides further advice to you and your personal circumstances have not significantly changed, and that further advice is related to the advice we provided to you in a previous Statement of Advice and we do not give that further advice to you in writing you may request a copy of the record of that further advice at any time up to 7 years from the date our representative gave the further advice to you.

You can request the record of the advice by contacting the representative or us in writing or by telephone or by email.

In the event we make a recommendation to acquire a particular financial product (other than securities), we must also provide you with a Product Disclosure Statement containing information about the particular product, which will enable you to make an informed decision in relation to the acquisition of that product.

### Professional Indemnity Insurance

Akambo Pty Ltd holds Professional Indemnity Insurance ('PII') that meets the compensation requirements of the Corporations Act. The PII also provides cover for a period of time in relation to the conduct of past representatives/employees who may no longer work for Akambo Pty Ltd. If you have any questions about our compensation arrangements, please ask your representative.

## BEFORE YOU RECEIVE OUR ADVICE

### Who will be providing the financial service to me?

Akambo Pty Ltd, Australian Financial Services Licence Number: 322056, ABN: 16 123 078 900 will at all times be responsible for the advice you receive.

Akambo Pty Ltd trades as Akambo Financial Group and Accountants Private Advice.

<b>Location &amp; Postal Address:</b>	Level 14, 379 Collins Street Melbourne, VIC 3000
<b>Tel.</b>	03-9602-3233
<b>Fax</b>	03-9602-5009
<b>Email</b>	contact@apadvice.com.au
<b>Website</b>	www.apadvice.com.au

### What kind of financial services is Akambo Pty Ltd authorised to provide me and what kinds of products of those services relate to?

Akambo Pty Ltd can deal or advice on the following products and services to wholesale and retail clients:

Deposit and payment products	Derivatives
Government debentures, stock or bonds	Life insurance and life risk products
Managed investments	Retirement income streams, including pensions and annuities
Securities	Standard Margin Lending
Financial Planning	Strategic asset allocation & investment
Estate Planning	Personal & Business insurance needs
Portfolio advice & administration	Structured Products
Superannuation	Self managed Super Funds (SMSF) & borrowing within your SMSF
Managed Discretionary Account service	Separately Managed Account
Aged Care	Centrelink and other government benefits

Individual advisers within our network may not be qualified to provide advice in all of the services and products below. Their individual adviser profiles will note any limitations to the advice they are qualified to provide.

Akambo maintains an approved product list that contains super & investment products, Australian and international fund managers and insurance providers. Akambo periodically reviews these products to ensure that they remain competitive and appropriate to address client needs and objectives. Generally, we recommend products that are on the approved products list, however, if appropriate for your needs we may recommend other products, subject to Akambo's approval process. A copy of the approved products list can be supplied upon request.

## PRIVATE CLIENT SERVICE

Akambo's Private Client Service offers clients innovative and personal solutions via high quality investment products.

### Our service includes:

- Assessment of current situation
- Implementation of agreed strategies
- Ongoing evaluation & advice
- Clear & concise Statement of Advice
- Pro-active asset monitoring & Review
- Active participation in Corporate Actions

Our Private Client Service philosophy is based upon mutual obligation and transparency. It is our goal to build a partnership with clients and to implement a plan to ensure their lifestyle objectives are achieved.

### Who do you act for when you provide financial service for me?

You, the client. Akambo Pty Ltd, the Licencee, is responsible for the financial services provided to you by your financial adviser.

### Relationships and associations

It is important that you are aware of the relationships that Akambo Pty Ltd has with providers of financial services as they could be seen to influence the advice you receive.

### Akambo Pty Ltd's relationships with other companies

Akambo Pty Ltd provides administration services to Mason Stevens in respect to any MDA Investments. In return for those services, Akambo Pty Ltd receives remuneration of 0.088% or \$88.00 per \$100,000 of your investment amount to cover Administration Services relating to the establishment and ongoing management of your account with Mason Stevens. This amount is paid from the administration fee you paid to Mason Stevens and is not an additional cost to you.

### Our referral arrangements

We may receive payments to refer you to other service providers. These amounts do not involve additional costs and will be disclosed in your statement of advice. We may receive from them up to 33% incl. GST of their upfront and ongoing remuneration for referring you to them. We will disclose the referral arrangements to you when we provide you with an SoA.

In some situations, we pay fees or commissions to external parties who have referred you to us. We may pay up to 33% incl. GST of our remuneration to them for referring you to us. These referral fees do not represent an additional cost to you, nor do they affect the performance of your investment or product, or the premiums you pay. We will disclose the referral arrangements to you when we provide you with an SoA.

