

# / Financial Services Guide - Part 1 of 2

A guide to our<sup>1</sup> relationship with you.



1 "Our" refers to Canaccord Genuity Advice Partners Pty Ltd  
(ABN 97 132 633 624 , AFS Licence 329509)

## Purpose of this Financial Services Guide - Part 1

This Financial Services Guide ("FSG") is issued by Canaccord Genuity Advice Partners Pty Ltd ("CGAP", "we", "us" and "our") (ABN<sup>2</sup> 97 132 633 624, AFSL<sup>3</sup> 329509).

There are two (2) parts to this FSG. Please ensure you read both parts before making any decision based on advice provided to you by your financial adviser ("Adviser"). This document is Part one (1); Part two (2) is the Adviser Profile which includes information about your Adviser, who is an Authorised Representative of our AFSL. Your Adviser is authorised by us to distribute this FSG.

This FSG is an important document designed to help you decide whether to use the financial services offered. It also provides you with the following important information:

- Who we are;
- The financial services and products we offer;
- The process we follow to provide financial services;
- How we and your Adviser are remunerated;
- Other associations and relationships or potential conflicts of interest;
- How we collect, use and disclose the information you provide us;
- Our complaints process and handling procedures; and
- Our Privacy Statement.

## Who is CGAP?

CGAP holds AFSL number 329509 which authorises it to provide a range of financial services to retail and wholesale clients. CGAP is part of Canaccord Genuity (Australia) Limited ("CGAL") (ABN 19 075 071 455, AFSL 234666), authorised and regulated by the Australian Securities and Investment Commission ("ASIC") and subject to the Business Rules, directions, decisions and requirements of the Australian Securities Exchange ("ASX"), Chi-X Australia ("Chi-X") and the National Stock Exchange of Australia ("NSX").

CGAL is a member of the Canaccord Genuity global group of companies led by Canaccord Genuity Group Inc., an independent full-service financial services business, listed on the Toronto Stock Exchange ("TSX") under the symbol CF. The group has offices across 12 countries and territories worldwide.

## Contacting CGAP:

**Office:** Canaccord Genuity Advice Partners  
Level 4, 60 Collins Street  
Melbourne, VIC, 3000, Australia

**Phone:** +61 (0)3 8688 9100

**Fax:** +61 (0)3 8688 9155

**Email:** [enquiry@canaccord.com.au](mailto:enquiry@canaccord.com.au)

**Web:** [www.canaccordgenuity.com/wealth-management-australia](http://www.canaccordgenuity.com/wealth-management-australia)

## What financial services and products do we offer?

Under our AFSL, CGAP is authorised to provide advice and arrange transactions on the following classes of financial products to retail and wholesale clients:

- Superannuation and retirement savings account products;
- Securities;
- Managed investment schemes;
- Investor directed portfolio services;
- Margin lending facilities (standard);
- Basic deposit products;
- Non-basic deposit products;
- Government debentures, stocks, and bonds;
- Investment life insurance products;
- Life risk insurance products; and
- Derivatives.

Your Adviser can only provide advice on financial products that are on our Approved Product List ("APL"). The APL includes a large range of investment and insurance products for which the appropriate research and analysis has been undertaken.

Your Adviser cannot advise you on, or influence you in favour of, a financial product which:

- is not on the APL; or
- has any arrangement where your Adviser can make changes to your portfolio before obtaining your consent unless they are specifically authorised to do so; or
- is a product on which they are not authorised to provide advice - the Adviser Profile (Part two (2) of this FSG) outlines the classes of financial products on which your Adviser can provide advice. Alternatively, you can find details on the Financial Adviser Register on the Moneysmart website at [www.moneysmart.gov.au](http://www.moneysmart.gov.au).

While your Adviser may conduct a separate business, for example, as an Accountant, we are only responsible for the financial products and services described in this FSG and included on our APL.

