



FINANCIAL SERVICES GUIDE

Our guide to assisting you with your financial needs

Innovus Licensee Services | AFSL No. 526954

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LET US GUIDE YOU

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we offer and whether they are suited appropriately to meet your needs. This FSG provides you with important information on how to engage with one of our advisers.

This FSG should be read in conjunction with the Adviser Profile and covers the following:

- Information about Innovus Licensee Services as a licensee
- Details on how you may instruct your adviser
- Who will be responsible for providing the financial services
- Details of the financial services and/or products Innovus Licensee Services can provide
- The documents you may receive
- Remuneration received by your adviser
- Other forms of remuneration or benefits
- Privacy (i.e. collection and handling of your personal information)
- The complaints procedure
- Compensation arrangements in place

Please take the time to review this document before engaging our services.

Throughout this FSG, Innovus Licensee Services Pty Ltd is referred to as “we”, “us”, “our” or any variations. The term “adviser” refers to Innovus Licensee Services’ authorised representatives.

Innovus Licensee Services Pty Ltd (ABN 38 644 710 921), is an Australian Financial Services Licensee (AFSL No.526954).

Who we are and what we stand for

Innovus Licensee Services is an Australian Financial Services (AFS) Licence holder.

Our mission at Innovus Licensee Services is to provide clients like yourself with high quality advice that you can rely on to help remove uncertainty in your life, thus positioning you to meet your needs and objectives.

Our responsibility

Your adviser provides financial advice and services on behalf of Innovus Licensee Services and accordingly we are responsible for the financial advice and services they provide.

Our advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

Your adviser is obliged by law to act in your best interests and provide appropriate advice, when providing financial advice to you.

As part of our commitment to you, Innovus Licensee Services advisers adhere to the Financial Planners and Advisers Code of Ethics.

The Adviser Profile

Prior to providing any personalised financial advice products and/or services our advisers are required to provide you with a copy of this FSG along with an Adviser Profile.

The Adviser Profile contains important information about your adviser. This includes their Authorised Representative number and/or Corporate Authorised Representative number (if applicable), accreditations, qualifications and experience, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

If you have not received an Adviser Profile, please ask your adviser for a copy or contact us.

What we can provide

Innovus Licensee Services is licensed to provide financial product advice on the following services:

- Wealth creation strategies
- Life insurance advice
- Superannuation strategies
- Debt reduction strategies
- Cash flow management
- Retirement planning
- Aged care strategies
- Estate planning strategies
- Tax (financial) advice

We can advise in the following products:

- Basic deposit products

- Debentures, stocks and bonds
- Life insurance (personal and business)
- Managed investments
- Investor Directed Portfolio Services (IDPS)
- Retirement Savings Accounts (RSA)
- Securities
- Derivatives
- Standard margin lending
- Superannuation
- Self-managed superannuation

Innovus Licensee Services maintains an Approved Product List (APL). Subject to attaining required accreditation, your adviser is able to recommend any product on the Innovus Licensee Services APL. There may be instances where your adviser will need to consider products outside of the APL. In these cases, your adviser may apply to Innovus Licensee Services Research Department to obtain a one-off product approval.

Documents you may receive

Where you decide to obtain personal financial advice, your adviser will need to determine your needs, objectives and relevant financial circumstances.

At the initial advice appointment, your adviser will typically gather the relevant information by using a client data collection form. You will be asked to provide accurate information about your personal and financial situation and keep your adviser informed of any changes to your relevant circumstances. Your adviser will also need to verify your identity.

When your adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)
- Renewal Notice

The SoA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable.

Where you receive ongoing or further advice a RoA may be provided.

A PDS will be provided if a product recommendation is made and includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

An FDS will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your adviser for a period greater than 12 months. The FDS will contain information about the services

you were entitled to receive, the services you actually received and the fees you paid during the period. The FDS will be provided to you annually.

Should you commence an ongoing fee arrangement for the first time after 1 July 2013, your adviser will also issue a Renewal Notice every 2 years. The Renewal Notice will give you the option of renewing the ongoing fee arrangement.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

How to give instructions

Your adviser may accept your instructions by phone, letter, email or fax. In some instances, your adviser can only accept written instructions from you and they will let you know when this occurs.

Your privacy

Your adviser is required to maintain physical or electronic records of documentation for any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right to not provide personal information to your adviser. However, in this case, your adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your adviser may also decline to provide advice if they feel they have insufficient information to proceed.

Innovus Licensee Services respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please see our Privacy Policy.

