



## FINANCIAL SERVICES GUIDE (FSG) –



### HID Financial Services Pty Ltd

## Our guide to assisting you with your financial needs

### 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 suited appropriately 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 Unique Advisers as a licensee and your adviser
- 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 Unique Advisers 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

### Lack of Independence

Unique Advisers and its Authorised representatives are not independent, impartial or unbiased because we receive commissions for the advice we provide on life risk insurance products only.

Unique Advisers Pty Ltd (ABN 38 131 483 111 is an Australian Financial Services Licensee (AFSL 328140)

Distribution of the Financial Services Guide (version 13) by the providing entity has been authorised by Unique Advisers.

Authorisation date: January 2024

## Our responsibility

Your adviser provides financial advice and services on behalf of Unique Advisers 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.

## The 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.

If you have not received an Adviser Profile, please ask your adviser for a copy or contact us.

## What we can provide

Unique Advisers is licensed to provide financial product advice on the following services:

- 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 in 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 (shares)
- Superannuation
- Self-managed superannuation

Unique Advisers maintains an Approved Product List (APL). Subject to attaining required accreditation, your adviser is able to recommend any product on the Unique 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 Unique Advisers'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 of Engagement
- Statement of Advice (SOA)
- Statement of Further Advice (SOFA)
- 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 SOFA and 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.

You may request in writing a copy of any advice document.

## How to give instructions

Your adviser may accept your instructions by phone, letter, SMS, 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 and recordings 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 to 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.

Unique Advisers 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.

This Policy is available from HID Financial Services and Unique Advisers websites.  
www.uniqueadvisers.com.au

## 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
- Accounting businesses

Unique Advisers may engage third-party service providers to assist in the provision of products or services.

Accounting services provided by HID Accounting use accounting providers out of India and therefore your information is being provided to India. The purpose of such disclosure is to facilitate the provision of accounting and financial services including the preparation of records.

## Adviser remuneration

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever your adviser provides a recommendation for a financial product or service, your adviser may be remunerated through either:

- An initial fee for service; or
- Implementation fees to initiate a strategy; or
- An ongoing fee for service; or
- A contribution fee; or
- Commission payments from Insurance product providers where applicable; or
- A combination of any of the above.

All fees or commissions are initially paid to Unique Advisers before being distributed to your adviser HID Financial Services the relevant Practice.

## Licensee remuneration

Unique Advisers receive a flat fee and a percentage of the advisers fee up to 7.7% inc GST for the provision of services required under its Australian Financial Services Licence.

## Other forms of remuneration or benefits

Unique Advisers 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

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

## Related companies

Your adviser holds shares in Unique Advisers which may influence, or be seen to influence, the advice that they provide you. Your adviser will disclose any relevant shareholding and any other potential conflicts within the Adviser Profile and/or advice document. Some directors of HID Financial Services are also directors of HID Accounting Pty Ltd.

## Professional Indemnity

Unique Advisers maintains a policy which includes appropriate Professional Indemnity Insurance cover for Unique Advisers as required by the Corporations Act 2001. This insurance is not intended to cover product failure or general investment losses.

## Reporting your concerns

If you have a complaint about any financial service provided to you by your adviser, you should talk to your adviser and allow 3 business days to work through the issues.

If you are still not satisfied take the following steps:

1. Contact the Claims team at Unique Advisers Limited to discuss your complaint.

Phone 02 9869 4361

Online [www.uniqueadvisers.com.au](http://www.uniqueadvisers.com.au)

Email [guenther@uniqueadvisers.com.au](mailto:guenther@uniqueadvisers.com.au)

Mail Claims Manager  
Unique Advisers  
PO Box 1028, Epping, NSW 1710,  
2/30 Roma Street, North Epping,  
NSW 2121

2. We will acknowledge receipt of a complaint within 24 hrs, however, where this is not possible, acknowledgment will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 5 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution this may take up to 30 days. During this period we will keep you informed.

If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA), an External Disputes Resolution Scheme, of which Unique Advisers is a member

The contact details for AFCA are:

Phone 1800 931 678

Online <https://www.afca.org.au/>

Mail GPO Box 3 Melbourne VIC 3001

# CONTACT US

## Head Office

Unique Advisers  
PO Box 1028, Epping, NSW 1710,  
2/30 Roma Street, North Epping,  
NSW 2121

Phone 02 9869 4361

Online [www.uniqueadvisers.com.au](http://www.uniqueadvisers.com.au)

Email [guenther@uniqueadvisers.com.au](mailto:guenther@uniqueadvisers.com.au)

For more information:

Please visit [moneysmart.gov.au](http://moneysmart.gov.au) for more information on financial advice.

