



AUSTRALIAN
ADVISOR
COLLECTIVE

AUSTRALIAN ADVISOR COLLECTIVE PTY LTD

AUSTRALIAN FINANCIAL SERVICES LICENCE
NO. 511679

FINANCIAL SERVICES GUIDE

Date 14th April 2020

1. ABOUT THIS DOCUMENT

This Financial Services Guide (FSG) is provided by Australian Advisor Collective Pty Ltd ACN 626 468 166, Australian Financial Services Licence (AFSL) number 511679 (AAC).

This FSG is designed to assist you in deciding whether to use the financial services our network of advisors provides. It describes how we can be contacted, the services and products our network of advisors are authorised to provide, how the qualified authorised representatives are remunerated, our professional indemnity insurance and how our network will handle any complaints you may have.

AAC is obliged to give retail clients a copy of this FSG under the requirements of our AFSL. This FSG is not intended for wholesale clients as defined by the *Corporations Act 2001* (Cth).

2. ABOUT AUSTRALIAN ADVISOR COLLECTIVE

The objective of the Australian Advisor Collective (AAC) is to provide superior service to clients via our Australia-wide network of qualified financial planning advisors and professional product and service providers

AAC's network of expert service providers was established to better assist clients to understand the sector and potentially take advantage of a range of products and services, utilising innovative tools such as The Advisor – Knowledge Centre.

Our aim is to add value by educating our clients about the financial system and the availability of a range of products and services that may assist them to manage risk and strengthen their financial outlook.

AAC provides its clients with the opportunity to:

- oversee the management of their financial products on recognised platforms;
- receive monthly newsletters tailored to their profile;
- access quality education and research resources, and;
- tap into our network of approved specialists in areas of interest to them.

Where a referral fee is received by the AAC group, it is always fully disclosed to clients and charged at standard market rates.

AAC does not provide advice to clients directly. This role is undertaken by our selected and appropriately qualified team of authorised representatives.

The AAC network and its systems are monitored by an independent compliance house, GRC Essentials.

OTHER DOCUMENTS YOU MAY RECEIVE

2.1 STATEMENT OF ADVICE

When an authorised representative within AAC's network of advisors provides personal financial advice they will prepare and provide you with a written Statement of Advice. The purpose of this document is to enable you to make an informed decision about whether to act on the advice. See section 4.1 for more information about personal advice.

2.2 RECORD OF ADVICE

A record of advice (ROA) will be used to record any personal advice authorised representatives provide to you where —

- (a) we are providing you with ongoing or subsequent advice, and
- (b) your personal circumstances have not changed.

The ROA will be added to your file by your authorised representative and is available to you upon written request within seven years. If you have not received a ROA from your authorised representative, or you require a copy, you may request a copy of the ROA by contacting us on any of the contact details set out in section 12 of this FSG.

2.3 PRODUCT DISCLOSURE STATEMENT

If an authorised representative within the AAC network recommends a financial product, they will also provide you with access to a Product Disclosure Statement for the product, wherever applicable. This document will detail the product's characteristics, features, benefits, risks and the fees and charges associated with the product. This document's objective is to allow you to make an informed decision about whether to acquire the financial product. If you require additional information we recommend you consult AAC or The Advisor – Knowledge Centre platform to assist your understanding.

3. WHICH FINANCIAL SERVICES ARE WE LICENSED TO PROVIDE?

Our AFSL 511679 authorises our network of authorised representatives to provide the following services to retail and wholesale clients:

- (a) Provide financial product advice for the following classes of financial products:
 - (i) Deposit and payment products, limited to —
 - A. basic deposit products, and
 - B. deposit products other than basic deposit products.
 - (ii) Debentures, stocks or bonds issued or proposed to be issued by a government.
 - (iii) Life products, including —
 - A. investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds, and
 - B. life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds.
 - (iv) Interests in managed investment schemes, including investor directed portfolio services.
 - (v) Retirement savings accounts products (within the meaning of the Retirement Savings Account Act 1997).
 - (vi) Securities.
 - (vii) Superannuation.
- (b) Deal in a financial product by applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the above classes of products

AAC and its network of authorised representatives acts independently in providing the financial services to retail and wholesale clients, and not on behalf of another licensee or other entity.

4. TYPES OF FINANCIAL PRODUCT ADVICE.

4.1 PERSONAL FINANCIAL ADVICE

Under personal financial advice AAC's network of authorised representatives provide you with advice which considers your personal objectives, goals, financial situation and/or needs. You are entitled to receive a Statement of Advice when you are given personal financial advice. If you have not received a Statement of Advice within seven days of receiving personal financial advice, please request one from your advisor or us on the details contained in section 12.

4.2 GENERAL FINANCIAL ADVICE

General financial advice does not consider your personal objectives, goals, financial situation or needs. You are not entitled to receive a Statement of Advice when you are given general financial advice. You will receive a general advice warning and be asked to confirm the advice provided does not consider your personal objectives, goals, financial situation or needs.