This Policy is located at:

<https://innovusadvice.com.au/wp-content/uploads/2021/04/Updated-Privacy-Policy-v1.0.pdf>

Disclosure of information

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers

Innovus Licensee Services and its related companies may engage third party service providers to assist in the provision of products or services.

Some services may require disclosure of personal information to service providers outside Australia including the Philippines, Vietnam, Malaysia, India and potentially other countries in South East Asia. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for Innovus Licensee Services advisers.

Some Innovus Licensee Services advisers may enter into their own outsourcing arrangements to countries other than the Philippines, Vietnam, Malaysia, India and potentially other countries in South East Asia. If so, the advisers concerned will disclose these arrangements separately to you.

All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

Adviser remuneration

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever your adviser provides a recommendation for a financial product or service, your adviser may be remunerated through either:

- An initial fee for service; or
- A periodic or ongoing fee for service; or
- A contribution or implementation fee; or
- Insurance commissions; or
- A combination of any of the above

All fees or commissions are initially paid to Innovus Licensee Services before being distributed to your adviser.

Licensee remuneration

Innovus Licensee Services receives a flat fee per adviser for the provision of services required under its Australian Financial Services Licence.

In some limited circumstances Innovus Licensee Services may receive additional remuneration. If applicable, this will be disclosed in the Adviser Profile.

Referrals

Should you be referred to your adviser by a third party, such as an Accountant or Mortgage Broker, the third party may receive a fee for the referral. You will receive more detailed information concerning any referral fee in your SoA or other relevant document.

Other forms of remuneration or benefits

Innovus Licensee Services and/or its advisers may receive non-monetary benefits where:

- The amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

Related companies

Innovus Licensee Services engages Centrepoint Alliance Licensee Services to provide a number of services including product research and compliance support. Centrepoint Alliance Licensee Services is a wholly owned subsidiary of Centrepoint Alliance Limited (Centrepoint Alliance), an ASX listed company.

Centrepoint Alliance is also the ultimate holding company of a number of other related bodies corporate.

Following is a listing of those Centrepoint Alliance entities that you are most likely to engage with:

- Associated Advisory Practices Pty Ltd (AAP)
- Centrepoint Wealth Pty Ltd
- Alliance Wealth Pty Ltd
- Investment Diversity Pty Ltd
- Ventura Investment Management Ltd
- Centrepoint Alliance Lending Pty Ltd
- xseedwealth pty ltd

Ventura Investment Management Ltd and Investment Diversity Pty Ltd may be eligible to receive various investment related fees as specified in the relevant PDS if you invest in any of their products:

- Investment Exchange
- Annex
- Mentor
- Assemble and Pre-Assemble
- Ventura Managed Funds
- All Star Managed Funds
- Ventura Managed Account Portfolios (vMAPs)).

Your adviser may hold shares in Centrepoint Alliance or other companies related to product providers which may influence, or be seen to influence, the advice that they provide you. Your adviser will disclose any relevant shareholding and any other potential conflicts within the Adviser Profile and/or advice document.

For a complete listing of all Centrepoint Alliance related bodies corporate, please visit:
centrepointalliance.com.au/licensee/professional-investment-services/

Product arrangements

Innovus Licensee Services and its related companies do not have arrangements with any financial product providers, where we receive a payment based on total volume of funds invested or placed through the relevant product provider's platforms.

Innovus Licensee Services and its related companies have arrangements with a number of insurance product providers. These payments are based on either total inforce premiums or total new business premium.

Professional Indemnity

Innovus Licensee Services Pty Ltd maintains a policy which includes appropriate Professional Indemnity Insurance cover as required by the Corporations Act 2001.

Reporting your concerns

If you have a complaint about any financial service provided to you by your adviser, you should take the following steps:

1. Contact the Claims team at Innovus Licensee Services to discuss your complaint.

Phone: (02) 4258 0099

Email: licensee@innovusadvice.com.au

Mail: Claims Manager – Innovus Licensee Services
PO Box 186, Fairy Meadow NSW 2519

2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.

3. We will then investigate the complaint and respond to you within 45 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.

4. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Phone: 1800 931 678 (free call)

Online: www.afca.org.au

Email: info@afca.org.au

Mail: GPO Box 3, Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge Infoline on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.

CONTACT US

Head Office

Innovus Licensee Services Pty Ltd

PO Box 186

Fairy Meadow NSW 2519

T: (02) 4258 0099

E: licensee@innovusadvice.com.au

For more information:

Please visit moneysmart.gov.au for more information on financial advice.