

Financial Services Guide (FSG)

A guide to the services we provide and how we will
work with you to achieve your goals



Set 4 Life Financial Solutions Pty Ltd
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 **Important**

Before we provide you with financial advice, you should read this Financial Services Guide (FSG). It contains the following important information to help you decide whether to use our services:

- Who we are;
- Advice we provide;
- How we are paid;
- Who to contact if you have a complaint.

Lack of Independence Disclosure

Advice Evolution is owned by advisers and has an open approved products list, however, as we continue to be paid commissions for life insurance products and receive fees based on the asset value of some investments we must disclose this lack of independence.

 **About our Practice**

Set 4 Life Financial Solutions Pty Ltd, corporate authorised representative (CAR), number 235555, trading as Set 4 Life Financial Solutions Pty Ltd, is authorised to provide financial services on behalf of Advice Evolution Pty Ltd.

We are a leading financial services provider. Our business was established by Robert Groznik in 1995 and our office is located in Unanderra. Set 4 Life Financial Solutions Pty Ltd offers comprehensive financial planning advice to assist clients develop a structured financial plan that helps them achieve their lifetime goals, "frequently our clients' lifetime goal is financial freedom and financial security".

Set 4 Life Financial Solutions Pty Ltd has developed a reputation for explaining financial concepts simply and clearly. We will provide you with strategies that allow you to take control of your own financial future and build relationships with you and your family to secure each generation's financial well-being.

Set 4 Life Financial Solutions Pty Ltd

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 **About our Team**

Attached to this document is a profile for your adviser. The adviser profile provides information about their contact details, qualifications, experience and any memberships they may hold.

Why you should choose Set 4 Life Financial Solutions

We aim to provide personalised and responsible advice suited to your objectives and believe that sound advice and planning is the key to improving your financial position.

We undertake continuous professional development, to keep us up to date with all applicable legislative, strategy and product changes.

We have access to technical, risk and investment research professionals who provide us with additional analysis on strategies and products that become available.

We will help you determine your goals and weigh up different investment strategies to achieve them.

Most importantly, we turn your thoughts into action. There are no secret formulas for achieving financial security. We work with you to get the basics right and ensure you have a plan to achieve your goals over time.

Approved Products

Advice Evolution Pty Ltd maintains a broad product approved list, containing investment and insurance products that have been researched by at least 2 research houses.

Transaction Services

If you would like us to help you complete a particular transaction without our advice, we can take your instructions and arrange for the transaction to be completed without providing any.

It is important to understand that in these circumstances we will generally ask you to confirm your instructions in writing and to sign a letter that acknowledges you have declined our offer of advice as well as understand the risks of a transaction service. You will be provided with a copy of the letter for your own records

Documents you may receive

Our advice will be provided to you in a financial plan, known as a Statement of Advice (SOA). The financial plan contains a summary of your goals, our strategies and financial product recommendations to achieve your goals. It also provides you with detailed information about the fees, costs and other benefits we will receive as a result of the advice we have provided.

We will keep a record of any further advice we provide. You may request a copy by contacting our office.

You will also receive a Product Disclosure Statement (PDS) if we have recommended you invest in or purchase a financial product. The PDS contains key features of the recommended product, significant benefits, risks and the fees you pay the product provider to professionally manage your investment or insurance.

You may also receive an ongoing or Annual agreement which will outline how we monitor your strategy and portfolio and make sure they are the best available to achieve your goals.

You should read any warnings contained in your financial plan, the PDS or IDPS guides carefully before making any decision relating to a financial strategy or product.

You can contact us with any questions relating to your financial products. You should read any warnings contained in your financial plan, the PDS or IDPS guides carefully before making any decision relating to a financial strategy or product.

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Our financial planning process

Everyone has different circumstances, needs and goals. We treat every client as an individual, but follow a defined financial planning process, to make sure you know what to expect from us.



Identifying where you want to be > We help you identify your financial and lifestyle goals and explain the services we offer to help you achieve them. The type of advice you need could depend on your life stage, the amount of money you want to invest and the complexity of your affairs. We will help you to identify the range of issues that need to be addressed to meet your goals. You can then decide whether you want our advice to meet a single need or a broad range of issues.

Considering opportunities and risks > Good personal advice starts with having an understanding of your current situation. We take a close look at your current financial situation – assets, debts, income, expenses and insurance, and explore the options you could use to reach your goals.

Bridging the gap > Based on the research we have conducted, we will recommend a strategy to bridge the gap between where you are now and where you want to be.

Bringing your plan to life > We work closely with you to implement your financial plan. We help you to complete any necessary paperwork and are available to attend meetings with your accountant solicitor so that your strategy is implemented efficiently.

Staying on track with regular annual or ongoing advice > Time goes on and circumstances and needs change. The final step in our advice process ensures your financial plan remains on track, by providing you with regular ongoing or annual advice.