5. HOW YOU CAN DEAL WITH US

If you want to give instructions to us on how an authorised representative provides services to you, please contact your advisor or us on the details contained in section 12.

6. FEES

Our network of authorised representatives pay a monthly fee to be part of the collective, together with agreed handling costs and fees on referrals or commissions they receive for financial products, services or exempt investments you undertake.

Our employees and directors are remunerated by way of salary and bonuses linked to performance. Our direct employees do not receive commissions or volume-based incentives for providing financial services to you.

Where permitted by law, we may receive other monetary and non-monetary benefits from third party service providers engaged to provide services to us, including capital introduction services, contributions to our marketing campaigns, fee rebates, invitations to events, travel expenses, research and data services, provision of software and/or computer hardware and other IT related services.

You may request particulars of any benefits payable to us for a service, however, we will not account to you for any amounts or benefits received and retained if in our opinion it is not reasonably possible to quantify any such monetary or non-monetary benefits in dollar terms.

Where permitted by law, we may pay a fee or other benefit to parties including external parties who refer clients to us. This could be made up of a single one-off payment or benefit or calculated as a percentage of the total amount of sales generated by their referrals. These fees and benefits will be paid by us from our own funds or from our fees. There will be no additional cost to you for any commission paid by us. You may request particulars of any such fees or benefit if you do so within a reasonable time after being provided with this FSG.

7. OUR ASSOCIATIONS AND RELATIONSHIPS

NAME OF ENTITY	NATURE OF ASSOCIATION OR RELATIONSHIP
Australian Property Collective Pty Ltd ACN 622 756 496	Holding Company and Project Management
APC Collective Investments Pty Ltd ACN 623 483 358	Trustee and Custodian Services Corporate Authorised Representative No 1264018
APC Alkimos Pty Ltd ACN 623 379 313	Special Purpose Property Development Entity
APC Ellenbrook Pty Ltd ACN 623 296 944	Special Purpose Property Development Entity
Australian Residential Collective Pty Ltd ACN 623 873 067	Whole of Life Residential and NDIS Development Management
APC Age Care Pty Ltd ACN 624 667 634	Age Care Provider NAPS No 9674

Aside from the associations and relationships described above, we may enter into transactions or use the services of any related entity. It is our policy to ensure that such arrangements are on an arm's length commercial terms.

Potential conflicts of interest may occasionally arise between the interests of you, ourselves, related parties and other parties. We have statutory and common law fiduciary duties to manage conflicts of interest, act in your interest and if there is a conflict, act in your best interests.

Financial Adviser Standards and Ethics Authority Ltd (FASEA), the standards body for Part 7.6 of the Corporations Act 2001 (**The Code**) has determined a Code of Ethics.

From 1st January 2020, the Code imposes ethical duties on all providers of personal advice to retail clients and is designed to promote higher standards of behaviour and professionalism in the financial services industry.

AAC and our representatives will always act in a way that demonstrates, realises and promotes the five values and twelve standards of the Code. The Code can be viewed via the <https://www.fasea.gov.au/code-of-ethics/>

8. OUR COMPENSATION ARRANGEMENTS

We have professional indemnity insurance in place in respect of the financial services we provide. This insurance also covers potential liability arising from compensation claims. These arrangements satisfy the requirements for compensation arrangements under section 912B of the *Corporations Act 2001* (Cth).

9. WHAT TO DO IF YOU HAVE A COMPLAINT

If you have a complaint about our services, please contact us at:

Complaints Officer

Australian Advisor Collective (AAC)
 PO Box 706
 South Perth, WA 6951
 1300 468 166
compliance@advisorcollective.com.au
www.advisorcollective.com.au

We will acknowledge your complaint as soon as possible and will attempt to resolve it within 45 days. If you are not satisfied with our final response, you can lodge a complaint with the following external dispute resolution scheme of which AAC is a member:

Australian Financial Complaints Authority (AFCA)
GPO Box 3
Melbourne, VIC 3001
1800 931 678
info@afca.org.au
www.afca.org.au

Please note the scope of matters AFCA can deal with has some financial limitations. AFCA will advise you if they can deal with your complaint, and if so, what information you need to supply.

Both our internal complaints handling procedure and the external dispute resolution service are free of charge. The Australian Securities and Investments Commission (ASIC) also has a free call Infoline 1300 300 630 which you may use to obtain information about your rights.

10. YOUR PRIVACY

The privacy of your information is important to us. In general, we collect your personal information to administer our client relationships. For further information on our privacy policy and information handling practices, please refer to our Privacy Policy Statement, which is available on the website or by contacting us directly.

11. FURTHER INFORMATION

This FSG contains general information about the financial services we provide. Please contact us if you require more information.

12. HOW YOU CAN CONTACT US

Our contact details are as follows:

Australian Advisor Collective Pty Ltd ACN 626 468 166

Australian Financial Services Licence No. 511679

Australian Advisor Collective (AAC)
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