



Financial Services Guide

Our guide to assisting you with your financial needs

Version 8.0 – 1st November 2018



Let us guide you

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we offer and whether they are appropriate to meet your needs. This FSG provides you with important information on how to engage with one of our Advisers.

This FSG covers the following:

- Information about Direct Advisers Pty Ltd as a licensee
- Details on how you may instruct your Adviser
- Who will be responsible for providing the financial services
- Details of the financial services and/or products Direct Advisers Pty Ltd can provide
- The documents you may receive
- Remuneration received by your Adviser
- Other forms of remuneration or benefits
- Privacy (i.e. collection and handling of your personal information)
- The complaints procedure
- Compensation arrangements in place

Please take the time to review this document before engaging our services.

Throughout this FSG, Direct Advisers Pty Ltd is referred to as “we”, “us”, “our” or any variations. The term “Adviser” refers to Ursula Boorman who is Direct Advisers’ authorised representative.

Direct Advisers Pty Ltd (ABN 82 056 697 342), is an Australian Financial Services Licensee (AFSL 236855).

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Authorisation date: 1 November 2018

Who we are and what we stand for

Direct Advisers Pty Ltd is a privately-owned financial planning practice, providing advice, services and products to its clients. We are owned by Ursula Boorman and Peter Rodgers.

We assist clients seeking both strategic and investment advice. We are able to provide highly tailored personal advice on fee for service basis. We value our client relationships and many of our clients have been receiving advice from us for well over a decade.

Direct Advisers Pty Ltd is a member of the Boutique Financial Planners Group.

Our responsibility

Your Adviser provides financial advice and services on behalf of Direct Advisers Pty Ltd and accordingly we are responsible for the financial advice and services they provide.

Our Advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

Your Adviser is obliged by law to act in your best interests and provide appropriate advice, when providing financial advice to you.

As part of our commitment to you, Direct Advisers Pty Ltd advisers adhere to the Codes of Ethics/Conduct of the Financial Planning Association.

Adviser profile

Prior to providing any personalised financial advice products and/or services our Advisers are required to provide you with a copy of this FSG along with an Adviser Profile.

The Adviser profile contains important information about your Adviser. This includes their Authorised Representative number and/or Corporate Authorised Representative number (if applicable), accreditations, qualifications and experience, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

What we can provide

- Wealth creation strategies
- Life insurance advice
- Superannuation strategies
- Debt reduction strategies
- Cash flow management
- Retirement planning
- Aged care strategies
- Estate planning strategies
- Tax (financial) advice

We can advise on the following products:

- Basic deposit products
- Debentures, stocks and bonds
- Life insurance (personal and business)
- Managed investments
- Investor Directed Portfolio Services (IDPS)
- Retirement Savings Accounts (RSA)
- Securities
- Derivatives
- Standard margin lending
- Superannuation
- Self-managed superannuation

Direct Advisers Pty Ltd maintains an Approved Product List (APL). Subject to attaining required accreditation, your Adviser is able to recommend any product on the Direct Advisers APL.

There may be instances where your Adviser will need to consider products outside of the APL. In these cases, your adviser may apply to Direct Advisers Pty Ltd's Research Department to obtain a one-off product approval.

Documents you may receive

If you decide to obtain personal financial advice, your Adviser will need to determine your needs, objectives and relevant financial circumstances.

At the initial advice appointment, your Adviser will typically gather the relevant information by using a client data collection form. You will be asked to provide accurate information about your personal and financial situation and keep your Adviser informed of any changes to your relevant circumstances.

Your Adviser will also need to verify your identity.

When your Adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter/Terms of Engagement
- Statement of Advice (SoA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)
- Renewal Notice

The SoA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable.

Where you receive ongoing or further advice a RoA may be provided.

A PDS will be provided if a product recommendation is made and includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

An FDS will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your Adviser for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you actually received and the fees you paid during the period. The FDS will be provided to you annually.