We will design an annual or ongoing service program so your plan remains up to date.



Fees

The fees charged for our advice are designed to be fair and clear. Our advice fees may include charges for the following advice services:

Consultation Fee > You may be charged \$330 for a consultation if applicable.

Advice Fee > The advice fee covers the cost of researching and preparing your financial plan. The price can be a flat fee with an additional performance or risk margin depending on the size and complexity of the advice.

Advice implementation > The advice implementation fee covers the administrative time spent implementing the recommended strategies and products. This cost will be calculated on the estimated time to complete the task.

Annual or Ongoing advice – This is the fee for the Annual or ongoing advice, it will cover the cost to keep your strategy and investments current and up to date as well as any services provided by the practice. This will be a separate document provided at the time of the advice.

Life Insurance Payments

> Initial commission – One off commission that is paid at the inception of insurance policy. This can range from 11% to 66% of initial premium paid. (Paid by the product issuer)

>Ongoing commission – This is a part of the product provider’s ongoing charges and is paid every year that the insurance policy is retained. (Paid by the product issuer)

Advice Evolution Pty Ltd will receive commission directly from the product provider and is based on a percentage of the insurance premium paid. Commissions are deducted from the premium by the product provider so are not paid directly by you.

Your advice fees will be calculated at the time we provide you with personal advice. Your SOA will outline the advice fees and any commission inclusive of GST.

Payment Method & Frequency > We offer you the following payment terms:

- BPay, direct debit (credit card or savings), cheque, or Deduction from your investment
- Annual or ongoing advice fees may be deducted as an annual instalment or in monthly or quarterly instalments.
- Annual or ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or percentage each year.

The specific amount will be agreed to by you and outlined in our annual or ongoing advice agreement. Please refer to the annual or ongoing agreement for detailed information on the type of fees charged.

Other benefits Set 4 Life Financial Solutions Pty Ltd may receive

Advice Evolution, its advisers, or any related bodies do not have any relationships or associations with any product issuer that could be expected to influence the provision of financial services.

About Advice Evolution Pty Ltd

Advice Evolution Pty Ltd has approved the distribution of this FSG.

Advice Evolution Pty Ltd ABN 66 137 858 023 | Australian Financial Services Licence 342880

Address: Suite 302, 20 Bungan Street, MONA VALE NSW 2103 | Website: www.adviceevolution.com.au

Privacy and Disclosure

Your privacy is important to us. To learn more about our collection and handling of your personal information and for details on how to access our Privacy Policy, please refer below.

Another financial adviser may be appointed to you if your financial adviser leaves Advice Evolution or if your financial adviser is unable to attend to your needs due to an extended absence from the business. In these circumstances, Advice Evolution will write to you advising of the change. Your personal information will be passed on to the new financial adviser.

If you choose to appoint a new financial adviser, your new adviser will be provided access to your policy information. They will be responsible for providing you with annual or ongoing advice relating to those policies and all future advice fees deducted from the policy/(ies) will be paid to your new adviser.

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the *Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006* to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your financial adviser and Advice Evolution may have access to this information when providing financial advice or services to you;
- Your financial adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Advice Evolution to review customers' needs and circumstances from time to time.

Your information is only disclosed to other parties as are necessary for us to provide our services to you. Other parties may include fund managers, life companies, other Licensees and related parties who provide services to us. In certain situations, some of the parties that we share information with may be in, or have operations in, other countries. This means that your information might end up stored or accessed in overseas countries.

When we send your personal information to overseas recipients, we make sure appropriate data handling and security arrangements are in place. In all such cases, we commit to making reasonable enquiries to ensure that these organisations comply with their local privacy legislation where such legislation is comparable to the Australian legislation and to comply with the key components of Australian Privacy legislation in cases where their local legislation is considered inadequate or non-existent. In addition, we will disclose your information where we are required to by law.

- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Advice Evolution Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.
- Your financial adviser and Advice Evolution will continue to take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Licensee holds about you at any time to correct or update it as set out in the Advice Evolution Privacy Policy. The Advice Evolution Privacy Policy also contains information about how to make a complaint about a breach of the *Australian Privacy Principles*. For a copy of Advice Evolution's Privacy Policy visit www.adviceevolution.com.au or you can contact us.

Professional indemnity insurance

Professional indemnity insurance is maintained by Advice Evolution Pty Ltd to cover advice, actions and recommendations which have been authorised by Advice Evolution Pty Ltd and provided by your adviser. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.



What should you do if you have a complaint?

If you have any complaints about the services provided to you, you should take the following steps:

- Contact your financial adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three days, please contact Advice Evolution Pty Ltd on (02) 9997 6787 or put your complaint in writing and send it to:

Advice Evolution Pty Ltd
Attention: Complaints Case Manager
Advice and Licensing
Suite 302, 20 Bungan Street,
MONA VALE NSW 2103

Advice Evolution Pty Ltd will try to resolve your complaint quickly and fairly. If your complaint has not been resolved satisfactorily, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA):

Website: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.



