



Financial Services & Credit Guide (FSCG)

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Licensee

Cardinal Financial Services Pty Ltd
(AFSL & ACL 410109 ABN 68 151 680 223)

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Why am I receiving this document?

This FSCG will help you decide whether to use the services that we offer. It contains information about:

- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

Cardinal

Cardinal holds an Australian Financial Services Licence to provide financial planning services and an Australian Credit Licence to provide credit assistance.

Cardinal is required to comply with the obligations of the Corporations Act, the National Credit Act and the conditions of its licences. This includes the need to have adequate compensation arrangements in place with a Professional Indemnity insurer for the financial services that we provide.

Not Independent

Our advice on risk insurance is not independent, impartial or unbiased as we are paid commissions by insurance product providers. In all other cases, we charge a

fee for our advice services and do not receive commissions or other payments from product providers.

What services do we provide?

We are authorised to provide personal advice and dealing services in the following areas under the AFSL:

- Superannuation and SMSF
- Retirement planning
- Portfolio Management
- Managed investments
- Securities (direct shares)
- Personal risk insurance
- Margin Lending facilities
- Estate planning
- Centrelink

We are authorised to provide credit assistance including debt management advice and mortgage broking services under our ACL.

Financial advice process Financial Planning

We recognise that the objectives and personal circumstances of each client are different.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interests.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice (SoA) which you can take away and read.

The SoA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

For administration platforms, managed funds and personal risk insurance products we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we recommend.

You can provide instructions to us in writing, via phone or via email. In some cases, we may require you to provide signed instructions.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will typically be documented in a Record of Advice which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

Credit Assistance

Where we provide you with credit assistance, we will provide you with a Credit Proposal which sets out the fees and charges for our services and the commissions (or referral party payments) that we will receive.

Where we recommend a credit contract, we will prepare a Preliminary Credit Assessment which considers the suitability of the contract for you. The Preliminary Credit Assessment is available to you on request at any time up to 7 years after we provided you with the Credit Proposal.

When we provide you with credit services it will typically be in relation to the credit products of

the 4 main banks (NAB, CBA, Westpac and ANZ) and Macquarie.

Fees

All fees are payable to Cardinal.

Advice Preparation Fee

The Advice Preparation fee includes meeting with you, the time we take to determine our advice and the production of the SoA.

The Advice Preparation fee is based on the scope and complexity of advice provided to you. We will agree the fee with you before providing you with advice.

Advice Implementation Fee

If you decide to proceed with our advice, we may charge a fee for the time we spend assisting you with implementation. We will let you know what the fee will be in the SoA.

Ongoing Services Fees

Our ongoing service fees depend on the ongoing service that we provide to you. They will be an agreed fixed fee which is usually paid quarterly.

Member Advice Fees

Cardinal may receive Member Advice Fees direct from a product provider in certain circumstances.

All services and fees will be set out in the SoA or RoA that we provide to you.

Commissions

We may receive commissions and other benefits from some product providers. The commission or benefit will vary depending on the recommended product and will be documented in the SoA or RoA.

Insurance Commissions

Cardinal may receive a one-off upfront commission when you take out an insurance policy we recommend. We may also receive an ongoing commission payment for as long as you continue to hold the policy.

Credit Commissions

Cardinal may receive a one-off upfront commission when you take out a credit contract we recommend. We may also receive ongoing commission payments for as long as you continue to hold the credit product.

Other Benefits

We may also receive additional benefits by way of sponsorship of educations seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Adviser Remuneration

Our financial advisers are remunerated by salary. They do not receive a share of fees and commissions but may receive a performance bonus which may be based on various factors including the amount of revenue they generate.

Advisers who are equity holders in the business also share in the profits of the business.

Referral Fees and Commissions

In some situations, we receive fees or commissions where you are referred to an external party. You will be advised of the referral arrangement whenever you are referred to an external party.

Conflicts of Interest

Your financial adviser may recommend investments in shares that s/he holds or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

Making a Complaint

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services, then we encourage you to contact us. Please call us, send an email or put your complaint in writing to our office.

If you are not satisfied with our response you can refer your complaint to the Australian Financial Complaints Authority (AFCA), which provides fair and independent financial services complaint resolution that is free to consumers. You can contact AFCA on 1800 931 678 or www.afca.org.au.

Your Privacy

We are committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our Privacy Policy is available on request and on our website.