

# Financial Services Guide

FSG Version 1.0 August 2021

This Financial Services Guide (FSG) contains information that will help you decide whether to use the financial services we offer. It sets out:

- who we are and how we can be contacted
- the advice and services we provide
- other documents you may receive from us
- information about our licensee Gillespie Finance Directions Pty Ltd (AFS licence 478547)
- our fees and how we, your adviser and Gillespie Finance Directions Pty Ltd, are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us or Gillespie Finance Directions Pty Ltd

## Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

When we provide personal advice it will normally be documented and provided to you in a Statement of Advice (SoA), known as a financial plan. The financial plan contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

If we provide further personal advice a financial plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

If we recommend or arrange a financial product for you we will provide a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. 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. You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

## Lack of independence

Section 923A of the Corporations Act defines the term of independence to include where a person in the course of providing financial advice does not receive commission payments. Gillespie Finance Directions currently holds its own Australian Financial Services License but as part of it is insurance recommendations has the ability to receive the commission payments in lieu of charging the client a fee for the provision of this advice. Due to this conflict of interest and the fact that we do not use an open list of products that can be recommended to you, we do not meet the requirements of independence as described under this section of the Corporations Act.

# About our practice

## Summary of the business

<b>Name</b>	Gillespie Advisory Pty Ltd
<b>Australian Business Number</b>	62 627 317 515
<b>Authorised Representative Number</b>	001292365
<b>Our licensee</b>	Gillespie Finance Directions Pty Ltd (AFS licence 478547)

## Our office contact details

<b>Address</b>	Level 1 10 Corinna Street PHILLIP ACT 2606	PO Box 244 WODEN ACT 2606
<b>Phone</b>	(02) 6260 4994	
<b>Fax</b>	(02) 6260 4995	
<b>Email</b>	reception@gillespieadvisory.com.au	
<b>Website</b>	www.gillespieadvisory.com.au	

This guide provides information about our advisers including their contact details, qualifications, experience, the services they may offer and financial products they can provide advice on.

## Our advice and services

We can provide you with personal and general advice about specific services and the financial products listed below.

Individual advisers within our practice may not be qualified to provide advice in all of the services and products noted below. Their individual profile guides will note any limitations to the advice they are qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange.

Any additional advice or services we can offer you, or limitations to the list below, will be outlined in **Our financial advisers** on page 8.

We can provide advice on	We can arrange the following products and services
— Investment strategies (strategic asset allocation)	— Superannuation products, (including SMSF)
— Budget and cash flow management	— Retirement savings accounts
— Debt management (including borrowing for personal purposes)	— Managed investments, limited to investor directed portfolio services
— Salary packaging	— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
— Superannuation strategies and retirement planning	— Retirement income streams, including pensions and annuities
— Personal insurance	— Personal and group Insurance (life cover, disability, income protection and trauma)
— Centrelink and other government benefits	— Life investment products including whole of life, endowment and bonds
— Gearing and margin lending	— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker
	— Standard margin lending facilities

Gillespie Finance Directions Pty Ltd maintains an approved products and services list, containing investment and insurance products that have been researched by a number of external research houses as well as our in-house investment committee.

Gillespie Finance Directions Pty Ltd periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that are on the approved products and services list. However, if appropriate for your needs and subject to Gillespie Finance Directions Pty Ltd.'s approval, we can recommend other products.

If we recommend a new platform or portfolio administration service, we use those approved by Gillespie Finance Directions Pty Ltd.

A copy of the approved products and services list can be supplied to you upon request.

## Tax implications of our advice

Gillespie Finance Directions Pty Ltd and our advisers are authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our financial advice to you. Where tax implications are discussed, they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice. Our related accounting firm can assist you with other taxation and BAS matters.

## Transaction services

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

## Your relationship with us and using our services

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

We will work with you to agree on the scope of the advice and services we will provide you and when and how often we will provide them.

Where you agree to annual advice and services, the details will be documented and provided to you in an advice or service agreement. This includes the frequency of contact between us, service standards that may apply, any fee arrangements and how the agreement can be terminated.