About Wayne Groznik

Your financial adviser, Wayne Groznik (ASIC number 469078), is an authorised representative of Advice Evolution Pty Ltd.

Email address: wayne@set4life.com.au

Education and Qualifications: Advanced Diploma in Financial Planning (ADFP), Justice of the Peace (JP), FASEA exam completed.

Experience: With 8+ years industry experience, Wayne adds most value for his clients in the areas of Self-Managed Superannuation Funds, Retirement Planning, Risk Management & Investment Strategies.

Memberships: Association of Financial Advisers (AFA), Tax Practitioners Board (TPB)



About Robert Groznik

Your financial adviser, Robert Groznik (ASIC number 235946), is an authorised representative of Advice Evolution Pty Ltd.

Email address: rob@set4life.com.au

Education and Qualifications: Advanced Diploma in Financial Planning (ADFP), Registered Tax Agent, FASEA exam completed.

Experience: With 26+ years industry experience, Rob adds most value for his clients in the areas of Self-Managed Superannuation Funds, Retirement Planning, Risk Management & Investment Strategies.

Memberships: Financial Planning Association of Australia (FPA), Tax Practitioners Board (TPB)



About Jason Burnell

Your financial adviser, Jason Burnell (ASIC number 1003668), is an authorised representative of Advice Evolution Pty Ltd.

Email address: jason@set4life.com.au

Education and Qualifications: Certified Financial Planner (CFP®), Masters of Commerce Financial Planning (MComm FP), Diploma & Advanced Diploma in Financial Services - AdvDip(FP), FASEA exam completed.

Experience: With 15+ years industry experience, Jason adds most value for his clients in the areas of Superannuation, Pre-retirement and Post-Retirement Planning, Risk Management & Investment Strategies.

Memberships: Financial Planning Association of Australia (FPA), Tax Practitioners Board (TPB)



About Gus Flack

Your financial adviser Gus Flack (ASIC number 1001259), is an authorised representative of Advice Evolution Pty Ltd.

Email address: gus@set4life.com.au

Education and Qualifications: Bachelor of Commerce - Applied Finance (Planning), FASEA exam completed

Experience: With 12+ years industry experience, Gus adds most value for his clients in the areas of Superannuation, Pre-retirement and Post-Retirement Planning, Risk Management & Investment Strategies.

Memberships: Financial Planning Association of Australia (FPA), Tax Practitioners Board (TPB)



About Sam Fletcher

Your financial adviser Sam Fletcher (ASIC number 309685), is an authorised representative of Advice Evolution Pty Ltd.

Email address: sam@set4life.com.au

Education and Qualifications: Certified Financial Planner (CFP®), Bachelor of Arts (Business Administration), Graduate Diploma in Financial Planning, FASEA exam completed, FPA Aged Care Specialist.

Experience: With 15+ years industry experience, Sam adds most value for his clients in the areas of Superannuation, Pre-retirement and Post-Retirement Planning, Risk Management & Investment Strategies, and Aged Care Advice.

Memberships: Financial Planning Association of Australia (FPA), Tax Practitioners Board (TPB)

Advice your adviser can provide

We can provide you with strategic advice as well as arrange the types of financial products listed below. In addition, you can choose whether to receive advice about a range of needs all at once, or we can provide advice about only those needs that are most important to you so that your most important goals are achieved first. Further advice can then be provided over time about any other needs or goals as required.

Strategies		Products	
Aged care accommodation	Risk and insurance analysis	Self-managed super funds	Superannuation products
Centrelink planning	Business succession planning	Direct shares	Personal and group insurance
Investment planning	Salary packaging advice	Cash management trusts	Business succession insurance
Superannuation planning	Gearing strategies	Retirement income streams	Margin lending facilities
Pre-retirement planning	Guidance on budgeting & goal setting	Managed investment schemes	Direct fixed interest
Retirement planning	Savings & wealth creation strategies	Master trust products	Socially responsible investments
Estate planning			

How the adviser is paid

Advice Evolution Pty Ltd will retain 2% of the gross revenue received for the recommended financial services and/or products. Advice Evolution Pty Ltd will pay Set 4 Life Financial Solutions Pty Ltd 98% of the gross revenue received. Wayne Groznik has equity in Set 4 Life Financial Solutions Pty Ltd and may receive capital and profit related benefits.

Relationship and associations

Wayne Groznik owns Set4Life Accounting which is run under a different company and run from the same office. Any referral to/or from Set4Life Accounting will benefit Wayne Groznik via profit share only. No referral or volume-based fees are paid as a consequence of referrals.

Appendix: Privacy Collection Statement

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the *Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006* to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised to review customers' needs and circumstances from time to time.
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser in providing financial advice and services to you.
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out.)
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser will continue to take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Licensee holds about you at any time to correct or update it.