

Financial Services and Credit Guide

Results Financial Services Pty Ltd

A.B.N 47 076 742 633



What is a Financial Services & Credit Guide?

This Financial Services and Credit Guide ('FSCG') helps you understand and decide if you wish to use the financial services we are able to offer you.

The Licensee and its employees (including any employees of a related body corporate) are collectively referred to as "us, we, our" throughout this FSCG.

This FSCG sets out the services we provide. It tells you:

- who we are and how we can be contacted;
- what services and products we are authorised to provide to you;
- how we (and any other relevant parties) are paid; and
- how we deal with complaints.

We may provide you with personal advice that takes into account your needs, financial situation and circumstances. Where we provide you with personal advice, we will provide you with a Statement of Advice ('SoA'). The SoA outlines our advice and the basis on which the advice was given. It also outlines relevant information about us, our fees and charges associated with our advice. We are only able to provide personal advice about certain products as stipulated under our Australian Financial Services Licence ('AFSL').

If we provide you with further personal advice after providing our initial advice, we may record this in a Record of Advice (RoA), instead of an SOA. You may request a record of the RoA that is provided to you, if you haven't already been provided with it. You can also contact us, using the details at the start of this FSCG, within 7 years from when the advice is provided to request this record.

Occasionally we provide general advice. This is where we may express an opinion or recommendation influencing you in making a decision in relation to a financial product, but where we HAVE NOT considered your personal objectives, financial situation or needs. If we provide you with general advice, we will provide you with a warning that the advice may not be appropriate to your needs, financial situation or objectives. Additionally, we will provide you with an applicable Product Disclosure Statement ('PDS') (if one is available) which you should read before making a decision that the product is right for you.

When a financial product is recommended to you, you will be provided with a PDS issued by the product provider. The PDS contains information about the product to assist you in making an informed decision about the financial product. It will outline relevant terms, significant risks, fees and charges associated with the product.

The Licensee has arrangements in place to maintain professional indemnity insurance. This insurance satisfies the requirements under section 912B of the Act.

Please retain this FSCG for your reference and any future dealings with us. We may also add documents at a later date which will also form part of this FSCG, and these should be read together with the FSCG. These documents will include the word 'FSCG' in the heading.

Who will be providing the financial services to you?

THE LICENSEE

The Licensee is the authorising licensee for the financial services provided to you, and is responsible for those services and is the providing entity.

The Licensee authorises, and is also responsible for, the content and distribution of this FSCG.

The Licensee's contact details are as follows:

Licensee name: Results Financial Services Pty Ltd

A.B.N: 47 076 742 633

AFSL/ ACL number: 225071

Address: 5 Edward Street, Bendigo

Website: www.resultsfinancial.com.au

Phone: 1300 796 663 / 03) 5441 3201

Email: admin@resultsfinancial.com.au

You may be provided with services by the Licensee through its employees, or directors. The Licensee acts on your behalf when we provide financial services to you.

What services and products are we authorised to provide to you?

FINANCIAL SERVICES

We are authorised to provide financial product advice and deal in the following financial products:

- Deposit products;
- Government debentures, stocks or bonds;
- Life investment and Life Risk Products
- Managed Investment schemes, including investor directed portfolio services;
- Standard Margin lending facilities;
- Retirement savings account products;
- Securities (e.g shares); and
- Superannuation products including SMSF's

We are authorised to provide these services and products to both retail and wholesale clients.

There is an important difference between 'general advice' and 'personal advice'. If we provide you with 'general advice' it means that we have not considered any of your individual objectives, financial situation and needs.

If we provide you with 'personal advice' we will consider your individual objectives, financial situation and needs when making our recommendation to you.

We will only provide services to you, with your prior, informed consent. If you do not understand any of the information in this FSCG, or have any other questions relating to the terms on which we will be acting, please contact us.

In providing our services, other financial matters may arise; however, we are not authorised to assist with any financial and products and services except those explained above. You should seek specific advice from the appropriate professionals on other matters relevant to you.

CREDIT SERVICES

The National Credit Code (NCC) generally regulates loans to individuals where the loan is provided or intended to be provided wholly or predominantly for personal, domestic or household purposes, or to purchase, renovate or improve residential property for investment purposes (or the refinancing of any such loans).

Results provide credit services in relation to loans regulated by the National Credit Code, including:

- Strategic credit advice;
- Referral to a broker or credit provider; and/or

Where your financial adviser is a Credit Representative of Results, your financial adviser may provide credit services in relation to credit contracts with a range of credit providers.

Results uses the services of other credit advisers to enable you to enter into credit contracts with a large range of credit providers. The Adviser Profile, which forms part of this FSCG, will indicate if your financial adviser is a Credit Representative of Results and what credit services they can provide in that capacity.

When providing any such credit services, Credit Representatives of Results will not act as your agent, and will not act as agent of any credit provider, except to the extent necessary as part of the application process.

If your financial adviser is not a Credit Representative of Results, any credit services they provide are not provided as a representative of Results, and Results does not train, support or supervise your financial adviser in providing those credit services, and Results is not responsible for the provision of those credit services.

