

AGM Financial Services Pty Ltd

AGM Financial Services Pty Ltd
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General Advice Financial Services Guide

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The distribution of this FSG has been authorised by the authorising licensee, AGM Financial Services Pty Ltd

This Financial Services Guide (FSG) is an important document and designed to assist you in deciding whether to use any of our services offered in this guide. It contains important information about:

- The limitation of General Advice.
- The financial services we can provide you.
- Our fees and how we are paid.
- Any potential conflict of interest we may have.
- Who to contact should you have a complaint.

For information in relation to Personal Advice, we can refer you to one of our Authorised Representatives. If we refer you to our Authorised Representative, you should refer to that Financial Services Guide.

Other documents you may receive from us

Product Disclosure Statement

If we provide General Advice to you about a particular financial product, we will provide you with a Product Disclosure Statement (PDS). The PDS contains information about the product to assist you in making an informed decision.

About Us

Who is responsible for the advice?

AGM Financial Services Pty Ltd is licensed under the Corporations Act 2001 to provide financial product advice and is responsible for the financial services provided including the distribution of this FSG. The Licensee details are shown at the top of this page.

What financial services and products are you authorised to provide?

AGM Financial Services Pty Ltd is authorised to provide financial product advice; and deal in a financial product by applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following products:

- Managed Investment Schemes, including IDPS
- All Superannuation & Retirement Savings Accounts
- Securities
- Investment Life Insurance Products
- Life Risk Insurance Products
- Basic & Non-Basic Deposit Products
- Debentures, Stocks or Bonds issued or proposed to be issued by government
- Standard margin lending facility

What financial services and products will you provide?

Whilst AGM Financial Services Pty Ltd is authorised to provide Personal Advice on all the above products, we will only provide **General Advice** in relation to the following products from our Approved Insurance Product List:

- Investment Life Insurance Products
- Life Risk Insurance Products
- Superannuation

This FSG is for General Advice only.

A lack of independence

AGM Financial Services Pty Ltd is not independent, impartial or unbiased because AGM Financial Services Pty Ltd receives commissions for the advice, we provide on life risk insurance products.

What is General Advice

What is General Advice?

General advice is when you are looking for guidance about a product or a service. Under these circumstances we do not take into account any of your objectives, financial situation, and needs. We can explain to you how these products work and how others generally use them.

We provide you with a PDS which explains the product, and then it is up to you to assess whether the product is right for you. Because we are not providing personal advice, you do not get a Statement of Advice.

What is Personal Advice?

Personal advice is provided after we have considered one or more of objectives, financial situation, and needs. We are required to make our recommendation to you in a legal document called a Statement of Advice. This document details our recommendations, the basis of the advice, and other important details you should know about implementing our advice.

What is the difference between General Advice and Personal Advice?

Personal advice is advice that is tailored specifically for you so will always be appropriate to you. You receive a written document and are entitled to better consumer protection. General advice is advice that is general in nature and it is up to the individual to assess the appropriateness having regard to their own circumstances.

If you elect to receive General Advice, we will provide you with a warning as detailed below.

General Advice Warning

If we provide you with General Advice we are required by law to provide you with the following warning:

- a) The advice has been prepared without taking into account your objectives, financial situation or needs; and
- b) Because of that, you should, before acting on the advice, consider the appropriateness of the advice, having regard to your objectives, financial situation and needs; and
- c) If the advice relates to the acquisition, or possible acquisition, of a particular financial product - you should obtain a Product Disclosure Statement (PDS) relating to the product and consider the PDS before making any decision about whether to acquire the product.
- d) If we hold any information about you, we have not considered any of this information in providing the advice.

Should I consider Personal Advice?

We at AGM Financial Services Pty Ltd, will always recommend that you seek personal advice to ensure that the financial products or services are appropriate to you. We can provide you with Personal Advice through one of our Authorised Representatives.

You will be provided with a different Financial Services Guide from our Authorised Representative before obtaining advice.

Remuneration

How will I pay for the services provided?

The fees charged for our advice and services are a set amount that is agreed between you and us and:

- Invoiced to you directly, or
- Deducted from your financial product (if possible).
- Covered by any commission we receive from the life insurance company.
- Or a combination of the above.

Our charges may include an Implementation fee, Initial advice fee and Ongoing advice fee.

Do you receive commission for placing investment and superannuation products?

No. We do not receive any commission for placing investment and superannuation products.

Do you receive commission on other products?

AGM Financial Services Pty Ltd may receive commission on Insurance products. The insurance company may pay initial commission up to 66% & ongoing commission of up to 30% of the annual premium. Commissions are paid by the product provider and are not an additional cost to you. Details are contained in the PDS we provide you. If you receive personal advice from us, we disclose commissions, fees and other benefits, in the SoA.

How are your general advice employees remunerated?

All employees of AGM Financial Services Pty Ltd are paid a salary.

Other Benefits we may receive?

From time to time, we may also receive other benefits from product providers. Benefits can only be valued at less than \$300 per provider each year or will otherwise be declined. We maintain a public register of all other benefits we receive.

We do not receive any volume related benefits.

Conflicts of Interest

Do you have any relationships or associations with any Financial Product issuers?

No. AGM Financial Services Pty Ltd is a privately owned company and has no financial interest in any financial product issuer. In view of this, we can offer you a complete range of services and quality products. We are not limited by any affiliation with Product Issuers such as Financial Institutions, Banks, or Insurance Companies.

Personal Advice referral arrangement with our Authorised Representatives?

