

ABOUT THIS GUIDE

This **Financial Services Guide (FSG)** contains important information about **Risk and Investment Advisors Australia Pty Ltd (RIAA)** and the financial services we offer through our Representatives.

The purpose of this FSG is to assist you in deciding whether to use the services we offer. It sets out information about:

- The Financial services that we may offer you;
- How we at RIAA are paid;
- Any potential conflict of interest we may have; and
- How to access our internal dispute resolution procedures if you have a complaint.

Whenever our Representative gives you personal financial advice our Representative will provide you with a **Statement of Advice (SOA)** which contains the advice, the basis on which it was given and information on 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 advice by contacting the representative or us in writing or by telephone or by email.

Whenever our Representative makes a personal recommendation to acquire a particular financial product, our Representative will provide you with a **Product Disclosure Statement (PDS)** which contains information about the particular product to assist you to make an informed decision about that product.

Our Representative will also give you a PDS if you ask them to sell you a particular financial product or ask them to arrange to issue a particular product.

This FSG has been authorised by RIAA.

ABOUT RIAA

Risk and Investment Advisors Australia Pty Ltd

ABN: 21 104 922 394

Level 3, 69 Phillip Street

Parramatta NSW 2150

P: 02 9687 0604

F: 02 9687 4406

E: riaa@riaa.net.au

RIAA holds an Australian Financial Services Licence (AFSL Number 238141).

RIAA is member of the **Association of Independently owned Financial Planners (AIOFP)** and actively supports their Code of Ethics and Rules of Professional Conduct.

HOW IS RIAA PAID FOR THE SERVICES IT PROVIDES?

RIAA receives a fee from the Authorised Representative and also retains up to 4% of all remuneration generated by the Authorised Representative.

WHO IS OUR ADVISER?

Our adviser is an Authorised Representative of **Risk and Investment Advisors Australia Pty Ltd (RIAA)**. They will be acting on behalf of RIAA when they make product recommendations.

RIAA is responsible for the financial services they provide including the distribution of this FSG.

Our Authorised Representative will hand you their **RIAA Adviser Profile** with this document. **The RIAA Adviser Profile forms part 2 of the FSG** and provides more detailed information about commission and other benefits they may receive.

WHAT ADVISORY SERVICES ARE AVAILABLE TO ME?

RIAA is licensed to offer the following financial services:

- Life Insurance – Risk
- Life Insurance – Investments
- Managed Investment Schemes
- Retirement Savings Accounts Products
- Securities
- Superannuation
- Basic Deposit Products
- Deposit Products other than Basic Deposit Products

The **Adviser Profile** sets out which of these financial services our adviser is authorised to provide as an authorised representative of RIAA.

RIAA may also provide the following advisory services:

- Financial Planning Advice
- Superannuation and Rollover Advice
- Business Insurance Advice
- Salary Packaging Advice
- Life Insurance Advice
- Succession Planning
- Savings Plans
- Portfolio Reviews

Our adviser will only recommend an investment to you after considering its suitability for your individual needs, objectives and financial circumstances.

RIAA has access to specialist advice on Tax Planning, Estate Planning, Shares, Investments, General Insurance and Mortgage funds.

Where required, these areas will be provided only by referral. Whether you use one of our referrals or a professional that you currently have an involvement with, they will be responsible for the advice provided to you.

If you require advice on a wider range of products or complex issues we may refer you to another financial services provider.

OUR RESPONSIBILITY TO YOU

RIAA will:

- Only advise within RIAA's approved product list.
- Deal in a financial product if directed but only with your approval.
- Take instructions from you.
- Consider but not advise on tax issues.
- Not ask you to sign blank documents.

YOUR RESPONSIBILITY TO US

RIAA expect that you:

- Tell us about your personal objectives, current financial situation and any other relevant information so we can offer you the most appropriate advice. If you do not, the advice you receive may not be appropriate to your needs, objectives and financial situation.
- Update us annually with any changes in your personal situation.
- Will not sign blank forms.
- Use our advice to make your decision(s) about acquiring financial product(s).

WHAT INFORMATION IS MAINTAINED IN YOUR FILE AND IS IT KEPT SECURE?

RIAA will maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you. If you wish to examine your file please contact us.

RIAA is committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. RIAA's Privacy Statement is available on request, or you may access it on RIAA's website at www.riaa.net.au.

HOW DO YOU GIVE INSTRUCTIONS ABOUT YOUR INVESTMENT?

You may tell our adviser how you would like to give them instructions. For example, by telephone, fax or other means such as email.

HOW MUCH WILL YOU PAY FOR THE SERVICE PROVIDED?

The RIAA Advisor Profile contains information detailing fees and commissions as well as other benefits that our adviser may receive for the services that our adviser provides and the RIAA receives.