What fees and commissions are payable to us?

Fees for providing you with our services are received by the Licensee.

All fees described in this Financial Services and Credit Guide include GST.

HOW ARE WE PAID FOR OUR SERVICES?

Results Financial Services Pty Ltd may receive:

- fees paid by clients;
- insurance commissions paid by product providers;
- other benefits.

Fees and commissions are payable to Results Financial Services Pty Ltd.

Details of any fees, commissions or other benefits that we, Results Financial Services Pty Ltd, or other associated persons are entitled to receive if you implement our recommendations in relation to a specific financial product; will be disclosed to you in a Statement of Advice (SoA) or Record of Advice (RoA) when personal advice is given.

Results Financial Services Pty Ltd may receive commissions from insurance providers and therefore is non-independent.

WHAT TYPE OF FEES, COMMISSIONS, PAYMENTS AND OTHER BENEFITS DO WE RECEIVE FOR OUR SERVICES?

Payment methods

Our fees are either invoiced to you directly, or deducted from your investments, or a combination of these methods.

Where it is debited from your investments, it is normally referred to as an Adviser Service Fee.

In most instances you will be able to select the method of payment that suits you best. We will discuss and agree the method of payment with you and obtain your consent, before we provide you with any services.

The types of fees, commissions and other benefits that may be received by Results Financial Services Pty Ltd include the following:

Service fees (Execution only)

We will discuss and agree our fee structure with you, before we provide you with any service.

Fees for advice

We may charge fees for the preparation, presentation and implementation of our advice. These fees will be based on your individual circumstances, the complexity involved in your situation and the time it takes to prepare personal financial advice for you. We will discuss these fees with you and gain your agreement to the fees before we provide you with advice.

Ongoing Advice Fees

We may charge a fee to provide ongoing portfolio reviews and/or for the provision of ongoing services.

This fee will be agreed with you and is either a set amount, or an amount based on the amount of funds under our advice, and/or the time involved in reviewing your portfolio and circumstances.

Third Party Payments (including Brokerage)

From time to time Results Financial Services may refer clients to stockbroking organisations for investment advice (ie, buying/selling listed securities). Results Financial Services may receive a payment from stock brokers or product issuers for referring clients. The amount received, which is generally a percentage of the fee paid to the broker, varies. This is paid from fees received by stockbrokers, and is not an additional cost to you.

Commissions

If you take out a financial product through us, Results Financial Services may receive payments in the form of initial commissions and/or ongoing commissions from the financial product providers. These commissions are included in the fees, premiums and interest rate (in the case of margin loans) you pay for the product. They are not an additional cost to you. We may agree to rebate some or all of these.

The commission and rebates payable for different classes of financial products include the following:

Life Insurance Products

Initial and ongoing commissions from insurance providers may be received by Results Financial Services. These commissions are paid to Results Financial Services by the company that issues the product that we recommend to you and they are included in what you pay for the product. The commissions vary and are based on the policy cost, which is the sum of the premiums you pay and may include other fees related to the product.

The initial commission is paid in the first year by the product issuer to Results Financial Services. Ongoing commissions are payments paid by product issuers to Results Financial Services in the years after the first year.

If you initiate an increase to your cover, Results Financial Services may receive an initial commission and ongoing commissions on the increase to your policy cost. The ongoing commission on a client-initiated increase is only paid in respect of the period that starts from the first anniversary of the increase.

If the initial commission is equal to the ongoing commissions (as a percentage of your policy cost), Results Financial Services may receive up to 60% (excl. GST) of your annual policy cost. If the initial commission is higher than the ongoing commissions, the maximum commission that Results Financial Services may receive is set out in the table below:

Date a new product is issued	Initial commission (% of annual policy cost or increase excl. GST)	Ongoing commission p.a. (% of annual policy cost or increase excl. GST)
Before 1 January 2018 or before 1 April 2018 when the application was received prior to 1 January 2018	0 - 140%	0 - 38.5%
1 January 2018 - 31 December 2018*	0 - 80%	0 - 20%
1 January 2019 - 31 December 2019*	0 - 70%	0 - 20%
From 1 January 2020*	0 - 60%	0 - 20%

* Results Financial Services may receive the pre 1 January 2018 commission rates above from the product issuer if:

- your policy was issued before 1 January 2018 and you exercise an option or apply for additional cover under your policy after 1 January 2018; or
- your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.

Example

We recommend an insurance product to you and it is applied for and issued on 2 February 2018. The annual policy cost is \$450. Results Financial Services may receive up to \$360 (80% excl. GST) as an initial commission. Assuming the policy cost stays the same each year, Results Financial Services may receive up to \$90 pa (20% excl. GST) as an ongoing commission.

From 2 April 2020, you decide to increase your insurance cover. The cost of this increased cover is \$100. The initial commission payable to Results Financial Services in respect of this increase will be \$60 (60% excl. GST). The ongoing commission payable to Results Financial Services in respect of this increase will be \$20 pa (20% excl. GST), payable in respect of the period starting from the first anniversary of the date on which you increased your insurance cover (i.e. 2 April 2021).