## Your Advisers

### Who is your adviser

**Cameron Stevens** is providing financial services to you as an authorised representative of Unique Advisers Pty Ltd AFSL No. 328140. Cameron Stevens is a Director of HID Financial Services Pty. Ltd. Both Cameron and HID Financial Services hold ASIC Authorised Representative Nos. 258469 & 449756.

**Zoran Milenkovski** is an Authorised Representative of Unique Advisers Pty Ltd AFSL No. 328140. Zoran ASIC Authorised Representative No. 239871 is the Head of Investments at HID Financial Services.

### What are my other benefits & interests

Cameron, Zoran and HID Financial Services manage, and will clearly disclose to you anything that might reasonably be capable of influencing the advice or creating a conflict of interest. We will disclose the nature of the conflict to allow you to make an informed decision about the advice. In the interest of transparency, we disclose the following relationships:

Cameron Stevens is a shareholder of Unique Advisers Pty Ltd and his company Your Budget Coach Pty Ltd ATF Mandala Family Trust is a unit holder of HID Financial Services Pty. Ltd ATF HID Financial Services Trust.

### Personal Profile

Cameron is a Certified Financial Planner and a SMSF Specialist Adviser. Cameron has been involved in the Financial Services industry since 1984.

Zoran is a Practitioner Member of the Financial Planning Association. Zoran holds a Diploma of Financial Services and a degree in business.

Zoran has been involved in the Financial Services Industry since 1999 and has provided advice since 2003 focusing on providing personal financial advice and financial management to individuals, business owners and their families.

### Services provided

Cameron, Zoran and HID Financial Services is authorised to provide advice and deal in the services as listed in "What we can provide" section.

We may be paid by one or more of the following methods outlined below. A combination of fee for service and insurance commission from a product or service provider may be payable. This will be disclosed to you at the time we provide you with advice.

### What fees will you pay for the services we provide

Fees that may be applicable for the preparation of your advice are:-

**Advice Fees:** Our advice fees are \$365.00 per hour including GST, the time taken to develop our advice and meet with you may be around 8- 20 hours based on the complexity of our advice, this will be documented in our engagement letter. Our hourly fee covers:

- Initial advice
- No advice execution
- Claim assistance service
- Age care planning

Depending on the advice, we might charge an implementation fees. Generally, we charge an amount of \$110.00 to complete each application and \$55 to place a share trade as administrative fee.

**Ongoing Adviser Service Fee:** Our ongoing advice fees are \$365.00 per hour including GST. We may also provide a flat fee for a 12-month period. This covers, the cost to manage your superannuation strategy, contributions and pensions, insurance and investments and any other administrative task. The advice document will set out the advice that has been tailored to your specific circumstances and provide you with details of all the cost and details of any remuneration payable.

### Commission from Life Insurance

You may choose for us to receive the commission from the product provider, as outlined below, or pay our Fee for the advice and implementation. This will be set out in our advice document.

Our minimum fee for the preparation of a Statement of Advice containing insurance recommendations starts from \$3,500, including GST. If you request us to implement the insurance advice we will charge based on our hourly rate based on the time it takes to have the

policy issued. If you take action in accordance with the recommendations contained in the Statement of Advice, and purchase the relevant insurance products pertaining to your needs, we may rebate the fee payable, as we will be paid commission by the relevant insurance company.

However should you decide to cancel the insurance contract within two years on implementation we have the right to ask for you to pay the cost of the advice and the time taken to follow-up of the unpaid insurance product.

We receive commission from Life Insurance recommendation is:

## Product ➤ Commission Range

Life Insurance products	Initial commencement 0% to 66% and annually 0% to 22% of the premium paid. Commission is payable on the total annual premium excluding any policy fees, premium frequency charges, Government stamp duty
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Superannuation and Investment advice	No commission is received on new advice provided.
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## Commission from Initial Public Offers (IPO)

When a is offered to the market we may receive commission should we decide to participate. As we do not accept commission for investments we will rebate these commission to you and charge a flat fee for the placement of the IPO.