AGM Financial Services Pty Ltd does not provide Personal Advice directly to retail clients. We provide Factual information or General Advice and place insurances on a commission basis. Any client who requests personal advice can be referred to our Authorised Representative, Con Mavridis. No referral fees are paid or received.

Do you have any other relationships?

Con Mavridis is a director and shareholder of AGM Financial Services Pty Ltd and receives a salary and dividends from this company.

Will anyone be paid for referring me to you?

No. Where you have been referred to us by someone else, we do not pay anyone a fee in relation to that referral.

Privacy

What information should I provide to receive advice?

When we provide General advice, we may ask for some personal information to obtain insurance quotes. We may require other personal information to complete the application forms. The information we may collect include your name, address, age, occupation and health. We may require verifying your ID by sighting and maintaining records of a driver's licence or passport.

What information do you maintain in my file and can I examine my file?

We 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. We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available upon request. If you wish to examine your file, please ask us. We will make arrangements for you to do so.

How can I give you instructions about my Financial Product/s?

You may tell us how you would like to give us instructions. For example, in writing, by telephone or email.

Complaints

What should I do if I have a complaint?

If you have any complaints about the service provided, you should contact Con Mavridis on (03) 9753 2779 or put your complaint in writing at the address noted at the front of this FSG. We will try and resolve your complaint quickly and fairly. Within five (5) working days of receiving your complaint, we will write to confirm receipt of your complaint and indicate the expected timeframe for further discussions/correspondence.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website : www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678

Post: Australian Financial Complaints Authority, GPO Box 3, Melbourne, Vic 3001.

What compensation arrangement do you have in place?

AGM Financial Services Pty Ltd holds Professional Indemnity Insurance which complies with the compensation arrangements set under section 912B of the Corporations Act 2001. The policy covers work done for the licensee by its representatives/employees even after they cease to work for the licensee.

Insurance Approved Product List

We carefully research the insurance policies for quality and value before we place them on our Insurance Approved Product List. We also review their claims history and their financial strength. We only approve insurers who have registered a PDS in Australia. Detailed below are the insurers on our Insurance Approved Product List.

- | | | |
|------------------|--------|-------|
| ➤ AIA Australia | ➤ AMP | ➤ BT |
| ➤ MLC | ➤ NEOS | ➤ TAL |
| ➤ Zurich/OnePath | | |

General

Retain this document for your reference and any future dealings with AGM Financial Services Pty Ltd. If you have any further questions about the financial services we provide, please contact Con Mavridis on (03) 9753 2779.

Initial Services we provide

Detailed below are the Services we can provide you.

General Advice – insurance products	Price
<p>We can provide you with information and general advice in relation to insurance products including:</p> <ul style="list-style-type: none"> • Life insurance, • Total & Permanent disability insurance, • Trauma insurance, • Income Protection Insurance, • Business expense insurance. <p>We can provide you with information and general advice including:</p> <ul style="list-style-type: none"> • The advantages and the disadvantages of holding insurance through superannuation. • Who is eligible to own the insurance policies? • Whether the premiums may be tax deductible. • Whether the insurance proceeds may be taxable. • Medical and other insurance underwriting requirements. 	<p>\$220 for Single or Couple</p> <p>* We will rebate to you the lesser of:</p> <ol style="list-style-type: none"> 1) The advice fee paid, or 2) 20% of your net annual premium; <p>after the 2nd policy anniversary on any policies we implement.</p> <p>* Take \$100 off when you combine:</p> <ul style="list-style-type: none"> ➤ -General Advice – insurance products, and ➤ -Cost Benefit Analysis insurance report.

Cost Benefit Analysis insurance report	Price
<p>After you advise us of the insurances you require, we will analyse and compare the insurances on our approved product list and provide you with a Cost Benefit Analysis report showing:</p> <ol style="list-style-type: none"> a) The lowest cost insurance policy (with generally the least features). b) The best featured insurance policy. c) The best value insurance policy. <p>You can then select your preferred policy and instruct us to implement it for you.</p>	<p>\$220 for Single or \$330 for a Couple</p> <p>* We will rebate to you the lesser of:</p> <ol style="list-style-type: none"> 1) The advice fee paid, or 2) 20% of your net annual premium; <p>after the 2nd policy anniversary on any policies we implement.</p>

Implementing your insurances	Price
<ol style="list-style-type: none"> 1) We provide you with the Life Insurers Quotation & PDS('s). 2) Together we complete and lodge the Life Insurers application form. 3) We liaise with the insurer's underwriters until they finalise the application. 4) We check the accuracy of the policy document and policy schedule issued. 	<p>Nil – The fee is covered by the ongoing commission we are entitled to receive.</p> <p>We may receive commission of up to 66% of the first year's net premium.</p> <p>If the net premium is \$1,000, we may receive initial commission of up to \$660.</p>

Continuing & Review Services we provide

Continuing and review service	Price
<p>Provide you with the following continual service regarding the insurance policy(s) placed through our office:</p> <ul style="list-style-type: none"> • Telephone, email, or face to face support regarding your policy. • Information and General advice about your policy. (not personal advice) • Every few years, review your policy against similar policies for price and features and inform you of any improvements. (not personal advice) • Assist you or your family through the claims process when required. 	<p>Nil – The fee is covered by the ongoing commission we are entitled to receive.</p> <p>We may receive commission of up to 30% of each year's net premium.</p> <p>If the net premium is \$1,000, we may receive ongoing commission of up to \$300.</p>

Note: The fees shown above include GST.