



# FINANCIAL SERVICES GUIDE

Understanding the advice process and our relationship with you

## Contact Details:

**Phone:** (07) 3709 8485

**Email:** [admin@thesan.au](mailto:admin@thesan.au)

**Address:** Level 7, 241 Adelaide Street, Brisbane City QLD 4000

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

### Not Independent

Thesan Private Wealth and TFS National Pty Ltd are not owned by any bank or insurance company. However, because TFS National and its Authorised Representatives receive commissions from life insurance companies, neither financial services businesses are independent, impartial or unbiased. The Corporations Act states that if a licensee or an Authorised Representative receives commissions from a product issuer it cannot claim to be independent, impartial or unbiased.

**Please refer to the Remuneration section for more information.**

# PURPOSE

This Financial Services Guide (FSG) explains the financial services and advice provided by Thesan Private Wealth and your Financial Adviser (Adviser), who is an authorised representative of TFS National AFSL# 532141. The FSG provides information on what to expect during the financial advice process including the types of documents you are likely to receive, how we manage privacy, related parties, and potential conflicts of interests, and how we manage complaints.

This FSG should be read in conjunction with an Adviser Profile. The Adviser Profile contains important information about your Adviser including their relevant authorised representative number, qualifications, experience, areas of authorisation, how they get paid and fees that you may be charged.

The FSG contains information about:

- How we are licensed to provide Financial Advice
- The financial services that we provide
- The advice process
- Documents you may receive
- How we are paid & associated companies
- Your privacy
- How we resolve disputes, and what you should do if you have one.

**Please take the time to review both the FSG and the Adviser Profile before engaging our services.**

## Who is our Licensee?

To provide financial advice requires an Adviser to either hold an Australian Financial Services License (AFSL) or be authorised to provide advice by an AFSL holder. Thesan Private Wealth Pty Ltd, ACN 661 639 247, is a Corporate Authorised Representative No. 001298410 of TFS National Pty Ltd - Australian Financial Services License No. 532141. TFS National authorises the distribution of this Financial Services Guide ("FSG").

**TFS National is 100% privately owned.** TFS National is responsible for ensuring the advice provided meets the various legal and regulatory requirements and provides us with Professional Indemnity insurance and dispute resolution systems.

### **TFS NATIONAL PTY LTD**

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Australian Financial Services License No. 532141

# FINANCIAL SERVICES AND PRODUCTS WE CAN PROVIDE

Thesau Private Wealth can offer the follow services and products. Your Adviser’s specific authorisations are included within their personalised Adviser Profile.



## Superannuation and Retirement Planning

Personal Superannuation

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Corporate Superannuation

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Industry & Public Sector Superannuation

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Pensions & Annuities

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Self-Managed Superannuation

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Centrelink/Veterans’ Affairs Assistance



## Wealth Creation and Investments

Cash and Term Deposits

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Investment Bonds

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Managed Investments

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Exchange Traded Products

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Listed Securities (Shares and other products)

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Gearing



## Wealth Protection

Term Life Insurance

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Total and Permanent Disability (TPD) Insurance

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Trauma Insurance

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Income Protection Insurance

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Insurance Claims Assistance

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Business succession planning including Buy/Sell and Key Person Insurances



## Other Financial Planning Services

Budgeting and Cashflow Management

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Estate Planning Assistance

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Debt Management

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Retirement Projections

# THE ADVICE PROCESS

Our advice to you is principally about developing appropriate strategies to achieve your financial goals, taking into account your current circumstances.

The two types of advice that can be provided by our Advisers are:

- **Personal Financial Advice** - Under Personal Advice we provide you with advice which takes into account your personal objectives, goals, financial situation, and needs. Where we provide you with Personal Financial Advice we will provide you with an advice document (Statement of Advice).
- **General Financial Advice** - General advice does not take into account your personal objectives, goals, financial situation, or needs. Where we provide you with General Financial Advice we will not provide you with an advice document.

## 1. Engagement and Discovery

We will spend time with you to ensure we understand your current personal and financial position. The quality of our advice is largely governed by the quality of the information that you provide to us. This data collection can take considerable time as we seek information from external parties.

If you decide to obtain personal financial advice, your Adviser will need to determine your needs, objectives, and relevant financial circumstances. At the initial appointment, your Adviser will typically gather the relevant information by using a client data collection form. Where your goals relate to investment or superannuation advice your Adviser will also work with you to define your level of risk tolerance. A Risk Profile Questionnaire is generally used to document and agree upon your level of risk tolerance. You will be asked to provide accurate information about your personal and financial situation and keep your Adviser informed of any changes to your relevant circumstances.

