



Financial Services Guide ("FSG")

Version 2 - November 2022

Hejaz Financial Advisers Pty Ltd

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Hejaz Financial Advisers

This Financial Services Guide (FSG) has been produced by Hejaz Financial Advisers Pty Ltd ('HFA', 'we', 'us', and 'our').

HFA is a privately owned and operated financial planning licensee and is part of the Hejaz Financial Group, which consists of:

- Hejaz Capital
- Hejaz Financial Advisers
- Hejaz Accounting
- Eternal Asset Management

HFA is not owned by a fund manager, bank, or other financial institution. Our advisers are equipped to offer clients holistic advice and solutions that are tailored to each client's individual needs, circumstances, and advice requirements.

Who is my Adviser?

Your adviser is an authorised representative of HFA. Individual details of your adviser will be provided to you in their adviser/company profile which includes details of the adviser's authorised representative number, their experience, qualifications, charging methodology and the specific services they are authorised to provide. The adviser profile forms part of the FSG and is to be read in conjunction with this document.

Your adviser acts on behalf of HFA and we are responsible for any advisory services your adviser provides.

Services which are not financial Advice

Your adviser may operate separate businesses and provide other services through those businesses. Services such as: accounting, auditing, tax return preparation, self-managed super fund compliance and administration, property sales and referrals are not financial advice. Therefore, HFA is not responsible for any advice and services you receive from your adviser that are not authorised by HFA. If you are uncertain which services are considered financial advice or not, you should ask either your adviser or HFA Head Office for clarification.

Purpose of the FSG

This FSG contains important information to help you decide whether to use any of the services offered by HFA. It contains details of:

- The financial services and products we offer
- Our fees
- How we are remunerated
- Any interests, associations or relationships that could affect our advice
- Our complaints handling procedures and how to access them
- Our privacy policy

HFA has approved the distribution of this FSG. Please retain this FSG for your reference and any future dealings with Hejaz Financial Advisers Pty Ltd.

Under the Corporations Act, there are several restrictions that prohibit the use of certain terms, one of these restrictions applies to personal insurance advice that may be provided to clients. We allow our clients the option of fully or partially paying for insurance advice by way of the Insurance company paying a commission to your financial adviser, we believe this approach allows many clients to afford appropriate advice by providing the option to limit out of pocket fees. As such we are required to disclose the statement below.

"Lack of Independence: You should be aware that pursuant to s923A of the Corporations Act our business rules prohibit us from using the terms independent, impartial, or unbiased. S923A(2)(a)(i) prohibits the use of these terms if life insurance commission is received and not fully rebated to the client."

What other documents might I receive from HFA?

Before you receive any financial advice from your adviser, you are required to authorise your adviser to undertake this work and agree to the fees you will pay.

It is important to note that we can only provide personal financial advice after making reasonable enquiries and after giving consideration to your current personal and financial circumstances.

When we provide you with personal advice, you will receive a written report called a Statement of Advice (SoA). The SoA will state your relevant personal circumstances, outline the advice being provided, the basis on which the advice is given, information about fees, commissions, and associations relevant to the provision of advice.

When we offer to issue, arrange the issue of or make a recommendation to acquire a particular financial product (other than securities), we will provide you with a Product Disclosure Statement (PDS). A PDS contains information about fees payable, risks, benefits, and significant characteristics of the financial product.

If your adviser believes it will be of benefit to you, they may recommend you enter into a service agreement, which will be documented accordingly for your approval.

If you receive further financial advice from us and a SoA has been previously provided, we may record details of that advice in a Record of Advice (RoA) where certain criteria are met. The RoA will include a summary of your relevant personal circumstances or state which previous advice document contains this information, particulars of the advice being provided, the basis on which the advice is given, information about any fees, commissions, and associations relevant to the advice. You can request a copy of any relevant RoA document by contacting your adviser.

These documents will assist you to make an informed decisions in relation to the acquisition of a financial product.

If you have entered into a service agreement with us, you will be provided with an annual Fee Disclosure

Statement (FDS). This statement provides details of the service fees you have paid during the preceding 12 month period, the services you were entitled to receive during that period, and those you actually received.

You may also receive a renewal notice following every second anniversary of your service arrangement. This will be provided to you in writing and accompany your FDS. You must complete the renewal notice in order to continue to receive service and advice from your adviser. If you do not complete the renewal notice or fail to respond, the service arrangement ceases, meaning the adviser is not obligated to give service and advice, and you are no longer obligated to continue paying the ongoing fee.

Advisory Services

We are authorised to provide financial services and products in the following areas:

- Deposit and Payment Products
- Interests in Managed Investment Schemes
- Securities
- Superannuation
- Retirement Planning
- Life Insurance Products
- Standard Margin Lending

Specific information about the services your adviser is authorised to provide and their qualifications are contained in the attached adviser profile.

Remuneration

HFA and your adviser are paid for the services they provide through various methods of remuneration, including payments made by you (service and advice fees), and payments received from product issuers. These payments will be disclosed to you in your advice/disclosure document. In circumstances where we cannot determine the amount of remuneration, we will disclose the method of calculation.

Advice Fees

The Advice Fees you pay to HFA may comprise one of more of the following:

- A percentage fee based on the value of your holding in a financial product
- A fixed dollar amount
- An hourly rate

These fees may include:

- Statement of Advice Fee – for the preparation of a Statement of Advice
- Initial Advice Fee – for initial advisory services
- Implementation Fee – for the implementation of financial advice and products
- Ongoing Service Fee – when your adviser provides you with ongoing advice and service

These fees are payable by you and may be paid either directly from you or from your financial product/s.

How will I pay for the services provided?

Prior to providing any service we will mutually agree on the method of our remuneration. We offer a variety of service levels and fee structures that can be tailored to suit your individual circumstances.