If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

## Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is incomplete or inaccurate the advice or services we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we are able to determine if our advice continues to be appropriate.

## Our fees

The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed. The following section outlines the types of fees that may apply.

Our agreed advice and service fees may include charges for:

- Initial advice;
- No advice, execution only services; and/or
- Ongoing or annual advice and services.

The fees we receive for our advice and services may be based on a combination of:

- A set dollar amount; and/or
- A percentage based fee.

Percentage-based fees are calculated on the amount of your assets under management by us. For example, a 0.22% per annum fee would cost you \$220 per annum for every \$100,000 invested.

Please note that for services in relation to life insurance, banking deposit products, and some older investment products, commissions may be paid by the product provider as follows. The most common type of commission we may receive is for placing life insurance for our clients and how they are calculated is set out in the Schedule of Fees at the end of this guide.

The commission arrangements for most non-life insurance products ended on 1 January 2021.

- If we propose to be remunerated by any commissions, the details and method of calculation will be disclosed in your Statement of Advice for your review and agreement to proceed.

### Payment methods

We offer you the following payment options for payment of our advice and service fees:

- BPAY, direct debit (savings), credit card or cheque; and/or
- Deduction from your investment (subject to the advice and service provided).

Gillespie Finance Directions Pty Ltd will retain 100% of the gross revenue received for the recommended financial services and/or products. Our financial advisers are remunerated by salary arrangements.

For more information on our services, please see our **Schedule of fees** attached or available on request.

### Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

### Other benefits we may receive

The following are monetary and non-monetary benefits we may receive other than those explained above. These are not additional costs to you.

We may be offered or receive non-monetary benefits such as entertainment or sponsorship from some product providers at no extra cost to you (these benefits are valued at less than \$300). Gillespie Finance Directions Pty Ltd maintains a register to record the non-monetary benefits received. We may also participate in business lunches or receive corporate promotional merchandise tickets to sporting or cultural events and other similar items. A copy of this register will be available within one month of a request.

# About our licensee

Gillespie Finance Directions Pty Ltd

ABN 40 122 284 888

Australian Financial Services Licensee No: 478547

Gillespie Finance Directions Pty Ltd has:

- Approved the distribution of this FSG
- Authorised us to provide advice and other services as described in this FSG
- Authorised us to provide credit assistance services to you

Gillespie Finance Directions Pty Ltd registered office is located at and can be contacted by the following methods:

Address: Level 1, 10 Corinna Street  
PHILLIP ACT 2606

Mail: PO Box 244  
WODEN ACT 2606

Phone: (02) 6260 4994

Fax: (02) 6260 4995

Email: [reception@gillespieadvisory.com.au](mailto:reception@gillespieadvisory.com.au)

## Confidence in the quality of our advice

If at any time you feel like you are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, please contact Gillespie Finance Directions Pty Ltd:  
The Complaints Officer  
PO Box 244  
WODEN ACT 2606
- They will try to resolve your complaint quickly and fairly. They will generally provide you with a decision in respect to your complaint within 45<sup>^</sup> days of us receiving it.
- We note that in some circumstances, it may not be possible for us to completely resolve a complaint within this timeframe. If you do not agree with our decision in respect of your complaint, or are otherwise unsatisfied with our response, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed below.

<sup>^</sup>From 5 October 2021, the complaint response timeframe will reduce from 45 days to 30 days.

<b>Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters</b>	<b>Australian Financial Complaints Authority (AFCA)</b> GPO Box 3 Melbourne VIC 3001 1800 931 678 <a href="http://www.afca.org.au">www.afca.org.au</a> <a href="mailto:info@afca.org.au">info@afca.org.au</a>
<b>Any issue relating to your personal information</b>	<b>The Office of the Australian Information Commissioner</b> GPO Box 5218 Sydney NSW 2001 1300 363 992 <a href="mailto:privacy@privacy.gov.au">privacy@privacy.gov.au</a>

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.

## Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. Gillespie Finance Directions Pty Ltd is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001. The insurance covers claims arising from the actions of former employees or representatives of Gillespie Finance Directions Pty Ltd, even where subsequent to these actions they have ceased to be employed by or act for Gillespie Finance Directions Pty Ltd.

# Your privacy

We are committed to protecting your privacy. Below we outline how we maintain the privacy of the information we collect about you and seek your consent to collect and disclose information.

## Privacy collection statement

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to verify our client's identities. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser and Gillespie Finance Directions Pty Ltd may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose your personal information to other financial advisers, brokers and those who are authorised by Gillespie Finance Directions Pty Ltd to review customers' needs and circumstances from time to time;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser in providing financial advice and services to you. A list of countries where these service providers are located can be found in the Gillespie Finance Directions Pty Ltd Privacy Policy;
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Gillespie Finance Directions Pty Ltd Privacy Policy); and
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and Gillespie Finance Directions Pty Ltd will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Gillespie Finance Directions Pty Ltd holds about you at any time to request we correct or update it as set out in the Gillespie Finance Directions Pty Ltd Privacy Policy. The Gillespie Finance Directions Pty Ltd Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

For a copy of Gillespie Finance Directions Pty Ltd Privacy Policy visit [www.gillespieadvisory.com.au](http://www.gillespieadvisory.com.au) or you can contact us.

## Your Privacy Consent

By signing below, you give us permission to collect your personal information and to disclose that information to third parties for the reasons outlined above and in our Privacy Policy.

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

# Our financial advisers

## About John Gillespie

<b>Experience</b>	John has been committed to providing clients with high quality advice in all areas of financial planning for over 20 years.
<b>Phone</b>	02 6260 4994
<b>Email</b>	john@gillespieadvisory.com.au
<b>Authorised representative number</b>	237615

<b>Qualifications (Finance related)</b>	<b>Professional designations</b>
Diploma of Financial Planning	CFP – Certified Financial Planner (FPA)
Bachelor of Arts (Accounting)	CA – Chartered Accountants

  

<b>Professional memberships</b>	
FPA - Financial Planning Association	MFAA - Mortgage & Finance Association of Australia
CA - Chartered Accountants Australia and New Zealand	

## The advice and services I can provide

I can provide you with strategic advice as well as arrange the types of financial products listed below.

I can help you identify the types of services and products that will be appropriate to meet your financial goals. In addition, you can choose whether to receive advice about a range of needs all at once, or we can provide advice about only those needs that are most important to you so that your most important goals are achieved first. Further advice can then be provided over time about any other needs or goals as required.

### Strategies

- Guidance on cashflow, budgeting and goal setting
- Savings and wealth creation strategies
- Investment and savings planning
- Debentures and Government Bonds
- Securities
- Superannuation strategies and retirement planning
- Estate planning considerations
- Centrelink planning and Aged Care Assistance
- Risk and insurance analysis, including within superannuation
- Business succession planning
- Salary packaging
- Gearing and margin lending

### Products

- Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
- Managed investments, limited to Investor Directed Portfolio Services
- Retirement income streams, including Account Based Pensions and Annuities
- Centrelink benefits and Aged Care
- Securities
- Master Trust Products
- Superannuation products (including SMSF)
- Life Risk Insurance within superannuation
- Life Risk and business insurance
- Standard margin lending facilities and debt and gearing products



I am also a credit representative under Gillespie Finance Directions Pty Ltd.'s Australian Credit Licence and am authorised to provide strategic debt advice regarding how to structure debt, suitability of existing loan structures and repayment options. I am also authorised to provide credit assistance if you require advice involving mortgages or other lending products. Please contact me for a credit guide further detailing the credit services I can provide.

## My other business activities and relationships

In addition to providing the services listed in this guide, I have a relationship with Gillespie Advisory Pty Ltd providing accounting and business advisory services. Gillespie Finance Directions Pty Ltd has no involvement in these activities and is not responsible for any services, advice or products provided by this business.

