



Integrated business services

# Perks & Associates Financial Services Guide

**Perks & Associates Pty Ltd**

ABN 86 008 053 576

Australian Financial Services Licence No. 488 997

9 May 2018

Version 2

Before you decide to proceed with any of our services, we believe it is important for you to know about who we are and what we do.

This Financial Services Guide (FSG) contains important information about:

- Who is Perks & Associates;
- The financial services we are licensed to offer;
- How Perks & Associates is paid;
- Any potential conflict of interest we may have;
- What you should do if you are not satisfied with the services you receive.

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Perks & Associates Pty Ltd authorises the distribution of this FSG. Date of issue of this FSG is 15 June 2017 Version 1.

## Other important documents

### Statement of Advice (SoA)

A SoA is a written record of personal financial advice we give to you. Personal financial advice is advice that we provide after taking into account your relevant personal circumstances, financial situation, objectives and needs.

A SoA will include the basis and scope of our advice, the advice and other information, including any commissions, fees and benefits or associations which are relevant to that advice.

In certain circumstances a SoA may not be provided, for example, where further advice is provided to you after we have given you a SoA, we may prepare a

Record of Advice (RoA). You may request a copy of the RoA by contacting us by telephone, by email or in writing at any time up to seven years from the date on which the advice was given.

### Product Disclosure Statement (PDS)

If we provide you with advice to establish a self-managed superannuation fund (SMSF) or commence a pension or arrange for those services to be provided to you, we will ensure that you are provided with a product disclosure statement (PDS) unless we are satisfied that you have already received or have access to all of the information that would have been contained in the PDS. The PDS is issued by the SMSF trustee and is designed to provide you with information to make an informed decision about whether to acquire an interest in the SMSF. The PDS will include details about the significant risks and benefits, costs, charges and other significant characteristics or features of the SMSF.

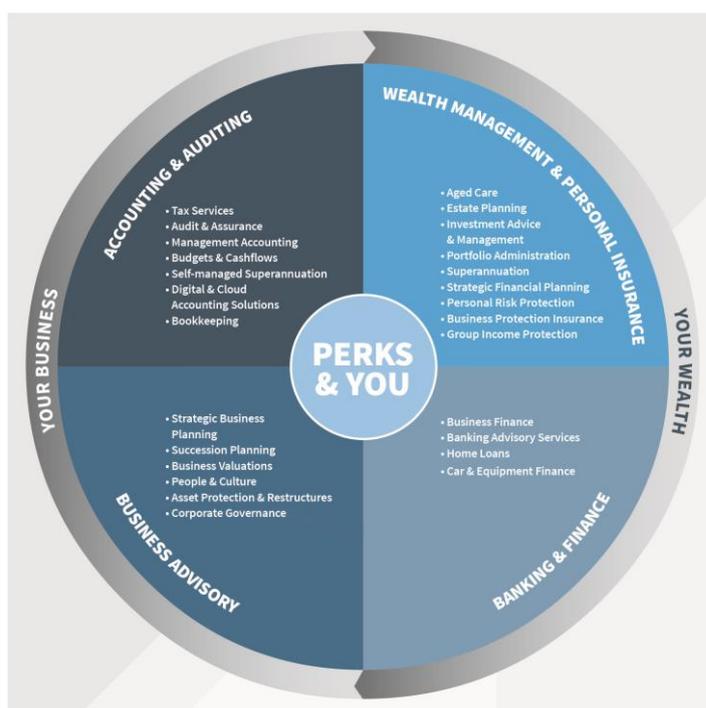
## Who is Perks & Associates?

Perks & Associates is the holder of an Australian Financial Services Licence number 488997 issued by the Australian Securities & Investments Commission (ASIC).

Perks & Associates Pty Ltd is a privately owned Australian company. The shares in Perks & Associates Pty Ltd are owned by the Directors of Perks & Associates Pty Ltd.

Our objective at Perks & Associates is to provide you with comprehensive integrated financial advice that will enable you to achieve your financial goals.

Perks & Associates is a separate company within the Perks Group. The Perks Group specialises in providing the following financial services to our clients:



As a consequence, Perks & Associates has the ability to call on the technical support, experience and specialist skills of Perks, a firm with over 100 professional business advisers. The integration of all of these services enables Perks to deliver expert advice and ongoing support from a team who is also focused on the goal of how to create and protect your wealth.

### Why choose Perks & Associates?

1. Perks delivers integrated business services to our clients.
2. Perks & Associates is the holder of an Australian Financial Services Licence.
3. We are not owned by a bank, insurance company or provider of financial products.
4. Our philosophy is to charge professional services fees for the financial advice we provide to our clients.
5. We employ highly experienced, qualified, dedicated specialist advisers who care about the growth and protection of your wealth. Your Adviser is a Representative of Perks & Associates.

### The Financial Services we are licensed to offer

Perks & Associates is authorised to:

- provide financial product advice on SMSFs;
- provide financial product advice on your existing superannuation products, but only to the extent required for making a recommendation that you establish a SMSF or providing advice to you on contributions or pensions under a superannuation product;
- deal (issue, acquire, dispose) or arrange to deal in a SMSF.
- provide class of product advice with respect to superannuation products, life risk insurance products, securities, simple managed investment schemes and basic deposit products.

Class of product advice allows us to consider your personal circumstances in determining the appropriate class of financial product that is suitable to you. However it does not allow us to recommend any particular financial product.

### Perks & Associates Fees & Costs

The following section outlines the methodology of our fee structure.