Your Adviser will use a Terms of Engagement document to define the arrangement with you, this will include any fees that may apply. This document will need to be signed prior to any work commencing. The fees will depend on the complexity of the advice. If, in developing your financial plan, we identify that the nature and scope of the advice to be provided differs to that initially agreed upon, our initial fee may change. In this case, we will provide you with an upfront quote of the amount payable before we proceed further with finalizing your Statement of Advice.

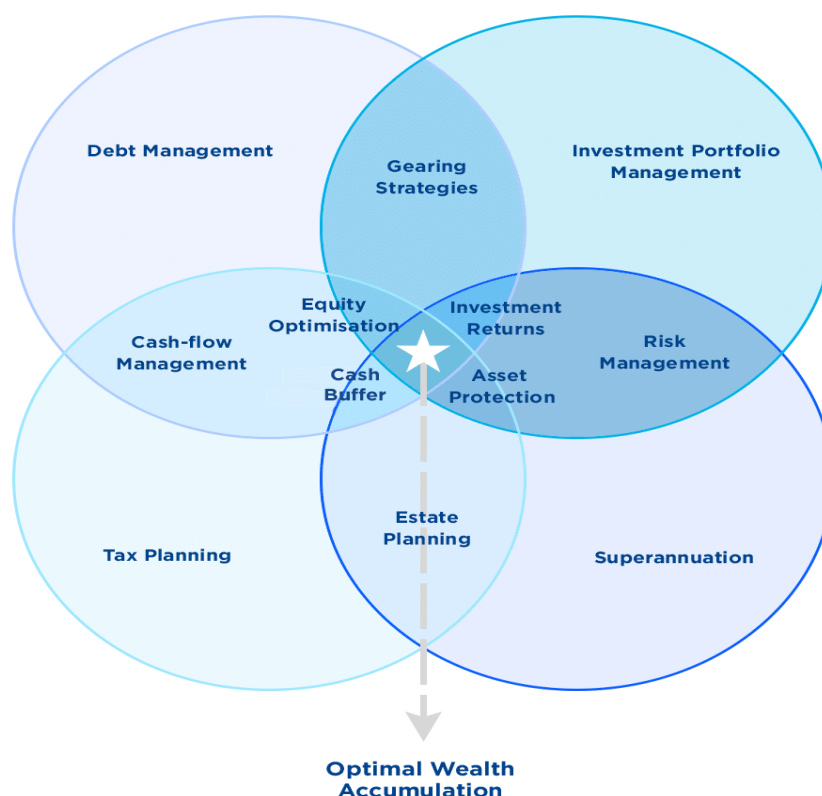
## 2. Strategy and Personal Advice

After obtaining relevant information, your Adviser will conduct research and develop a strategy to assist you to meet your goals and objectives. Where personal financial product advice is being provided, the strategy will be documented in a Statement of Advice. The Statement of Advice will include the basis of the advice, explanation of strategies and products recommended and relevant disclosures including costs of advice and products. The Statement of Advice includes an authority to proceed section where you can consent to proceed with the recommendations. Where a financial product has been recommended, you will generally be provided with a copy of the relevant Product Disclosure Statement (PDS). The PDS includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

## 3. Implementation

Where you elect to proceed with the recommendations your Adviser will work with you to implement the strategy. This may include liaising with various insurance, superannuation, or investment product issuers. Where the recommendations include the purchase of a new financial product, your Adviser will work with you to complete the relevant Product Application Form. This may be online or paper based.

Where the recommendations include the purchase of an insurance policy, you may also need to complete a Health Questionnaire. This could be online, paper-based or over the phone. It is important to disclose any health or personal matters truthfully. Failure to disclose certain matters may result in a claim being denied.



# DOCUMENTS YOU MAY RECEIVE

When your Adviser provides personal financial advice to you, you may receive one or more of the following documents. In addition, we can offer you a comprehensive ongoing review service for your investment portfolio and/or life insurance program.

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**Terms of Engagement (ToE)**

The ToE will outline the scope of advice and financial services proposal including a quotation of fees.

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**Statement of Advice (SoA)**

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.

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**Record of Advice (RoA)**

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

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**Product Disclosure Statement (PDS)**

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).

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**Fee Disclosure, Renewal Notice and Consent Form**

Each year a Fee Disclosure and Renewal Notice 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. This document will outline the fees that were charged for the last 12 months along with the services provided.

It will also outline the fees that will be charged and services that you will be entitled to in the following 12 months. This document will also seek to obtain your consent and approval for the ongoing fee arrangement to continue and fees to be deducted.