I control the equity interests in the business providing the services listed above. As a result, I will benefit from fees, dividends or income received from the business's profits that may result from any payments or other benefits received in respect of the services provided to you.

## About Stuart Howard

<b>Experience</b>	Stuart has been committed to providing his clients with high quality advice in all areas of financial planning for over 18 years.
<b>Phone</b>	02 6260 4994
<b>Email</b>	stuart@gillespieadvisory.com.au
<b>Authorised representative number</b>	464725

### Qualifications (Finance related)

Diploma of Financial Planning

Bachelor of Arts (Economics)

### Professional memberships

FPA - Financial Planning Association

### Professional designations

Financial Planner AFP (FPA)

## The advice and services I can provide

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- Salary packaging salary

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- Retirement income streams, including Account Based Pensions and Annuities
- Centrelink benefits and Aged Care
- Securities
- Superannuation products (including SMSF)
- Life Risk Insurance within superannuation
- Life Risk and business insurance

## How I am paid

I receive a salary from our practice.

## About Michelle Loughhead

<b>Experience</b>	Michelle has been committed to providing her clients with high quality advice in all areas of financial planning for over 18 years.
<b>Phone</b>	02 6260 4994
<b>Email</b>	michelle@gillespieadvisory.com.au
<b>Authorised representative number</b>	1006291

### Qualifications (Finance related)

Master of Financial Planning

### Professional memberships

FPA - Financial Planning Association

### Professional designations

Financial Planner AFP (FPA)

## The advice and services I can provide

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- Standard margin lending facilities and debt and gearing products

I am also a credit representative of Gillespie Finance Directions Pty Ltd and am authorised to provide strategic debt advice regarding how to structure debt, suitability of existing loan structures and repayment options. I am not authorised to provide credit assistance. If you require advice involving mortgages or other lending products, I can refer you to an accredited mortgage consultant.

## How I am paid

I receive a salary from our practice.

# Schedule of fees

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

## Initial fees

- Investigation - determining your current financial position, goals and objectives.
- Diagnosis - identifying the issues impeding the achievement of your goals and objectives.
- Solutions - developing a number of alternative strategies and making a recommendation as to the most appropriate solution to achieve your goals and objectives
- Implementation - putting your recommended strategy in place

These are fees paid when you have agreed to receive our advice:

Initial service	Fee amount
Initial advice	Between \$0 to \$7,700 (including GST)
Advice implementation	Between \$0 to \$7,700 (including GST)
Additional advice (one off)	Up to \$440 per hour (including GST)

We will seek your consent where the fees you pay are to be deducted from an account you hold with a financial product provider.

## Ongoing service fees

We provide ongoing services for clients with existing ongoing fee arrangements to help you stay on track to meet your goals. Our ongoing service fees vary depending on the scope and complexity of services provided. The cost of these services are as follows:

Ongoing service	Fee amount
Ongoing advice	Up to \$12,100 per annum (including GST)

The amount of fees will depend on the service offering and these are provided in a separate advice or services agreement.

## Annual advice and service fees

We also offer services for the below costs for a fixed period of 12 months. The cost of those services are as follows:

Service	Fee amount
Annual Advice Agreement	Up to \$12,100 (including GST) for a 12 month period

The amount of fees will depend on the service offering and these will be provided in a separate advice or services agreement.

## Commissions

We may receive commissions when implementing certain products for you, in line with the below. Any commission amounts will be disclosed to you when providing our advice. The following table is a guide of commissions we may receive.

Product type	Initial commission	Ongoing commission	Example
Insurance (including those held within superannuation)	Up to 66% of the first year's premium for new policies implemented from 1 January 2020. We may receive commissions on increases or additions to existing policies of up to 66%.	Up to 22% of the insurance premium each following year.	On insurance policies implemented from 1 January 2020, if your insurance premium was \$1,000, we would receive an initial commission of up to \$660. We would receive an ongoing commission of up to \$220.00 pa.

All fees and charges include GST.

If an agreed advice fee is charged then we may rebate all or some of the commission.