Should you commence an ongoing fee arrangement for the first time after 1 July 2013 (or in circumstances where the ongoing fee arrangement is significantly varied after 1 July 2013), your Adviser will also issue a Renewal Notice every 2 years. The Renewal Notice will give you the option of renewing the ongoing fee arrangement.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

How to give instructions

Your Adviser may accept your instructions by phone, letter, email or fax. In some instances, your Adviser can only accept written instructions from you and they will let you know when this occurs.

Your privacy

Your Adviser is required to maintain physical or electronic records of documentation for any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right not to provide personal information to your Adviser. However, in this case, your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may also decline to provide advice if they feel they have insufficient information to proceed.

Direct Advisers Pty Ltd respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please see our Privacy Policy.

You can obtain a copy of our Privacy Policy from us at any time.

Our Fees

We charge fees for the services that we provide. These fees fall into three categories:

Financial strategy advice.

Usually a one off fee for producing a Statement of Advice

Ongoing strategy advice.

Where we provide ongoing advice in relation to your financial strategy, including the structure of your investment portfolio, but no advice on individual investments.

Comprehensive ongoing service.

This covers everything that we do for you, including ongoing strategy advice, full ongoing investment portfolio management, regular meetings and unlimited access to our services.

The actual fee charges will depend upon the type and complexity of the service provided to you and will be as follows:

Initial Basic Strategic Advice Fee	Minimum	\$ 375
	Maximum	\$2,199
Initial Complex Strategic Advice Fee	Minimum	\$2,200
	Maximum	\$11,000
Ongoing Strategy Advice Fees	Minimum	\$130 per month
	Maximum	\$1,100 per month
Comprehensive Ongoing Service Fees	Minimum	\$260 per month
	Maximum	\$2,200 per month

Please note: The fees paid by existing clients may vary from the above.

Notes on fees and services:

- Our services are fee based. If commissions, rebates or similar benefits are paid to us in respect of these services, they will be rebated to you. Financial planning software providers
- Other fees may apply for providing consultancy or other services (such as portfolio reviews, second opinions, etc.)

Your adviser will tell you in writing in your Statement of Advice what fees we will charge you, when you have to pay, and what payments we may receive from Financial Product issuers.

Aged Pension Assist (APA) and Term Deposit Assist (TDA)

We also provide a no advice Aged Pension Assist and/or Term Deposit service.

Standard fees are as follows:

	APA	TDA	TDAPA
Initial Consult and Implementation	\$330.00	\$550.00	\$770.00
Ongoing annual membership fee	\$220.00	\$330.00	\$550.00

Stockbroking Service

We also provide a no advice stockbroking transaction service in conjunction with CMC Markets Stockbroking Limited.

Fees including brokerage paid to CMC Markets Stockbroking Limited are as follows:

	Total Fee	Brokerage Paid to CMC – Balance paid to us
First \$5,500	\$69.90	\$550.00
\$5,501– \$24,000	1.20%	\$330.00
Over \$24,000	0.60%	\$33.00 up to \$25,000 0.12% over \$25,000

Clients using our comprehensive ongoing service may pay a different fee to that in the above table.

Disclosure of information

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers
- IT service providers

Direct Advisers Pty Ltd may engage third party service providers to assist in the provision of products or services.

In the future some services may require disclosure of personal information to service providers outside Australia. The purpose of such disclosure is to facilitate the provision of financial services.

All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

Adviser remuneration

The cost of providing a financial service or product to you will depend on the nature and complexity of the advice, financial service and/or product provided. A schedule of Fees and Charges will be provided as required.

The types of fees may include:

- An initial fee for service; or
- An ongoing fee for service; or
- An implementation fee; or
- Commission payments from insurance product providers where applicable; or
- A combination of any of the above.

Ursula Boorman is a Director/Shareholder and employee of Direct Advisers Pty Ltd. Any fee paid to Direct Advisers Pty Ltd is of benefit to Ursula Boorman.

All fees or insurance commissions are initially paid to Direct Advisers Pty Ltd.

Your fees are used to pay for high quality administration staff, your adviser, and research team.

Prior to preparing any advice or providing financial services to you, we will discuss and agree upon all fees that will apply.

