

fordham

A specialist part of Perpetual

For business owners | Accounting & tax  
Strategy & planning | Operational performance

# financial services guide ...



# Financial Services Guide

This Financial Services Guide (FSG) dated **1 October 2017** is provided by Fordham Business Advisors Pty Ltd (we or us):

ACN 140 981 853

ABN 77 140 981 853

AFSL 488639

## Who are we?

Fordham Business Advisors Pty Ltd is a Chartered Accountant practice. We are a wholly owned specialist subsidiary of Perpetual Limited (ABN 86 000431 827) providing business owners with accounting and tax, strategy and planning and operational performance services. You can obtain further information about us by visiting our website: <http://www.fordhamgroup.com.au/>

## Purpose of this guide

This FSG sets out key information about the financial services we may provide to you. It will assist you to determine whether to use these services. It includes information about:

- How we and other relevant people are paid
- Our fees and charges
- Our procedure for handling complaints

It also sets out information about your rights with respect to the financial services we provide.

We strongly recommend that you read and understand this FSG before you engage us to provide you with any financial services. If you have any questions, please contact us on the contact details provided in this FSG.

## Financial services we provide

We hold a limited AFSL which authorises us to:

- Provide financial product advice (general or personal advice) on superannuation limited to:
  - Self-managed superannuation funds (SMSF)
  - Your existing holding in a superannuation product, but only to the extent required for:
    - Making a recommendation that you establish a SMSF; and
    - Providing advice to you on contributions or pensions under the superannuation product
- Provide class of product advice with respect to superannuation
- Arrange to deal in a SMSF to retail and wholesale clients

Class of product advice allows us to provide you with financial product advice about a class of products. However it does not allow us to recommend any particular financial product available in the market.

For advice about which financial products your SMSF should invest in and how to apply or redeem those

financial products, you will need to contact an authorised financial advisor.

## How can you provide us with instructions?

You can give us instructions by phone, email or any other means that we agree with you from time to time.

## Who do we act for?

We act on our own behalf when providing you with financial services.

## Fees and charges

Our advisors are paid a salary which does not change depending on the amount of financial services they have provided. They may however receive an end of year performance bonus (including an award of shares in Perpetual Limited) based on achieving their Key Performance Indicators.

### Initial fee

We will charge you an initial fee for the financial services we provide to you, such as preparing a Statement of Advice. The fee will depend on the complexity of the financial services to be provided. It is calculated based on the amount of hours it takes us to prepare and provide you with those services and the hourly charge-out rate for each individual involved with this task. A table of our charge-out rates by position is included in the Engagement Letter which will be provided to you following our initial meeting. The Engagement Letter will outline the financial services we have agreed to provide you and a fee estimate for those services. You will be required to sign this letter before we provide any financial services to you.

If these services include providing you with personal financial advice, we will let you know the amount of the initial fee at the time we give you this advice or as soon as possible afterwards.

### Accounting fee

We may charge you additional fees, which arise as a result of the implementation of any advice we provide you. For example, compliance fees in relation to an SMSF that is established. These fees are calculated based on the time it takes us to complete these additional services and the charge-out rate for the individual involved in providing these services to you. A table of the charge-out rates by position is set out in the Engagement Letter, referred to above.

### Other fee and cost information

Unless otherwise stated, fees and costs are inclusive of a 10 per cent goods and services tax (GST), if applicable. If you (or your DIY superannuation fund, where applicable) are registered for GST purposes, you may be entitled to claim a reduced input tax credit in relation to the GST portion of relevant fees, which reduces the net cost of relevant fees.

The fees for our services will be invoiced to you for payment by direct deposit, Bpay, cheque or credit card. Please refer to “Associations” in this guide for information about the referral fees we may receive from Perpetual.

## Other documents you may receive

If we provide you with personal financial advice, we will provide that advice to you in a Statement of Advice (SOA) after conducting a needs analysis. The SOA will contain the basis upon which we provide any advice, and specific information about the remuneration we receive.

We may also record our advice through preparing a Record of Advice (ROA) in some circumstances instead of providing you with a SOA. If you have not been provided with the ROA, you may request a copy of it free of charge at any time within seven years after the advice was provided to you, by contacting us at your local office listed in this guide.

If we provide you with advice to establish an SMSF, commence a pension or arrange for those services to be provided to you by a financial advisor, you may receive a relevant Product Disclosure Document (PDS) for any recommended financial product. You should read this document carefully before making any investment decision.

## Associations

We are required to disclose any associations or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide to you. As a specialist part of Perpetual, we may recommend you to a Perpetual financial advisor to discuss specific financial products available in the market that would be suitable for the strategy we have recommended to you. If a Fordham advisor refers you to a Perpetual financial advisor, the Fordham advisor may receive a one off fee from Perpetual of up to 20% of income received from you in the first 12 months.

## Compensation arrangements

We hold professional indemnity insurance in respect of our financial services which complies with the Corporations Act 2001 (Cth). This professional indemnity insurance covers all of the financial services you are provided by us, even if they were provided by a person who is no longer our advisor.

## Further information

If you have any further queries about our financial services, please do not hesitate to contact us on the details below.



Fordham Business Advisors Pty Ltd [www.fordhamgroup.com.au](http://www.fordhamgroup.com.au)

ABN 77 140 981 853 AFSL 488639 Liability limited by a scheme approved under Professional Standards Legislation

**Melbourne** Level 35, Rialto South Tower, 525 Collins Street, Melbourne VIC 3000 **+61 3 9611 6611**

**Sydney** Level 18, Angel Place, 123 Pitt Street, Sydney NSW 2000 **+61 2 9229 9000**

**Brisbane** Level 15, Central Plaza 1, 345 Queen Street, Brisbane QLD 4000 **+61 7 3834 5656**

**Perth** Level 29, Exchange Plaza, 2 The Esplanade, Perth WA 6000 **+61 8 9224 4400**

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## Complaints

We are fully committed to providing quality financial services. However if you are unhappy with our services, we have a complaint process to deal with your concerns.

### Step 1

Please contact your Relationship or Engagement Partner if you have any complaints with respect to the financial services you have been provided. Please provide us with as much information about the complaint as you can. We will then attend to your complaint, and may contact you for more information. Once we have enough information to investigate and review your complaint, we will endeavour to resolve your complaint in 15 business days.

### Step 2

If your complaint is not satisfactorily resolved, you may request that your complaint be further reviewed by our National Managing Partner, or the Fordham Quality and Compliance Manager, who will endeavour to resolve your complaint within 15 business days:

**Phone** 03 9611 6600

**Mail** Fordham Business Advisors  
National Managing Partner  
Quality and Compliance Manager  
GPO Box 4369  
Melbourne Victoria 3001

### Step 3

Fordham Business Advisors Pty Ltd is a member of Financial Ombudsman Service Limited (FOS). If you are still not satisfied with the decision or we do not respond to you within 45 days after you make the initial complaint, you can contact FOS on:

**Phone** 1800 367 287  
9am–5pm AEST/AEDT

**Website** [www.fos.org.au](http://www.fos.org.au)

**Mail** Financial Ombudsman  
Service Limited  
GPO Box 3  
Melbourne VIC 3001

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