Please note that full details of all fees or other benefits that we, or any other related party, receive as a result of recommendations to you will be provided in our Statement of Advice document.

### The Initial Meeting

There is no charge for the initial meeting. This meeting provides an opportunity for you and your Perks & Associates Adviser to consider the range of services that will best suit your needs and assess the merits of working together.

You can then give us instructions by phone, email or any other means that we agree with you from time to time. Please see our engagement letter for further information on this.

### Our Advice

The fee for our advice (Statement of Advice) is determined by the time involved and is based upon our professional hourly rates, ranging from \$200 to \$400 per hour, plus GST.

An estimate of the anticipated cost will be provided to you in advance in our engagement letter. Should you accept, this fee will be payable by invoice issued to you following completion of the Statement of Advice.

We will undertake the following process in the preparation of the Statement of Advice:

- Determine your current financial position;
- Outline your goals and objectives, both lifestyle and financial;
- Consider & implement suitable strategies to achieve your goals & objectives;
- Present the Statement of Advice:
  - Present projections and outcomes to you;
  - Explain the benefits of the recommended approach;
  - Answer any questions you may have.

We do not receive any commissions from product issuers or re-sellers.

### Implementation

Once agreement has been reached with you regarding the steps to be undertaken, we would then be in a position to undertake the work required to implement the advice.

These actions could include some or all of the following:

- Apply for a bank account
- Incorporate a trustee company;
- Implement the recommended advice;
- Undertake a post implementation audit;

An estimate of the costs associated to implement the advice will be provided to you in advance and these fees will be based on a calculation of the professional time to complete the work. Our professional hourly rates, range from \$200 to \$400 per hour, plus GST, to undertake this work. The fee quote would be approved by you in writing prior to the commencement of this work.

Please contact us if you require any further information about how we are remunerated.

### Ongoing Fee Arrangements

If we have an ongoing fee arrangement with you which exceeds 12 months, then you will receive from us a Fee Disclosure Statement annually setting out the fees you have paid to us, the services that we contracted to provide and what we did provide to you over that period. Additionally, every two years we will send you a renewal notice requesting your consent for us to continue to provide services to you. We must have your consent within 30 days of that notice in order for us by law to continue to provide services to you.

### Associations

We are required to disclose any associations or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide to you. No such associations or relationships exist.

### What you should do if you are not satisfied with the services you receive

We are continually striving to improve the quality of the advice and service that we offer our clients. Consequently, we have a process in place to handle any concerns expressed to us in-house initially and then, if the concern cannot be dealt with satisfactorily, to seek independent support.

If for any reason you are not satisfied with what we are doing, please take the following steps:

- Contact your Adviser and tell them about your complaint;
- Detail your complaint in writing and address it to: Head of Compliance  
Perks & Associates Pty Ltd  
180 Greenhill Road  
Parkside SA 5063  
Phone: (08) 8273 9300  
Email: [compliance@perks.com.au](mailto:compliance@perks.com.au)

This will ensure that all parties involved fully understand your complaint.

- Within five days of receipt of your written complaint, you will be notified of the receipt of your complaint and any outcome or further discussions that need to occur. We will try to

resolve your complaint quickly and fairly.

- If you still do not receive a satisfactory outcome, you have the right to complain to the Financial Industry Complaints Service Ltd at the following address:  
Financial Ombudsman Service (FOS)  
GPO Box 3  
Melbourne VIC 3001  
Phone: 1800 367 287 Email: [info@fos.org.au](mailto:info@fos.org.au)
- The Australian Securities and Investment Commission (ASIC) also has an Infoline on 1300 300 630 which you may contact to make a complaint.

### Compensation Arrangements

Where we are liable to you in relation to a financial service we provide, we may meet the claim from our own available resources or we may seek to claim on our professional indemnity insurance.

We hold professional indemnity insurance which satisfies the requirements of section 912B of the Corporations Act.

### Your Privacy

As a client of Perks & Associates it is vitally important that we understand what you expect of us. This means that your Adviser must understand your current financial situation, your specific needs and your objectives for the future. Clearly we will need to be working closely together on these issues to ensure your information is up to date and our recommendations are suited to your needs.

We are committed to protecting your personal information. The personal information that we collect will be used:

- To provide you with financial services in accordance with the terms of our Australian Financial Services Licence;
- To provide services to assist in meeting your requirements, goals and objectives;
- To monitor the quality of service that we provide to you;
- To administer, improve and further the services we provide to you;
- To conduct research, planning and risk assessment;
- To enable us to ascertain whether we have other services or products that may meet your needs, and to notify you about these (unless you request that we do not);
- For other purposes required or authorised by law.

In connection with the provision of services, it may be necessary for us to disclose your personal information to other professionals and organisations such as:

- Any regulatory, governmental organisation or industry or legal body which governs its conduct in any jurisdiction or as required by law or regulation;
- Financial institutions (including fund managers, life

companies, superannuation trustees and share brokers);

- Associated companies and internal divisions of Perks to assist in the provision of client services;
- Any other entity we engage to assist in the provision of services requested by you.

We undertake not to use or disclose information collected, for purposes other than those detailed above, or related purposes, unless the law requires the disclosure or you have provided us with consent to do so.

If you have any questions regarding privacy or if you would like to obtain a full copy of our Privacy Policy please contact your Adviser or write to our Head of Compliance:

**Head of Compliance**

Perks & Associates Pty Ltd  
180 Greenhill Road  
Parkside SA 5063

**Phone:** (08) 8273 9300

**Email:** [compliance@perks.com.au](mailto:compliance@perks.com.au)

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