



Financial Services Guide

Everything we need to tell you about Onefocus Financial Services

The Purpose of this Financial Services Guide

This Financial Services Guide (Guide) is an important document, which we are required to give you in accordance with our Australian Financial Services Licence.

This Guide is designed to help you understand the financial services that we provide and to assist you in deciding whether to use the financial services offered by onefocus.

“Who we are”

Onefocus Financial Services Pty Ltd ABN 55 134 129 516 (onefocus) is a wholly owned subsidiary of Onefocus Consolidated Pty Ltd (ACN 164 008 315) and has approved this Guide for use by onefocus Financial Services.

Contact Details:

Office: Level 24
530 Collins Street
MELBOURNE VIC 3000

Postal: PO Box 539
COLLINS STREET WEST VIC 8007

Phone: 03 9861 6100
Fax: 03 8678 3997
Website: www.onefocus.com.au

“What financial services & products can we offer?”

Onefocus is authorised by its AFSL to carry on a financial services business to provide financial product advice and deal in the products listed below:

- Deposit and payment products;
- Government debentures, stocks and bonds;
- Life insurance products;
- Investment life insurance products;
- Managed investments;
- Retirement savings accounts;
- Securities;
- Superannuation;

A complete portfolio administration service for private investment funds and superannuation portfolios is also available.

“Who will be providing these services?”

Onefocus is licensed to provide financial services and will be responsible for providing the advice and services to you.

You may seek advice from any of Onefocus’ authorised Advisers according to your preference.

“The requirements when providing personal financial advice”

Your Adviser is obliged by law to provide advice that is in the best interests of the client, but to do so your Adviser will need to ascertain your individual financial objectives, circumstances, needs and requirements before he/she recommends any financial products or services to you.

To assist your Adviser in providing appropriate advice tailored to your individual needs we ask that you provide detailed information about your personal financial situation.

If you choose not to divulge this information to us, you will be warned of the limitations of any advice provided.

Lack of Independence

Onefocus is not independent, impartial or unbiased because we:

- receive commissions for the advice we provide on life risk insurance products that we recommend

“Documents you may receive”

Statement of Advice (SOA)

You will receive a SOA if your Adviser provides you with any personal advice about a product or service which takes into account your financial objectives, financial circumstances, needs and requirements.

The purpose of the SOA is to give you all the information you require to make a decision about whether to act on the advice being provided.

The SOA will contain the following important information:

- The advice given;
- The basis on which the advice and recommendations are given;
- Information about fees and commissions that may be received; and
- Any associations or relationships that may have influenced the provision of the advice.

We will also explain to you any significant risks associated with the strategies and investments we recommend to you. After an initial SOA has been provided, additional advice may be provided by a Record of Advice.

Record of Advice (ROA)

If your Adviser has previously provided you with a SOA and then provides you with related further advice, which takes into account your relevant personal circumstances, you may receive written confirmation of that advice in the form of a ROA. If you have not previously been provided with such a record you may request your ROA either verbally or in writing from your Adviser.

Product Disclosure Statements (PDS)

Where a particular financial product is recommended, we will also provide you with a Product Disclosure Statement to help you make an informed decision about the specific product. This document will include information on the product issuer and other relevant parties and product details, such as its key features, benefits, risks and costs.

“How we are paid”

The cost of providing our service to you will depend upon the nature of the service provided.

Where calculable at the time the personal advice is given, the amount of all fees, remuneration or other benefits will be fully set out in your Statement of Advice or Record of Advice and explained by your Adviser prior to implementation of the recommendations.

If the fees, remuneration or other benefits are not calculable at the time the personal advice is given, the manner in which the fees, remuneration or other benefits are to be calculated will be disclosed at the time the personal advice is given or as soon as practicable after that time.

Onefocus may receive some or all of the following types of remuneration:-

Fee for service

Your adviser may charge you fees for service based on an hourly rate, a fixed dollar amount, the value of funds invested or a combination of these methods.

Due to the varying nature of individual client cases, our fee for plan preparation, implementation and ongoing advice will be disclosed on an individual basis.

The payment method and frequency can be agreed between you and your adviser.

Upfront Commission

Upfront commissions may be paid by the issuer of the insurance products which your Adviser has recommended.

The upfront commission that may be paid to Onefocus ranges from 30% to 66% (GST incl.) of your insurance premium. For example: for a \$1,000 premium, between \$300 to \$660 upfront commission may be paid to Onefocus.

The actual rate of Upfront Commission we receive will depend on the type of product and amount invested or size of loan and loan product you have selected.