Please refer to the adviser/company profile provided to you for specific details of your adviser's charging methodology.

Commissions

HFA prefers our advisers to be paid on a fee for service basis. We can only accept commissions where it occurs under an existing arrangement. Accordingly, investment based products will not be subject to commissions unless they are already held by you.

We may also accept commissions from the product issuer in circumstances where you implement life risk insurance products (excluding group life risk policies held within superannuation as well as individual life insurance policies held within a default superannuation fund).

If applicable, any such payments will be disclosed to you before you purchase the product. Below are example of how commissions apply.

A. Investment based financial products

For existing investments held by you and entered into before 1 July 2013, an upfront commission may range from 0.0% to 4% of the amount you invest, depending on the product. For example, for an additional investment of \$10,000 in a product whose issuer pays HFA a 3% upfront commission, HFA will receive an upfront commission of \$330 (\$300 + GST). HFA may also receive ongoing commissions, which may range from 0.0% to 1% of the value of your holding in a product, for as long as you hold the product. For example, for a holding of \$10,000 in a product whose issuer pays HFA a 0.6% ongoing commission, HFA will receive an ongoing commission of \$66 per annum (\$60 + GST).

B. Insurance (risk) products

HFA may receive an initial commission from the product issuer when you decide to buy a risk product your adviser recommends to you. This commission may range from 0.0% to 66% (including GST) of the initial premium amount, depending on the product. For example, for a Term Life base premium of \$1,000 per annum in a product where the product issuer pays HFA an initial 66% commission (including GST). HFA will receive a commission of \$660 (\$600 plus GST). Some product providers may pay commissions on stamp duty and policy fees. The initial commissions may also be payable to HFA on any premium increases resulting from increases in sums insured that you decide to make during the time you hold the product. This initial commission will only apply to the component of the increased premium resulting from the increase in sum insured. HFA may also receive ongoing commissions, which may range from 0.0% to 33% (including GST) of the renewal premium from the 2nd year. For example, an annual base premium of \$1,000 in a product whose issuer pays HFA a 33% (including GST) ongoing commission from the 2nd year. HFA will receive an ongoing commission of \$330 per annum (\$300 plus GST).

Distribution of remuneration

Remuneration is payable to HFA in the first instance. HFA will then pay any remuneration earned to your adviser/their company. Details of these payments will be disclosed in your advice disclosure document.

Other forms of remuneration

A. Training and education programs

To assist in the provision of regular professional training and development, including ongoing technical training and updates in relation to financial products for HFA's advisers and support staff, HFA may partner with a number of financial product partners. It is important to note that HFA's financial product range is not influenced by any particular financial product provider as HFA subscribes to independent research and all products are individually assessed on their own merits.

B. Employee non-cash benefits

From time to time, the employees of HFA may receive non-cash benefits with a cash value less than \$300. A register listing the details of any non-cash benefits between \$100 and \$300 is maintained. These non-cash benefits do not influence the financial product recommendations provided by our advisers to you. If you would like more information, you can request a copy of the register.

Requesting further information

You have a right to request further information in relation to the remuneration, the range of amounts, rates of remuneration and benefits received by HFA and/or your adviser. This includes remuneration that may be generated from services other than personal advice. Any request for further information should be made before any service is provided and within a reasonable time frame.

Other important information

How can I give you instructions?

You can give us instructions by telephone, email or other means agreed with us. Some financial products have their own rules about how to give instructions. Please refer to the Product Disclosure Statement of the relevant product for those details.

What is my personal information used for?

Your adviser will collect your personal details and conduct an analysis of your overall situation including

investment needs, objectives and personal financial information before providing any advice. If you do not provide the personal information requested, we may not be able to provide you with the financial services you require.

Accessing and updating your personal information

If you have concerns about the accuracy or completeness of the personal information we hold, you may request to access your personal information by contacting your adviser.

The Privacy Policy

We are committed to protecting your privacy. Your personal information will be handled in accordance with our privacy policy. This document outlines how the information we collect from you is used, stored, and disclosed. A copy of our privacy policy will be provided to you and can also be obtained from our offices or from our website.

Anti-Money Laundering and Counter-Terrorism Financing Act

HFA has an obligation under the Anti-Money Laundering and Counter-Terrorism Financing Act to verify your identity and the source of any funds. Accordingly, we may ask you to provide particular identification documents such as your passport or driver's licence.

Compensation arrangements

HFA has and continues to maintain Professional Indemnity Insurance in accordance with the Corporations Act 2001. Our Professional Indemnity Insurance, subject to its terms and conditions, provides indemnity up to the sum insured for HFA and our authorised representatives or employees in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any authorised representative or employee who has ceased work with HFA for work done whilst engaged with us.

If you have a complaint

If you have a complaint about the service provided to you, you should take the following steps:

Contact your adviser and tell your adviser about your complaint.

If your complaint is not satisfactorily resolved within 5 business days, please contact our Head Office on [1300 043 529](tel:1300043529) or put your complaint in writing and send it to us at:

Complaints Officer

Hejaz Financial Advisers
Level 11, 2 Queen Street,
Melbourne VIC 3000.

or via email to compliance@hejazfs.com.au

HFA is a member of the Australian Financial Complaints Authority Limited (AFCA). If you feel our response is inadequate or if you have not received a response within **30 days**, you have the right to complain to AFCA.

They can be contacted on [1800 931 678](tel:1800931678), you can submit an online complaint form available at www.afca.org.au, or you may write to them at info@afca.org.au or GPO Box 3, Melbourne VIC 3001. This service is provided to you free of charge.

The Australian Securities and Investments Commission (ASIC) also has an Infoline: [1300 300 630](tel:1300300630) which you may use to make a complaint and obtain information about your rights.