



# Financial Services Guide

Last updated 26 October 2009

## What is a Financial Services Guide?

This Financial Services Guide (FSG) is designed to:

- help you decide whether to use any of our financial services;
- inform you about the remuneration and benefits received by us or any related person, and
- inform you about how we handle complaints.

If we make a recommendation for you to acquire a particular financial product or offer to arrange the issue of a financial product to you, we will also provide you with a Product Disclosure Statement (PDS). The PDS contains information about the particular financial product to assist you in making an informed decision about that product.

The distribution of this FSG has been authorised by Superworks Financial Pty Ltd (ACN 122 497 965).

## Who are we and how can we be contacted?

Superworks Financial Pty Ltd ("Superworks") holds an Australian Financial Services Licence (licence number 330411). The financial services set out in this Guide are provided to you by Superworks.

Superworks address is: Level 1, 89 High Street, Kew, Victoria 3000, and our telephone number is 1300 859 882. Please be aware that your telephone call may be recorded. Please tell us if you do not wish for your call to be recorded. You may contact us during business hours on the above phone number or anytime by email at [consultant@superworks.com.au](mailto:consultant@superworks.com.au) or by fax on (03) 9854 6399.

## What services & related products do we offer?

Superworks is authorised to provide general and personal advice on:

- superannuation
- securities (stocks, bonds, debentures)

- interests in managed investment schemes
- deposit products
- life products (including life risk insurance products and investment life insurance products)

We can also deal in these products which means that we can apply for, acquire, vary or dispose of these products on behalf of another person.

When we provide these services to you we are acting on your behalf. We do not act on behalf of any product provider. If we advise you to invest in or acquire a financial product we ensure that you are provided with sufficient information to make an informed decision about the potential benefits and risks involved.

Superworks has Professional Indemnity Insurance in place to cover itself and its representatives for the financial services we provide. Superworks believes that the cover is adequate to meet its requirements as an Australian financial services licensee.

## What remuneration and benefits do we receive?

We receive payments from the following sources.

### *Advice fees:*

We may charge you a fee for providing you with financial advice. The fee for our advice is based on an hourly rate of \$150 per hour plus GST. The actual fee charged will vary depending on the complexity of the advice provided. We will notify you of the actual fee before conducting any work on your behalf.

### *Commissions*

We commonly recommend investments and insurance products that do not pay commissions such as those provided by industry super funds. We may however recommend a retail or commission paying fund to you if appropriate. As much as possible we will remove or "dial-down" commissions that would otherwise be payable however this option is not always available.

Where we do receive a commission relating to an investment or insurance product we have recommended we will endeavour to rebate these commissions back to you less an administration fee of \$150 per client per annum. This fee is waived for clients participating in the ongoing advice service detailed above.

Rebates will only be processed where Superworks is able to allocate the commissions received to the individual client based on the reporting provided by the investment or insurance provider. Where this is not possible Superworks may receive upfront or ongoing commissions. This may include investment commissions of up to .6% of the investment balance or insurance commissions in the range of 0% - 125% upfront and/or 0-25% ongoing. For example, if you had an investment balance of \$100,000 we may receive an ongoing commission of up to \$600 per year. If your annual insurance premium was \$500 and the commission percentage was 20%, we would receive \$100 per annum.

If we provide you with personal advice we will give full details of all fees, charges and commissions associated with our advice.

Superworks' directors and employees are paid a salary. They may also be paid bonuses and incentives relating to the company's overall performance. Bonuses and incentives are not linked to investment and insurance recommendations.

## Privacy

Superworks abides by the Privacy Act 1988 (C'th) as amended (see [www.privacy.gov.au/faqs/index/html](http://www.privacy.gov.au/faqs/index/html)). Superworks collects personal information from you for the primary purpose of providing services and products to you as outlined above. The information is also collected for relevant secondary purposes including discharging Superworks' legal obligations, and administering your account.

Other secondary purposes are set out in Superworks' Privacy Policy. Superworks may disclose personal information to other consultants, government departments, debt collection agencies, publications and people providing services to Superworks including lawyers, accountants fund managers and insurers. We may also use your personal information to provide you with information about our products and services. If you do not want to receive any of this information just contact us using the details provided.

You may access or seek to update your personal information by contacting Superworks by email or phone. If you do not provide us with all the information we require, we may not be able to provide our services to you. If you would like further information about the way Superworks manages the information it holds, please see the Privacy Policy on [www.superworks.com.au](http://www.superworks.com.au) or contact us directly on 1300 859 882.

## Complaints

If you have a complaint, contact us as soon as you can on 1300 859 882. If the complaint cannot be resolved over the phone, put your complaint in writing and send it to:

Complaints Officer  
Superworks Financial  
Level 1, 89 High Street  
Kew, Victoria 3101

We will consider and respond to your complaint in writing within 2 weeks. Please be advised that your call may be recorded. This may assist with the complaint handling process. If you are not satisfied with our internal complaint resolution response, you can make your complaint to the Financial Ombudsmen Service Limited ("FOS"). Superworks is a member of FOS. For more information you can contact FOS at 1300 780 808 or [info@fos.org.au](mailto:info@fos.org.au) or visit their website at [www.fos.org.au](http://www.fos.org.au).

Both the internal and external complaint services are provided to you free of charge.