Ongoing Commission

Ongoing Commission (also known as Trailing Commission) may also be paid to Onefocus by the insurance provider for the duration that your financial product is held.

Generally, the amount of Ongoing Commission will be calculated as a percentage of the premium paid for the insurance products, up to a maximum of 22% of the annual premium.

Integrated Advice and Portfolio Management Fee

The Integrated Advice and Portfolio Management fee can either be calculated based on a percentage of your investment portfolio balance or can be calculated based on a fixed fee as agreed between you and your Adviser

The percentage charged will generally range from 0.22% to 1.65% including GST and is paid monthly, based on the funds under management.

Integrated Advice and Portfolio Management Fees will be explained to you by your Adviser and agreed with you before implementation of any recommendations.

Brokerage and Placement Fees

If you ask that Onefocus arrange any purchases or sales of securities via a broker, the broker may pay rebates that will be retained by onefocus.

Onefocus may also receive a placement fee from a broker in connection with subscriptions for shares in IPOs for handling the application.

Brokerage fees generally vary between 0.75% to 1% subject to a minimum brokerage fee of \$75 of which onefocus may receive 33% to 50%.

For example: John and Mary dispose of a shares worth \$10,000. A brokerage fee of \$75 plus GST is incurred and an amount of \$25 plus GST is paid to onefocus.

Details of the brokerage, placement rates and rebate amounts will be provided prior to you using any broker with which we have an agreement that includes paying rebates to onefocus.

Other people we deal with

Referral Services

If a third person has referred you to us, we may pay to that person a part of any fees or commissions we receive from you. This will be disclosed to you at the time of transacting business.

“How to instruct us”

You may provide instructions to us in writing, in person, by telephone, email or fax. Where instructions are provided to us verbally, we will confirm or seek confirmation of those instructions in writing.

“Conflicts of Interest”

Onefocus’ first priority is to provide the best possible advice to you and to ensure that it suits your circumstances and objectives.

Onefocus is not owned by any Fund Manager or Institution,

Your Adviser may hold an interest in a financial product. Any significant interest/ownership will be disclosed to you in a SOA or ROA.

If you consider there is a conflict of interest that means the advice we provide to you may not be in your best interests, then you should not accept our advice. We are happy to discuss this matter as required.

“How do we protect your Privacy?”

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. We have systems and processes in place to protect your privacy.

We need to collect personal and financial information to administer our client relationships and provide you with appropriate product and services.

For example, we may need to provide information to fund managers, lenders, platform operators and insurance providers for the purpose of giving effect to your financial plans. We also need to collect copies of identification material to meet our

obligations under the Anti-Money Laundering and Counter-Terrorism Act 2006.

Unless you tell us you do not want us to send your information on products and services, we may use your personal details to send your information to third parties.

We will not “sell” your information to third parties. You can access the information that we hold about you on request.

We generally do not share personal information with entities may be located in, or have operations in, other countries, with the exception of the following:

- Onefocus may also use outsourced administrative services where some of the information (including health information) collected by us may be disclosed outside of Australia, including but not limited to the Philippines. We normally require any external organisations with whom we share your personal information to comply with the Australian Privacy Principles.

For detailed information on how we handle your personal information and to whom this information will be provided, a copy of our Privacy Policy is available on our website www.onefocus.com.au and upon request.

“Compensation Arrangements”

As a holder of an AFSL, we are required by the Corporations Act 2001 (Cth) to have in place compensation arrangements that meet certain standards.

Onefocus has in place Professional Indemnity Insurance which satisfies the requirements for compensation arrangements under section 912B of the Corporations Act.

The insurance policy will cover claims in relation to the conduct of representatives, principals and employees, including those who no longer work for Onefocus but did at the time of the relevant conduct.

“Who can I talk to if I have a complaint?”

If you are dissatisfied with any service or product offered or provided by OneFocus and wish to make a complaint, you should take the following steps:

1. Contact your Adviser and discuss your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, please put your complaint in writing addressed as follows:

**The Compliance Manager – “Personal”
Onefocus Financial Services Pty Ltd
PO Box 539,
COLLINS STREET WEST VIC 8007**

We will provide you with details of our internal and external complaints resolution processes at no cost to you and will try to resolve your complaint quickly and fairly.

3. If you do not get an acceptable outcome within 30, you may contact the Australian Financial Complaints Authority (AFCA). AFCA’s service is free to the public. Their details are as follows:-

Telephone: 1800 931 678
Website: www.afca.org.au
Email: info@afca.org.au
Postal Address GPO Box 3
Melbourne VIC 3001

Quoting our membership number (25864) will assist AFCA to identify Onefocus correctly.