## WHEN YOU RECEIVE OUR ADVICE

### Will you provide me advice, which is suitable to my needs and financial circumstances?

Yes, but to do so we need to find out your individual objectives, financial situation and needs before we recommend any financial products or services to you.

You have the right not to divulge this information to us, if you do not wish to do so.

In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings in the Statement of Advice carefully.

## What should I know about the risks of the financial products you recommend to me?

We will explain to you any significant risks of financial products and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

## What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile, which includes details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. Our privacy policy is available on our website [www.akamboFG.com](http://www.akamboFG.com) for your information.

If you wish to examine your file, we ask that you make a request in writing and allow up to fourteen (14) working days for the information to be forwarded.

## Transaction services

If you do not require personal advice, I can also implement transactions and apply for limited types of financial products, where I take your instructions for the transaction to be completed. If you wish to proceed without my personal advice, I will ask you to confirm your instructions, which I will document in writing. You can ask me for a copy of this documentation at any time.

## Managed Discretionary Account service

We use an independent MDA service provider. We offer limited types of Managed Discretionary Account services (MDA services) within approved investment platforms. Through these services, you allow us to manage your investments for you, using our discretion and without obtaining your instructions before each transaction we undertake on your behalf. The MDA service only allows us, or the investment manager, to make changes to the investments within your account. Part of the service provides authority to withdraw funds from the account, which is used to settle investments and costs where necessary. No one will have authority to transact on any of your investments held outside the account.

## MDA Service Agreement & Investment Program

We will provide you with an SoA where we recommend you enter an MDA service. The SoA will explain why we believe the service is appropriate for you. It will also set out the terms and conditions of the MDA service and the Investment Program including:

- statements about the nature and scope of the discretions we will be authorised and required to exercise under the MDA contract
- any investment strategy that is to be applied in exercising those discretions
- information about any significant risks associated with the MDA contract
- the basis on which we consider the MDA contract to be suitable for you, and
- warnings that the MDA contract may not be suitable to you if you have provided us with limited or inaccurate information. It will also specify that the MDA service may cease to be suitable for you if your relevant personal circumstances change.

## What are the risks associated with using the MDA service?

By authorising us to make changes to your investments, you cannot claim we were not acting on your behalf if we acted within the authority given. Therefore, our acts bind you. It is important you understand what we are authorised to do and that you carefully read and understand the activities that you are authorising us to do on your behalf.

## How can you instruct us to exercise rights relating to financial products in your portfolio?

Generally, the financial products that we invest in on your behalf do not have any additional rights or entitlements attached to them. However, if there are, we will let you know. You can then instruct us how you wish us to proceed.

## Do you have to enter into a contract for us to provide MDA services?

Yes. This MDA contract will set out the terms and conditions of the authority and also the investment program, which sets out how your money will be invested. We will agree and prepare the investment program for you based on your relevant personal circumstances, your financial objectives and your needs and review the program every 12 months.

## Do we provide custodial or depository services for your portfolio?

We do not provide custodial or depository services. This means your investments will be held by the custodian nominated for the relevant financial product. This financial services guide complies with the ASIC Class Order 04/194.

## WHAT DO OUR SERVICES COST?

Akambo Pty Ltd is remunerated by the fees you pay and/or insurance commissions received from product issuers. The fees charged by our advice and services may be based on a combination of:

- a set dollar amount; or
- a percentage based fee.

Our agreed advice and service fees may include charges for:

- initial advice; and
- ongoing advice.

Please note that for services in relation to insurance, some loan products and older investment products, commissions may be paid by the product provider as follows:

- initial commission – a percentage of the value of your insurance premiums or investment/loan balance paid as a once-off.
- ongoing commission – a percentage of the value of your investment balance, outstanding loan amount of premiums, usually calculated at the end of each month in which you hold the products.

All fees and commissions are paid to Akambo Pty Ltd as the licensee.

Please refer to Part 2 of the Financial Services Guide for an overview of our service fees and commissions.

All fees will be clearly stated and agreed with you in the Statement of Advice.

## IF YOU HAVE ANY COMPLAINT?

### Who can I complain to if I have a complaint about the provision of the financial services to me?

Akambo Pty Ltd is a member of the Financial Ombudsman Service. If you have any complaint about the service provided to you, you should take the following steps:

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, please contact the Manager of Akambo or put your complaint in writing and send it to Level 14, 379 Collins Street Melbourne, 3000. We will seek to resolve your complaint quickly and fairly.
3. If the complaint cannot be satisfied to your satisfaction you have the right to complain to the Financial Ombudsman Service (FOS). This service is provided to you free of charge. They can be contacted on 1800 367 287.

The Australian Securities and Investments Commission (ASIC) also have a free call Infoline on 1300-300-630 which you may use to make a complaint and obtain information about your rights.