Your Adviser is either a registered tax (financial) adviser or a registered tax agent, who is authorised to provide a tax service, where the advice is:

- provided in the context of the personal advice authorised

<sup>2</sup> ABN refers to Australian Business Number  
<sup>3</sup> AFSL refers to Australian Financial Services Licence

by CGAP; and

- part of the financial advice which interprets and applies the tax laws (including tax, superannuation and SMSF laws) to your personal circumstances.

Registered tax (financial) advisers are not authorised to provide tax agent services (i.e. those services in relation to the preparation and filing of tax returns and liaison with the Australian Taxation Office ("ATO"), etc.).

Where tax agent services are provided (i.e. those services in relation to the preparation and filing of tax returns, and liaison with the ATO, etc.), these services constitute a separate business activity and are not provided under our AFSL.

We are only responsible for advice relating to the financial products and services described in this FSG and on our APL.

## The process we follow to provide financial services

Your Adviser acts as our Authorised Representative when providing personal advice to you and therefore we are responsible for any advice given. Your Adviser's primary duty is to you, the client. Your Adviser is under an obligation to act in your best interests in relation to any personal advice provided to you (known as the 'Best Interests Duty').

Your Adviser is authorised by us to give you personal advice, but in order for them to do so, you need to provide them with information about your needs, goals and objectives. If you choose not to provide your Adviser with this information, any advice they provide may not be appropriate to your needs and objectives.

## Providing instructions to your Adviser

You may provide specific instructions to your Adviser by letter, email or telephone.

## Other documents you may receive

In addition to the FSG and Adviser Profile, your Adviser may provide you with the following documents:

- **Statement of Advice ("SoA") or Record of Advice ("RoA")**

Before your Adviser provides you with any personal advice, they will need to collect information about you, your objectives, financial situation and needs. The SoA is subsequently produced and sets out the advice and the basis upon which it is given. You may then decide whether or not to act on it. It will also set out information about our remuneration and your Adviser's remuneration (including any applicable commissions) and disclose any associations or relationships which might reasonably be expected to influence your Adviser when providing the advice. Any subsequent personal advice that is provided to you will be documented in a RoA, provided there has not been a significant change in your personal circumstances or the basis upon which the initial advice was provided.

Copies of all advice documents will be retained on your client file and you may request a copy by contacting your Adviser.

- **Product Disclosure Statement ("PDS")**

If a particular financial product (other than securities) is recommended by your adviser, you must also be provided with a PDS issued by the product issuer. The PDS contains information about the benefits, risks and other features of the product, which will enable you to make an informed decision about whether to purchase the product.

## How we and your Adviser are remunerated

Both we, and your Adviser, as an Authorised Representative of our AFSL, receive remuneration from:

- service and advice fees paid by you;
- fees, commissions and other payments paid by product providers; or
- other benefits.

## Service and advice fees paid by you

Your Adviser will discuss and agree our fee structure with you before they provide you with services. The fee structure lists CGAP and your Adviser's fee splits based on services provided to you. The types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

## Types of advice fees paid by you

- Fee for advice - you may be charged a fee for the preparation and implementation of advice. These fees will be based on your individual circumstances, the complexity of your situation and the time it takes to prepare personal advice for you.
- Ongoing advice fee - your Adviser may charge a fee to provide ongoing portfolio reviews and/or for the provision of ongoing services. This fee will be either a set amount or based on the amount of funds under our advice, and/or the time involved in reviewing your portfolio.

Your Adviser will discuss these fees with you prior to giving you the advice.

## Payment methods

Our fees are either invoiced to you directly, or deducted from your investments, or a combination of these methods. Where it is debited from your investments, it is normally referred to as the Adviser Service Fee.

In most instances you will be able to select the method of payment that suits you best. Your Adviser will discuss and agree the method of payment with you before they provide you with services.

The specific fees and services that you will pay for will be

set out in your SoA or other advice documents, your fee disclosure statement or client service agreement.

