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Financial Services Guide

This Financial Services Guide describes our self-managed superannuation and financial advisory services to assist you in deciding whether to use them. It describes how we are remunerated, our professional indemnity insurance and how we handle any complaints you may have.

We may also give you a Statement of Advice if we advise you on self-managed superannuation funds or other financial strategies or products, and that advice is tailored to your personal circumstances. This documents the advice we provide to you. When we provide further advice to you, we may not give you a Statement of Advice, however we will record the advice and you can ask us for a copy by calling us.

Our services

We hold a limited Australian financial services licence.

Auswild & Co Pty Limited
ABN 33 114 191 267
AFSL 484795
33 Rocky Point Road
Kogarah NSW 2217

Our AFSL permits us to advise in the following areas:

- Provide Financial Product Advice
 - Superannuation
 - Self-Managed Superannuation Fund
 - A person's existing holding in a superannuation product
- Provide Class of Product Advice
 - Securities
 - Simple managed investment schemes
 - Life risk insurance products
 - Superannuation

We are not licensed to advise you on investing in specific financial products, for example, we may recommend that you invest in term deposits, but we cannot tell you which term deposit account is appropriate for you, or we may recommend that you take out insurance, but we cannot recommend a specific policy.

We act for you when advising you on financial products or assisting you to set up your self-managed superannuation fund.

How can you deal with us ?

You can deal with us in person, by phone, fax or email. It is important that you provide us with complete and accurate information about your circumstances and you take the time to check any assumptions we make and the basis for our advice. If you don't, our advice may not be appropriate for your needs.

How we are paid

We charge for our superannuation and financial advisory services on the basis of the time that we spend looking after your needs. The rate will depend on the nature of the services you ask us to provide, for example:

- *Initial advice fee* - this will be charged for the initial financial advice provided to you. It will be an hourly rate. The amount may vary depending on the advice sought by you and the complexity of your situation.
- *SMSF (only) establishment fee* - we charge a fixed fee of \$1,200 plus GST for establishing the SMSF and applying for the necessary registrations.
- *SMSF (with corporate trustee) establishment fee* - we charge a fixed fee of \$2,500 plus GST for establishing the SMSF and corporate trustee in addition to applying for the necessary registrations.
- *Ongoing service fee* - if you engage us to provide ongoing SMSF advice services, an ongoing service fee will be charged at an hourly rate. These fees may vary depending on the nature, extent and complexity of the services provided to you.
- *Administration support* - this will be charged at an hourly rate.

Our hourly rate ranges between \$130 and \$430 excl. GST and we will provide a mutually agreeable fee estimate when you engage us to provide services to you.

Who we pay

Our accountants are paid an annual salary. We do not pay referral fees.

Our professional indemnity insurance

We have professional indemnity insurance in place which covers us for any errors or mistakes relating to our superannuation and financial advisory services. This insurance meets the requirements of the Corporations Act and covers the services provided by us and our accountants provided we notify the insurer of the claim when it arises and this is done within the relevant policy period.

What to do if you have a complaint ?

We are a member of the Australian Financial Complaints Authority (AFCA), Australia's financial dispute resolution scheme.

If you have any complaints about the service provided to you, you should take the following steps:

1. Discuss the matter with your accountant / advisor and inform him or her about your complaint.
2. If your complaint is not satisfactorily resolved within three days, please put your complaint in writing and send it to the Complaints Manager, Auswild & Co Pty Limited, PO Box 527 Kogarah NSW 1485 or call on 02 9588 0100. We will try and resolve your complaint quickly and fairly.
3. If the complaint can't be resolved to your satisfaction you have the right to complain to the Australian Financial Complaints Authority (AFCA). They can be contacted on 1800 931 678 and their web address is www.afca.org.au.

How can you contact us ?

We can be contacted at:

Auswild & Co Pty Limited
ABN 33 114 191 267
AFSL 484795

33 Rocky Point Road
Kogarah NSW 2217

Phone: (02) 9588 0100
Fax: (02) 9588 7865
Email: admin@auswild.com.au

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Kogarah NSW 1485
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How we protect your privacy ?

We are committed to protecting your privacy. We use the information you provide us to advise you on your financial circumstances, goals and strategies. We do not trade, rent or sell your information or disclose it to overseas recipients.

If you don't provide us with full information, we can't properly advise or assist you with your financial services needs. For more information about how to access the information we hold about you, how to have it corrected and how to complain if you think we have breached the privacy law, ask us for a copy of our Privacy Policy by contacting us on 02 9588 0100 or visiting our website at www.auswild.com.au.

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