There are various modes of payment for the services provided. You may either be charged a set fee, an hourly rate or our adviser may receive commissions directly from the financial product issuer whose products are recommended to you.

If you receive personal advice from our adviser, our adviser will provide you with a Statement of Advice (SOA) which tells you the amount of any commissions, fees and other benefits that are paid to any person as a result of your decision to use our services which may influence the advice our adviser gave you. If they do not know the amount, the **(SOA)** will tell you how the commissions, fees and other benefits are calculated. Before our adviser can proceed to act on your instructions you must sign the **SOA** authorising our adviser to implement the recommendations.

If they recommend a financial product the issuer of that product will receive a benefit which may be in the form of a premium, entry fee or management fee. This will be fully explained in the relevant Product Disclosure statement.

WILL ANYONE BE PAID FOR REFERRING ME TO YOU?

Where you have been referred to your adviser or RIAA by someone else, and if we pay them a fee or commission for that referral, we will tell you in the Statement of Advice the amount of any fee or commission paid. Part 2 (Advisor Profile) will also disclose information about any payment made for referrals by your advisor.

ARE THERE ANY CONFLICTS OF INTEREST IN OUR ADVICE?

RIAA is a member of the AIOFP therefore receives the following payments, in addition to the initial and ongoing commissions from the following fund managers:

| Types of Payments | Level of Payment |
|---|--|
| Wealthtrac – AIOFP Rebate Payment | These payments are based on the total value of business submitted to Wealthtrac. The total payments will not exceed 0.583% of funds under management. |
| Asgard Personal Choice – AIOFP Rebate Payment | Asgard Personal Choice, an amount equal to 45% of the administration fee is payable to Personal Choice Portfolio Services Pty Ltd which, after expenses including the production of PDS, distributes the balance to RIAA |

RIAA also receives Volume Bonus from the following:

| Types of Payments | Level of Payment |
|--------------------------|---|
| Beacon – Investment Wrap | Up to 0.4% on business submitted plus an additional 0.2% per annum on Funds Under Advice |
| Aviva – Rebate Payment | For Navigator Personal Product as amount of up to 25% of the net margin is payable. For Aviva Protection First Products, an amount of up to 10% of the Gross new business inflows is paid. |
| AIG – Rebate Payment | For AIG insurance products an amount of up to 10% of net new business inflows is paid. |
| IOOF – Sponsor Fee | IOOF pay a sponsor Fee of up to 0.57% of Funds Under Advice |
| Tower – Rebate Payment | For Tower Insurance products an amount of up to 10% of net new business inflows is paid. |
| Asteron – Rebate Payment | For Asteron Insurance products an amount of up to 10% of net new business inflows is paid. |
| Synergy – Rebate Payment | Synergy pay up to 26.67% per annum of the minimum Administration Fee on Funds Under Advice. |

Sample Scenarios

You are a new client investing \$10,000 into Wealthtrac and we have agreed on a commission rate of 4% initial and 1.1% ongoing. From this transaction RIAA will receive the following (Includes commission paid to the authorised representative):

| | | |
|--|---|----------|
| Initial Commission of \$10,000 x 4.00% | = | \$400.00 |
| Ongoing Commission of \$10,000 x 1.10% | = | \$110.00 |
| Volume Bonus of \$10,000 x 0.123% | = | \$ 12.30 |

WHAT SHOULD I DO IF I HAVE A COMPLAINT?

- Contact RIAA and discuss your complaint. You may contact us by Telephone, in writing or by e-mail.
- If your complaint is not satisfactorily resolved within 3 working days please contact:
Complaints Manager
Risk and Investment Advisors Australia Pty Ltd
PO Box 3861
Parramatta NSW 2124
P: 02 9687 0604
F: 02 9687 4406
- RIAA will aim to resolve your complaint quickly and fairly within 45 days, (or 90 days in cases where we have notified you that we require 90 days to resolve your complaint and you have agreed).
- If the complaint can not be resolved to your satisfaction then you have the right to refer your matter to the Financial Ombudsman Service (FOS) of which RIAA is a member. They can be contacted on 1300 780 808 or at the address below:
Financial Ombudsman Service Ltd
GPO Box 3
Melbourne VIC 3001
F: 03 9613 6399
E: info@fos.org.au
W: www.fos.org.au
- RIAA Professional Indemnity insurance arrangements satisfy the compensation arrangements required under the section 912B of the Corporations Act and include cover for claims against former representatives, whist they acted for RIAA.

ANY FURTHER QUESTIONS?

If you have any further questions about the financial services we provide, please contact your advisor in the first instance. If you have any further questions about the financial services RIAA provides please contact RIAA on 02 9687 0604.

Please retain this document for your reference and any future dealings with RIAA.