## Your current options

- You may choose to be charged a financial planning/ personal advice fee that is based on the time spent preparing your SoA (or other advice document) and is dependent on the complexity of the advice, or
- You may enter into a service agreement with your Adviser that covers items such as ongoing advice, newsletters, annual reviews and portfolio valuation reports. You and your adviser should discuss the services to be included and the fee that you will pay. Alternatively, it will be set out in the service agreement provided by your adviser either before, or at the time, you are presented with your SoA.

## Commissions and other payments paid by product providers

If you implement a financial product through us, your Adviser and CGAP may receive payments in the form of initial commissions and/or ongoing commissions from the financial product providers. These commissions are included in the fees and premiums you pay for the product. This is not an additional cost to you.

## Risk insurance products

CGAP and your Adviser may receive initial commission from the life insurance company for risk insurance products that you purchase, and may also receive ongoing commission when you renew your policy. This commission is taken out of the premium that you pay and is not a separate charge to you. Applicable risk insurance commissions are included in the Adviser Profile and will be detailed in your SoA.

## Other benefits

CGAP and your Adviser may be eligible to receive sponsorship in the form of cash payments from product providers listed on the approved product list. Amounts may vary per product provider. Your financial adviser does not share directly in the sponsorship payments but may benefit indirectly through the provision of subsidised conference and professional development training costs.

If you purchase or sell direct securities through us, CGAP and your Adviser may receive a fee for these transactions. Details of which will be disclosed in either an SoA or other advice document.

Your Adviser may also receive a range of other benefits, up to \$300, in value from product providers such as marketing support or sponsorship, entertainment and conferences, which will be disclosed in your SoA.

We maintain a public register outlining the alternative forms of remuneration that are payable to and received by CGAP and your Adviser. A copy of this register may be accessed

upon request.

## Other associations and relationships or potential conflicts of interest

### Referral arrangements

Your adviser may have referral arrangements or associations with other financial services providers such as accountants, lawyers, mortgage brokers, general insurance brokers etc. Any of these third-party providers are detailed in the Adviser Profile and may be referred to in any advice document provided to you.

### Potential conflicts of interest and related entities

Products listed on the APL include those offered by our related companies including CGAL. Our related companies may receive fees and benefits as disclosed in the relevant PDS if you purchase the product.

Where we recommend a product or service such as a SMA, MDA or IDPS operated by a related company, or your Adviser arrange for you to participate in an Initial Public Offer ("IPO") underwritten by a related company, CGAP or your Adviser may receive a fee for that product or service. Any of these fees received will be disclosed in your advice documents, being an SoA or a RoA.

## How we collect, use and disclose information you provide us

### Information maintained in your file

Your Adviser will retain the following personal information on your client file:

1. A record of what you tell your adviser about your needs, objectives and financial situation to enable your adviser to give you personal advice;
2. A copy of all personal advice provided to you. This includes the SoA or RoA provided to you when you initially received personal advice, as well as any subsequent advice; and
3. Other records relating to the provision of financial services and advice given to you.

Ask your adviser if you would like to examine your client file. You can request a copy of any advice document either by phone or in writing. Please allow seven (7) working days to process your request.

If your Adviser leaves CGAP and starts providing financial services under another licensee, your information may be transferred to the new licensee. You will be advised of any such transfer prior to it taking place and will be given the opportunity to remain with one of our CGAP advisers if you prefer to do so.

## Our complaints process and handling procedures

To let us know about any complaints or concerns you may have we ask that you take the following steps:

1. Contact your Adviser with whom you have been speaking and explain your concerns or complaint.
2. If, within three (3) business days, you believe that your complaint is not satisfactorily resolved, please contact our Complaints Officer, either directly during ordinary business hours, or in writing:

**Phone:** +61 (0)3 8688 9100

**Fax:** +61 (0)3 8688 9155

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

**Write to:** Attn: Complaint Officer  
Canaccord Genuity Advice Partners  
Level 4, 60 Collins Street  
Melbourne, VIC, 3000, Australia

We will provide you with details of our complaint resolution process, and endeavour to resolve your complaint as quickly as possible. We will acknowledge your complaint as soon as possible, and in any event provide a final response within 45 days of receipt

3. If you are still not satisfied with the outcome you can contact the Australian Financial Complaints Authority ("AFCA") of which CGAP is a member. Our membership number is 13380. AFCA is an external dispute resolution scheme approved by ASIC. AFCA contact details are:

**Freecall:** 1800 931 678

**Fax:** +61 (0)3 9613 6399

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Write to:** Australian Financial Complaints Authority  
GPO Box 3  
Melbourne, VIC, 3001, Australia

ASIC provides a free call infoline on 1300 300 630 which you may use to obtain further information about your rights or make a complaint.

