

Gill and Co Advisory Financial Services Guide (FSG)

Introduction

This Financial Services Guide (FSG) is issued by Gill and Co Advisory Pty Ltd (ABN 39 668 498 735 I AFSL 551560). The FSG explains:

- The products and services provided by Gill and Co Advisory
- Your adviser and their relationship with Gill and Co Advisory
- Important information about the remuneration that we and relevant persons receive
- How we handle complaints

The purpose of the FSG is to provide you with important information before a financial service is provided to you, so you may make an informed decision about using the services offered. Please read and retain the FSG for your reference.

Gill and Co Advisory and your adviser

When you engage a financial adviser in Australia to provide financial advice, they need to either hold their own Australian Financial Services License (AFSL) or be authorized to provide advice through an Australian Financial Services Licensee. Your adviser is authorized by Gill and Co Advisory.

Gill and Co Advisory provides a range of services and support to its advisers such as compliance, education and administration resources to assist them in providing you financial advice.

Your adviser

Your adviser will provide you with an Adviser Profile when they provide you with this FSG. The Adviser Profile sets out the services that may be supplied and the authorizations they hold under the Gill and Co Advisory AFSL. The adviser will provide their Authorised Representative number.

Gill and Co Advisory

Gill and Co Advisory is the holder of the Australian Financial Services license.

Gill and Co Advisory may be contacted help@gillandcoadvisory.com.au or 0411 777 007.

Financial Services

Gill and Co Advisory is licensed under the Corporations Act 2001 (Cth) to provide financial product advice and to deal in a range of financial products to retail and wholesale clients.

Gill and Co Advisory is authorized to provide advice on the following financial products:

- Basic deposit products
- Deposit products other than basic deposit products
- Investment life insurance products
- Life risk insurance products
- Investor directed portfolio services
- Retirement savings accounts
- Securities
- Superannuation

Please refer to the Adviser Profile for the specific authorization applicable to your adviser.

Providing Advice

Your adviser will take into account your financial situation and your objectives when assessing the advice they provide. The advice will be documented in a Statement of Advice (SoA).

The SoA will contain the advice, the basis on which it was provided and information about the adviser's and other relevant parties remuneration.

If you receive additional financial advice from your adviser, they will present you with either:

- An additional Statement of Advice
- A Record of Advice

Your adviser will provide you with a relevant product disclosure statement (PDS) that includes information to enable you to make an informed decision about the product recommended. You should consult your adviser with any questions you may have before proceeding.

You are not obligated to proceed with the advice provided.

Client obligations

The adviser will make recommendations based on the information you provide, therefore please:

- Ensure the information provided to your adviser is accurate, current and comprehensive
- Your adviser and yourself agree on the scope of the advice provided
- Read the information provided inclusive of SoAs, PDS, etc
- Inform your adviser of any changes in circumstance so the advice may be altered accordingly
- Inform your adviser should your contact details change

Regulatory obligations

The providers of financial advice have a regulatory obligation under the Anti-Money Laundering and Counter Terrorism Act to verify your identity and the source of any funds. Clients will be asked to provide identification documents e.g. a passport or a driver's license.

Your information will be held securely.

Adviser fees

Your adviser will discuss and disclose the fees for advice prior to undertaking the work.

Adviser fees will vary depending upon complexity, work involved to provide the financial advice and method of payment e.g. a commission from a product provider or a fee for advice.

Should the advice and fees be of an ongoing nature, the adviser will provide an annual Fee Disclosure Statement (FDS). The FDS will outline fees paid and services provided.

All fees, at all times will be transparent.

Gross Fees

All payments including commissions, advice fees, etc are paid to Gill and Co Advisory. Gill and Co Advisory charges the adviser for the services Gill and Co Advisory provides to the adviser. The adviser payments are net of Gill and Co Advisory fees, however the fees disclosed in the SoA are the only fees payable by the client.

Other payments

Gill and Co Advisory or your adviser may receive benefits from product providers such as sponsorship, subsidized education, software support, conferences, etc.

Non-monetary benefits

Each adviser must keep a register of non-monetary benefits they receive. Typically, non-monetary benefits include business lunches, attendance at sporting or cultural events, etc. The benefits cannot be over \$300 or received on a regular basis. The register is available for inspection upon request.

Referral fees

Any referral fees paid will be disclosed in the SoA.
This is not an additional cost to the client.

Complaints

Gill and Co Advisory has appropriate complaint resolution mechanisms in place should you be dissatisfied with the services or advice you receive.

The complaint resolution process is as follows:

- Contact your adviser and communicate that you wish to clarify the advice or services provided. There may have been a misunderstanding, that could be easily rectified by the adviser to your satisfaction
- If your complaint has not been satisfactorily resolved after five working days, please contact Gill and Co Advisory by email phillip@gillandcoadvisory.com.au Gill and Co Advisory will endeavour to resolve your complaint quickly and fairly
- Gill and Co Advisory is a member of the Australian Financial Complaints Authority. Should your complaint remain unresolved you may contact AFCA.
1800 931 678
info@afca.org.au
www.afca.org.au
- The Australian Securities and Investments Commission has a free call line 1300 300 630 that you may use to obtain information about your rights

Compensation arrangements

Gill and Co Advisory has Professional Indemnity Insurance arrangements in place in accordance with s912B of the Corporations Act 2001.

Privacy Policy

Your privacy is important.

Regulatory obligations necessitate the obtaining and holding of information that identifies clients.

Financial advice is dependent upon obtaining personal information, which may include:

- Your name, contact details, date of birth, tax file number
- Information regarding your dependents and family commitments
- Your occupation and employment history
- Your financial needs and objectives
- Your assets, liabilities, income, expenses, insurances and social security entitlements
- Credit card and banking details

We will destroy your personal information when it is no longer required.

Collection

The primary purpose of collecting personal information is to assess the information in relation to the provision of financial advice. We will take reasonable steps to inform you why we are collecting personal information, what may happen if you don't provide the information and who else we may disclose the information to.

Data Security

We will not retain any of your information for any longer than it is required, except to satisfy statutory requirements of the Act. The information we collect from you may also be disclosed to third parties if the disclosure is required by or permitted by law.

If your adviser decides to sell their business, information may be provided to the potential purchaser for due diligence purposes. The disclosure will be in confidence. Should the adviser business be sold, you as a client of the business will be advised accordingly.

Identifiers

We may collect unique identifiers, for example your Medicare or tax file number. We will not disclose this information other than when consented by you or required by law.

Sensitive Information

We collect information about you for the purpose of reporting to AUSTRAC under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.