



“Designing Lifestyle through Education, Advice and Solutions”

## FINANCIAL SERVICES GUIDE

Version 7.1

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### **Your Adviser**

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### **About your Adviser and Dover Financial Advisers Pty Ltd (“Dover”)**

Your Adviser is Trevor Boyle. Your Adviser is employed by Quay Financial Planning, a Corporate Authorised Representative of Dover. Your Adviser is the “providing entity” for the purposes of the Corporations Law. The Adviser is an authorised representative of Dover.

Dover holds Australian Financial Services Licence (‘AFSL’) Number 307248 and has authorised the creation of this Financial Services Guide or FSG.

Dover has authorised representatives across Australia who provide quality advice to clients. Your Adviser has experience creating and implementing financial plans to maximise client financial profiles.

Your Adviser and Dover may advise on:

- investments (shares, cash and managed investments);
- superannuation (including self-managed superannuation);
- life insurances and other risk insurances;
- debt management;
- cash-flow management; and
- retirement planning.

The Corporations Act 2001 defines various financial products and regulates the way in which consumers can be advised about those products. Dover has a list of approved financial products for authorised representatives. This list of approved financial products is one of the longest of any financial planning service in Australia. Ask your Adviser if you want a copy of Dover’s Approved Product List (“APL”).

### **The purpose of this financial services guide (“FSG”)**

This FSG is an important document that explains how we provide financial product services to you.

This FSG is to be read in conjunction with Dover’s Client Protection Policy (“CPP”) which sets out a number of important client protections designed to ensure every Dover client gets the best possible advice and the maximum protection available under the law.

A copy of Dover’s CPP which forms part of the FSG can be accessed here: [Dover's Client Protection Policy](#)

You should read this FSG and Dover’s CPP carefully before using our services and these documents form part of our contract. It is intended to give you sufficient information to decide whether to obtain financial services from us.

Most of the content of this FSG and Dover’s CPP is dictated by the Corporations Act and is mandatory under that law, so bear with us regarding its form and content. Please feel free to contact us by telephone, e-mail or writing should this FSG be unclear or should you have any concerns about our services.

This FSG and Dover's CPP explains:

1. who we are;
2. how you can contact us;
3. what documents you will receive from us;
4. the financial services we provide;
5. any potential conflicts of interest;
6. our privacy policy;
7. our internal dispute resolution procedures;
8. our external dispute resolution procedures;
9. our compensation arrangements, i.e. our professional insurance arrangements;
10. warning on the limits of your adviser's authority from Dover;
11. Your understanding of your SOA;
12. disclosures required by ASIC;
13. our obligations as adviser and client;
14. additional disclosures for risk insurance contract, SMSF and taxation advice;
15. minimum holding period on investments; and
16. ASIC information forming part of our advice to you.

### **Warning on the limits of your adviser's authority from Dover**

This is a clear and prominent warning from Dover on the limits of your adviser's authority.

You should consider these limits before deciding to acquire financial services through your adviser and you should not acquire these services unless you understand and accept these limits. This warning is part of Dover's commitment to the highest possible compliance standards. These standards include making sure you know the limits of your adviser's authority before you decide to acquire a financial service.

Under the Corporations Act Dover is not responsible for anything done by your adviser which is not within the authority provided by Dover in these circumstances.

Your adviser is only authorised to provide advice that complies with the Corporations Act and the related regulations and regulatory guidelines. Your Adviser cannot provide advice or do anything else which breaches a law or an ASIC regulation, is outside of Dover's AFSL or which is not in your best interests or appropriate to your circumstances.

The limits on your adviser's authority include:

- failing to disclose a commission or other amount payable by any person other than you;
- failing to disclose a conflict of interest;
- theft or any other fraudulent activity;
- churning an insurance policy, i.e. an inappropriate recommendation for a new insurance policy for the purpose of generating a commission or a similar fee;
- failing to adequately research a recommended financial product;
- failing to consider your circumstances when recommending a financial or service;
- failing to provide personal advice in the form required under the Corporations Act;
- transferring money to or from an account without your written consent for that specific transfer;
- acquiring or disposing of a financial product without your specific written consent;

- recommending a financial service that a reasonable financial planner would not recommend;
- failing to advise you of a tax liability, stamp duty or similar cost of a recommended action;
- failing to advise you of a negative consequence of a recommended action;
- any act that breaches a law of Australia or a state of Australia including the law of negligence, the criminal law and the corporations law or any ASIC regulation or regulatory guideline; or
- advising on “off the plan” or similar property purchases.