## Professional Indemnity ("PI") insurance cover

Our PI insurance covers us and your Adviser for the services provided. This includes claims relating to the conduct of staff and representatives who no longer work for us but did so at the time of relevant conduct. Our policy meets the requirements of the *Corporations Act 2001* (Cth).

## Privacy Statement

We are committed to maintaining the privacy and security of your personal information.

Our Privacy Statement has been developed to comply with the relevant provisions of the *Privacy Act, 1988* (Cth) as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act, 2012* ("Privacy Laws") setting out a number

of Australian Privacy Principles including about how and when personal information is collected, stored and distributed by CGAP.

Your personal information will be collected for the primary purpose of providing you with the services described in this FSG. If you do not provide the personal information requested, we may be unable to provide you with the financial services you have requested.

As a financial service provider, we have an obligation under the *Anti-Money Laundering and Counter-Terrorism Finance Act 2006* (Cth) to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as your passport or driver's licence. We will also retain copies of this information.

In connection with providing our services to you, we may disclose information about you to our related entities and internal divisions of CGAP, product issuers, service providers, superannuation trustees, insurance providers, auditors, or other professionals.

CGAP is part of the global Canaccord Genuity group of companies with offices in 12 countries and territories worldwide. In providing our services or as otherwise required by law, we may need to share your personal information with a company based overseas. By providing us with your personal information you consent to us disclosing your personal information to overseas companies and we will take reasonable steps to ensure that the overseas recipient conducts itself in compliance with the Australian Privacy Laws.

Your personal information will be handled in accordance with our Privacy Policy which outlines how we collect, use, store and disclose your personal information. For more information, including how to access or correct your personal information, or how to complain about a breach of the Australian Privacy Principles, please read our Privacy Policy which can be accessed on our website: [www.canaccordgenuity.com/wealth-management-australia](http://www.canaccordgenuity.com/wealth-management-australia) or by contacting us at:

**Phone:** +61 (0)3 8688 9100

**Fax:** +61 (0)3 8688 9155

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

**Write to:** Attn: Privacy Officer  
Canaccord Genuity Advice Partners  
Level 4, 60 Collins Street  
Melbourne, VIC, 3000, Australia

## Changes to our Privacy Policy

We reserve the right to review and amend our Privacy Policy and this Privacy Statement from time to time, but will advise you of any material changes.

**Melbourne**  
Level 4, 60 Collins Street  
Melbourne, VIC 3000  
Australia  
T: 61 3 8688 9100  
F: 61 3 8668 9155

**Sydney**  
Level 62, MLC Centre  
19 Martin Place  
Sydney, NSW 2000  
Australia  
T: 61 2 9263 2700  
F: 61 2 9267 0806

**Perth**  
Level 23, The Exchange Tower  
2 The Esplanade  
Perth, WA 6000  
Australia  
T: 61 8 9263 1111

#### **Our Commitment to Privacy**

Canaccord Genuity Advice Partners Pty Ltd (ABN 97 132 633 624, AFSL 329509) recognises that it is important for you to know how we handle your personal information. For that reason, we kindly refer you to our website or Financial Services Guide which contains our Privacy Statement.

Our Privacy Statement has been developed to comply with the relevant provisions of the *Privacy Act 1988* (Cth) as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act, 2012* ("Privacy Laws") setting out a number of Australian Privacy Principles including about how and when personal information is collected, stored and distributed by Canaccord Genuity Advice Partners Pty Ltd.

[www.cgf.com](http://www.cgf.com)