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You may request in writing a copy of any advice document up to seven (7) years after the advice has been given. If you have any questions about this FSG or the financial advice, investment and/or insurance products or services provided, please contact your Adviser.

# HOW WE ARE PAID & ASSOCIATED COMPANIES

**Before providing you with advice, your Adviser will agree with you in writing via our Terms of Engagement on fees that apply and explain any benefits we may receive.**

## Your Adviser

The cost of providing a financial advice or service will depend on the nature and complexity of the advice, financial product and/or service provided. The financial planning business may be remunerated by:

- Advice and service fees paid by you; and/or
- Commissions paid by insurance providers.

Please refer to the Adviser Profile for detailed estimates and ranges of fees and commissions. All fees and commissions are initially paid to TFS National before being distributed to Thesan Private Wealth. Your Adviser may also receive non-monetary benefits which include benefits of less than \$300, benefits related to education and training (including attendance at professional development days and conferences), and provision of software related to financial products being recommended. Any referral arrangements or related party arrangements your Adviser has in place will be disclosed in the Adviser Profile and your Statement of Advice.

## The Licensee

TFS National Pty Ltd receives a flat fee per Adviser for the provision of services required under its AFSL.

## Do we have any relationships or associations with Financial Product issuers?

### Associations

Thesan Private Wealth Pty Ltd and TFS National Pty Ltd are privately owned. There are common shareholders relating to Thesan Asset Management and Thesan Private Wealth, that being the Directors and beneficial owners of Thesan Asset Management and Thesan Private Wealth own these companies via a holding company named Thesan Holdings Pty Ltd. The Director of Thesan Private Wealth is also a Director and beneficial owner of TFS National (the AFSL).

### Alternative Forms of Remuneration Register

Licensees and their representatives are required to maintain a register of any form of alternative remuneration paid or received with a value between \$100 and \$300. This register is available for your inspection on request.

# PRIVACY

Thesan Private Wealth and your Adviser are subject to certain legislative and regulatory requirements that necessitate collecting, holding, and using detailed information that personally identifies you and/or contains information about you.

Thesan Private Wealth respect your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. If you want to access your personal information at any time, please let us know. Thesan Private Wealth may engage third party service providers to assist in the provision of products or services.

Before providing any financial products and/or services to you, we will need to verify your identity in accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Act). Your Adviser will let you know what documentation you will need to present to allow them to provide you with appropriate advice and to meet the relevant customer identification requirements under the AML/CTF Act.

You have the right to not provide personal information to your Adviser. However, in this case, your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may also decline to provide advice if they feel they have insufficient information to proceed.

## Cross Border Disclosure:

Thesan Private Wealth may engage third party service providers to assist in the provision of products or services. Your personal information may be disclosed to other service providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration, compliance and parapanning service providers

These service providers will be Australian based companies but may have offices outside Australia. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for Thesan Private Wealth. Thesan Private Wealth has taken all reasonable steps to ensure that offshore service providers comply with the Privacy Act 1988 and do not breach the Australian Privacy Principles.



# COMPLAINTS

1. Contact us and explain the nature of your complaint.
2. If your complaint is not satisfactorily resolved within 20 days, please contact our Director Matthew Tuton on (07) 3709 8485 or put your complaint in writing and send it to him at TFS National Pty Ltd's address. We will try and resolve your complaint quickly and fairly.

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3. TFS National Pty Ltd is a member of the Australian Financial Complaints Authority (formerly the Financial Ombudsman Service (FOS)). If the complaint can't be resolved to your satisfaction, you have the right to lodge a complaint with the Australian Financial Complaints Authority

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

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

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority  
GPO Box 3 Melbourne VIC 3001

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

# PROFESSIONAL INDEMNITY

TFS National hold Professional Indemnity Insurance cover for the activities conducted under our Australian Financial Services Licence (AFSL) which we believe satisfies the requirements of section 912B of the Corporations Act 2001 for compensation arrangements. The insurance will cover claims in relation to the conduct of Authorised Representatives, representatives and employees who no longer work for the Licensee (but who did at the time of the relevant conduct).

Thesan Private Wealth adheres to the Codes of Ethics/ Conduct of professional associations for the Financial Planning Association of Australia and Financial Services Institute of Australia. In addition to this, TFS National and our representatives also adhere to the Code of Ethics set out by the Financial Adviser Standards and Ethics Authority (FASEA).

## CONTACT US

If you have any further questions about the financial services Thesan Private Wealth Pty Ltd provides, please contact us on –

- Phone (07) 3709 8485
- Email: [admin@thesan.au](mailto:admin@thesan.au)

Please retain this document for your reference and any future dealings with Thesan Private Wealth Pty Ltd.