Your adviser must observe these limits on his or her authority as part of the contract with you.

Dover’s license can be read here: [Dover’s License](#). We ask that you read Dover’s license and understand the limits on your adviser’s authority before you decide to accept our advice.

### **Product disclosure statements (“PDSs”)**

If we recommend a particular product (other than listed securities), a platform, wrap account or master-fund, a managed fund or a similar product we must provide you with a PDS for that product.

The PDS contains the information needed for an informed decision about acquiring a product.

The PDS detail costs and product fees including commissions, and is usually created by the financial institution providing the product.

### **Getting started with Dover**

Getting started with Dover is easy. Simply contact your Adviser to arrange a meeting.

To ensure that this meeting covers all aspects of your financial management we ask that you complete the ‘fact finder’ attached to this Financial Services Guide. Ideally, this should be done a few days before we meet with you. This gives us the opportunity to review your information and prepare ourselves well ahead of our initial meeting.

The fact finder asks for an extensive amount of information and it may take time to gather it. Please take the time to do this.

We also appreciate a copy of the most recent accounts and tax returns for you and any related entities such as a trust or a self-managed superannuation fund.

Please provide us with any other information that you feel is relevant to your circumstances.

### **Getting to know you**

We aim to provide advice that suits your circumstances and is generally appropriate and relevant to you. To do this we must first understand your financial profile.

A detailed client questionnaire (‘fact finder’) is attached to this FSG. This fact finder is an important document and you should complete it carefully, either before or during our first meeting. The more information you provide the better our advice will be.

**Delivery of advice**

Once we have met and determined a draft plan for you, we will prepare a ‘statement of advice’ or ‘SOA’. The SOA will be in writing and will be delivered to you via email. A paper copy may also be presented in person or via post as requested. Your SOA contains the information needed to understand our advice and the basis on which it is made. It includes information about:

1. the specific advice;
2. the reasons for the specific advice;
3. any fees;
4. any associations or relationships that may influence the advice;
5. the implementation plan;
6. any other relevant matters; and
7. Dover’s Client Protection Policy.

We will also provide other documents as needed. These documents may include educational material or PDSs, as discussed above.

**Record of advice**

Once you have been provided with a SOA further advice may be provided in a form known as a record of advice or ‘ROA’, provided there has been no change in your personal circumstances or the basis of the advice set out in the SOA.

**Retention of SOA and ROA**

We retain all SOAs and ROAs for at least seven years and you may request a copy of the SOA or ROA at any time within that period. This request may be verbal or in writing.

**Implementation of advice**

Our statement of advice will contain instructions on how the advice should be implemented. We will work with you to ensure that the advice is properly implemented.

**Time limits and responsibility for implementing our advice**

You should not act on any recommendation after thirty days of the date of the statement of advice without our written confirmation that our recommendations are still suited to you.

No responsibility will be taken for any advice acted on after thirty days without our separate written confirmation that the advice is still suited to you.

We will not be responsible for any losses connected to our advice if it is not implemented by us, if you do not engage us as your adviser or if you cease to engage us as your adviser.

## **Dispute resolution**

Dover provides a dispute resolution services to its clients. This obligation is a key tenet of the consumer protection principles of the Australian Financial Services Licensing system.

If you have a complaint about any services you should:

1. contact your Adviser by telephone to explain your situation and let him know of your concerns. Your Adviser will do everything possible to resolve your complaint promptly;
2. if this does not resolve your complaint, put your complaint in writing addressed to Dover Compliance at PO Box 209, Black Rock VIC 3193 where it will be objectively considered and discussed with you and your Adviser with a view to being settled as soon as possible to your satisfaction; and
3. if your complaint is not resolved to your satisfaction by Dover, you can access our external dispute resolution scheme. Dover is a member of the Credit & Investments Ombudsman (CIO). CIO can be contacted on 1800 138 422 or [info@cio.org.au](mailto:info@cio.org.au). This is a free service to complainants.