You'll find details of how your insurance policy cost is calculated in the relevant PDS that we provide you. Where personal advice is provided to you, you'll also find details of the commission that Results Financial Services is entitled to receive, if you decide to purchase a life insurance product, in your SOA or ROA.

Margin Lending Products

If we organise, or increase a margin loan for you, Results Financial Services may receive payments in the form of ongoing commissions from the margin loan provider. Commissions on margin lending products may only be payable in circumstances where:

- an arrangement exists as at 1 July 2013; or,
- you have entered into a margin lending product arrangement prior to 1 July 2014, commissions may be payable where Results Financial Services had an existing arrangement with the margin loan provider prior to 1 July 2013.

These commissions range between 0% and 1.0% p.a. of your loan balance.

Example

We recommend you borrow \$10,000 through a margin loan. The applicable ongoing commission is 0.5% p.a. Assuming the loan balance stays the same, each year Results Financial Services will receive ongoing commission of \$50.

How are we and third parties remunerated?

The Licensee's directors and employees are remunerated by salary and may also be awarded a bonus. Bonuses will depend on several factors including:

- company performance;
- professionalism and adherence to compliance procedures; and
- team performance.

The Licensee's shareholders will also receive a benefit based on the Licensee's ongoing company performance.

Results Financial Services, may pay a referral fee to a third party. (ie, accountants/lawyers). If any fee or benefit is payable on the basis of advice given to you as a client, disclosure of any referral fees or benefits, will be contained within a Statement of Advice.

You may request more details about the way these people or entities are remunerated within a reasonable time after receiving this document and before any financial services are given to you. If remuneration or other benefits are calculable at the time personal advice is given, it will be disclosed at the time that personal advice is given, or as soon as practicable afterwards. If remuneration is not calculable at that time, a statement of how the remuneration is calculated will be given to you at the time the advice is given, or as soon as practicable afterwards.

By using or continuing to use our services, you agree that:

1. All fees and charges received by us as described in this FSCG (other than third party fees and charges) are a benefit given to us by you, in exchange for the services provided by us.
2. We do not charge asset-based fees where you are investing using borrowed money.
3. You understand, consent to, authorise and direct us to charge you in this way.

What arrangements may influence our advice to you?

From time to time we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit we receive which is valued at between \$150 and \$300, and other benefits that relate to information technology, software or support provided by a product issuer, or that relate to educational and training purposes. A copy of the register is available on request for a small charge.

Your Privacy

WHY WE COLLECT YOUR PERSONAL INFORMATION

We collect personal information, including sensitive information (e.g. health information), from you to provide you with services including financial advice.

We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, to prevent fraud, crime or other activity that may cause harm in relation to the particular products or services provided, and to help us run our business.

If you do not provide all the information we request, we may no longer be able to provide a product or service, including financial advice, to you.

COLLECTING AND DISCLOSING YOUR PERSONAL INFORMATION

We may disclose your personal information to anyone we engage to do something on our behalf such as a service provider, and other organisations that assist us with our business. We may also disclose your personal information to third parties such as a complaints body to whom a complaint relating to a product or service is referred, your past and present employers, any party acquiring an interest in our business and anyone acting on your behalf.

We may also collect from the parties listed above any personal information they may hold about you which relates to our provision of financial advice.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products or services, you consent to these disclosures.

Results Financial Services Pty Ltd is also required, pursuant to the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF Act) and its corresponding rules and regulations to implement certain client identification processes. We may be required to obtain information about you at the time of providing financial services to you, and from time to time in order to meet our legal obligations.

We have certain reporting obligations pursuant to the AML/CTF Act and information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

OTHER IMPORTANT INFORMATION

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in our privacy policy.

Our privacy policy covers:

- how you can access the personal information we hold about you and ask for it to be corrected;
- how you may complain about a breach of the Privacy Act 1988 (Cth), or a registered privacy code and how we will deal with your complaint; and;
- how we collect, hold, use and disclose your personal information in more detail.

We will update our privacy policy from time to time.

Where you have provided information about another individual, you must make them aware of that fact and the contents of this privacy statement.

We will use your personal information to contact you or send you information about other products and services offered by us or our preferred suppliers. If you do not wish to receive marketing communications from us, please contact us.

DEFINITIONS

“We”, “our”, “us” means Results Financial Services Pty Ltd and its Authorised Representatives.

What should you do if you have a complaint?

If you have a complaint, you can contact us and discuss your complaint.

Please contact the Complaints Manager of our Licensee using any of the contact details at the start of this FSCG. We will try and resolve your complaint quickly, fairly and within prescribed timeframes.

If the complaint cannot be resolved to your satisfaction within 45 days, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority

GPO Box 3, Melbourne VIC 3001

Compensation arrangements

We have arrangements in place to maintain adequate professional indemnity insurance as required by s912B of the Act. This insurance provides cover for claims made against us and our representatives, including claims in relation to the conduct of representatives who no longer work for us but who did so at the time of the relevant conduct.

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