Licensee remuneration

All fees received by Direct Advisers Pty Ltd are for the provision of services required under its Australian Financial Services Licence.

Referrals

Direct Advisers Pty Ltd does not pay or receive referral fees.

Other forms of remuneration or benefits

Direct Advisers Pty Ltd and/or its Advisers may receive non-monetary benefits where:

- The amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

Related companies

Neither your Adviser nor the Licensee have any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

As a result of past recommendations in certain financial products, entities and associates of Ursula Boorman have obtained shareholdings in Centrepont Alliance Limited, a service company that provides compliance training and business development support to Direct Advisers Pty Ltd.

This shareholding will entitle entities and associates of Ursula Boorman to receive a share of the distribution of any profits via dividends. The amount of the dividend receivable is solely at the discretion of the Centrepont Board of Directors. Further recommendations in the product(s) below may result in Direct Advisers

Pty Limited or its staff being eligible for additional shareholding in Centrepoint:

- Asgard
- Netwealth
- Colonial First Choice

Direct Advisers Pty Ltd states unequivocally that the above arrangements have no influence whatsoever on investment product choices for our clients' portfolios. At all times, portfolios are constructed solely according to our professional judgement of what are the best available investments and life products to meet the client's needs and objectives.

Professional Indemnity

Direct Advisers Pty Ltd maintains a group policy which includes appropriate Professional Indemnity Insurance cover for our representatives and employees as required by the Corporations Act 2001.

Reporting your concerns

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact your adviser to discuss your complaint.

Phone 02 6583 7588

Online www.directadvisers.com.au

Email enquiries@directadvisers.com.au

Mail Claims Manager
Direct Advisers Pty Ltd
P O Box 269
Port Macquarie NSW 2444

2. We will acknowledge receipt of a complaint immediately, however, where

this is not possible, acknowledgement will be made as soon as practicable.

3. We will then investigate the complaint and respond to you within 45 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

The contact details for AFCA are:

Phone 1800 931 678 (free call)

Online www.afca.org.au

Email info@afca.org.au

Mail GPO Box 3
Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge infoline on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.

Contact us

Direct Advisers Pty Ltd
P O Box 269
Port Macquarie NSW 2444

T: 02 6583 7588

F: 02 6583 7123

E: enquiries@directadvisers.com.au

W: www.directadvisers.com.au

For more information:

Please visit moneysmart.gov.au for more information on financial advice.

Adviser profile



Your adviser will be Ursula Boorman. Ursula is a member of the Financial Planning Association (FPA). Number 023080 and is a Certified Financial Planner (CFP™).

ASIC authorised representative number 279542

Ursula has been involved in banking and financial services since 1988.

Ursula holds the following:

- Certified Financial Planner™
- SMSF Specialist Advisor™
- Accredited Aged Care Professional™
- Bachelor of Economics
- Diploma of Financial Planning

Ursula is particularly skilled at developing financial strategies that enable clients to achieve their goals through her understanding of the way that superannuation, taxation and social security legislation interact with each other.

Ursula Boorman is an Authorised Representative, and the Principal and Sole Director of Direct Advisers Pty Limited.

Ursula is passionate about giving clients the confidence they need to take control of their financial situation and provides strategies to help them plan for their future.

Our team

Direct Advisers Pty Ltd is owned by Ursula Boorman and Peter Rodgers.

All our advice is prepared by the principals who are supported by our trained staff.

Peter Rodgers

Peter Rodgers, business founder and investment strategist, holds a Bachelor of Arts degree, and has been a practicing financial planner since 1986.

Peter is particularly skilled in understanding investments and investment portfolio construction. His main role is developing investment strategies for clients.

Trevor Boorman

Trevor is responsible for the administration of our Term Deposit investment portfolio. In addition to these duties, Trevor provides administrative support and assists with research into new products and systems within the business.

Marie Reid

Marie Reid has 25 years' experience in the financial industry, delivering superior customer service.

Marie is the first friendly face you'll meet at Direct Advisers and works closely with our clients to ensure everything is taken care of.