## **Our fees and other charges: who receives the fees?**

Dover receives a monthly payment from your Adviser and does not receive any other payment from any person in respect to the services provided to you by the Adviser. Any commission received by Dover is passed on to your Adviser.

Your Adviser will provide you with full details of all fees before doing any significant work for you. Fees will be explained in your meeting and detailed in a statement of advice. Your adviser will also provide you with a detailed breakdown of ongoing fees on an annual basis in a fee disclosure statement.

If your Adviser is employed by a Corporate Authorised Representative your Adviser may be paid a salary or receive profit share from fees and commission paid to that Corporate Authorised Representative.

## **Our fees and other charges: how are they calculated?**

Our agreed advice fees may include charges for:

1. Initial advice; and/or
2. Ongoing advice,

Your Adviser may receive:

1. fees paid directly by you, based on time, the amount invested or some other agreed criteria; and/or
2. a set dollar amount or percentage-based fee that is agreed between you and us and paid via your product; and/or

3. For services in relation to life insurance, banking deposit products, some loan products and older investment products, commissions may be paid by the product provider as follows:

- i) Initial commission - a percentage of the value of your investment contributions, loan balance or insurance premiums; and/or
- ii) Ongoing commission - a percentage of the value of your investment balance, outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

*(For example, for life insurances and other risk insurances: up to 120% of the initial annual premium as an initial commission and up to 15% of the ongoing annual premium as a trailing commission. If the annual premium for a life insurance policy is \$1,000, your Adviser may receive \$1,200 in the first year and then \$150 each year thereafter)*

Your Adviser may also provide you with a personally tailored service agreement or letter of engagement. This agreement or letter may contain details in relation to the initial and/or ongoing service offering and fees and should detail the actual remuneration arrangement between you and your Adviser. Your Adviser will provide you with further details where relevant.

Your Adviser will agree a basis for charging fees before providing any chargeable services to you.

Your Adviser does not receive 'soft dollar' (ie non-cash) payments for amounts greater than \$300 from any third party.

Your Adviser may receive a volume bonus on certain investments with the following organisations:

- IOOF (up to 0.2% of the funds under advice)\*;
- Colonial First State (up to 0.2% of the funds under advice)\*; and
- Asgard (up to 25% of net administration fee payable)\*\*

\* As an example, for IOOF and Colonial First State: If the funds under advice is \$100,000, your Adviser may receive up to 0.2% or \$200 every year.

\*\* As an example, for Asgard: If the net administration fee payable is \$500, your Adviser may receive up to 25% or \$125 every year.

You can ask for further details if this is of concern or interest to you. These details will be provided on request.

Fees will be advised in detail in writing in your SOA. Fees will also be advised in detail in the PDSs for recommended financial products.

If any fees are paid to a third person for referrals these fees will be detailed in your SOA.

**Compensation arrangements**

Dover operates a compensation arrangement to compensate retail clients for losses connected to any breach of the Corporations Act or other law by your Adviser, Dover or other relevant persons.

These arrangements comprise comprehensive and extensive professional indemnity insurance, which covers claims in relation to the conduct of current and former employees.

**Anti-money laundering and terrorism legislation**

Dover must verify your identity before we provide any financial services. This will be discussed at our meeting.

**Can Dover run an individually managed account?**

Dover's AFSL does not allow individually managed account or similar facilities.

Dover regards these facilities as excessively risky and does not allow its authorised representatives to provide them to clients.

**Any questions?**

Please do not hesitate to contact your Adviser should you have any questions about your Adviser's services and how your Adviser and Dover can help you improve your financial position.



**Acknowledgment of Receipt**

Please email me at [trevor@quayfp.com.au](mailto:trevor@quayfp.com.au) or sign below to acknowledge receipt of this Financial Services Guide version 7.1 dated 20 April 2017.

Client signature 1:

Client name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Client signature 1:

Client name: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_