

Financial Services Guide

Dated 1 July 2021 (Version 1.1)



This Financial Services Guide describes our financial planning and advisory services to assist you to decide whether to use our services. It describes how we are remunerated, our professional indemnity insurance and how we handle any complaints you may have.

OUR SERVICES

We hold an Australian financial services licence. Our financial planning and advisory services are designed to assist you:

- Identify your financial and investment objectives, taking into account your current financial position and personal circumstances;
- Help you to develop financial goals and investment strategies;
- Advise you how to implement investment strategies; and
- Recommend and arrange financial products that are suitable for your needs.

We provide advice in the following areas:

- Cash Management – budgeting, debt management
- Debt management (including borrowing for personal and investment purposes)
- Superannuation – consolidating or optimising superannuation, finding lost superannuation
- Life Insurance – personal or business succession
- Investment – full financial plan, one off investment, gearing
- Retirement – transition to retirement, social security advice
- Retirement planning – income and investments
- Self-Managed Super Fund – advice, establishment
- Aged Care advice
- Estate Planning

Not Independent

We are not independent within the meaning of the Corporations Act because we may receive insurance commissions from an insurer. Commissions can be paid to CXC Financial Partners where we recommend insurance on behalf of our client and that insurance is implemented. Where we receive insurance commissions the amounts are fully disclosed within a Statement of Advice.

We may provide you with other documents when providing our services. These may include:

- **Statements of Advice** - If we provide you with advice about your personal circumstances, we will set out our advice in a Statement of Advice (or in some cases, a shorter document called a Record of Advice). This will also tell you how we will be remunerated for the advice we give 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 of the advice by calling us.
- **Product Disclosure Statements** - If we recommend that you acquire a financial product, we will also provide you with a Product Disclosure Statement containing information about the product's features and risks.

The financial products we can arrange for you include:

- Deposit and payment products
- Securities (including listed securities, exchange traded funds and listed investment companies)
- Managed investment schemes
- Superannuation, including SMSFs and SMSF borrowing
- Derivatives
- Investor directed portfolio services
- Government debentures, stocks and bonds
- Retirement savings accounts
- Retirement income streams, including pensions and annuities
- Life risk and investment products
- Margin lending

We act for you when giving advice and arranging financial products.

We aim to develop life-long relationships with clients by providing tailored, strategic advice and exceptional ongoing service. We provide this advice to help our clients live the lifestyle they desire.

We research a broad range of products and select those that are worthy of recommendation to our clients. We also review the performance of those products periodically to ensure they remain competitive with the market and will meet your ongoing needs.

As a company we employ financial advisers and staff who share our values:

- We fixate on exceptional client outcomes. The big stuff and the small stuff.
- We never assume anything.
- We have a responsibility to make the complex, simple and the simple compelling.
- Curiosity and empathy drives our behaviours.
- We show courage to ask the right (and tough) questions and see the situation from our client's eyes.
- We must seek to understand, before being understood.
- Anticipation is a key competitive advantage. We use our experience to anticipate our clients servicing needs and help clients 'see around the corner'.

HOW CAN YOU ENGAGE WITH US?

You can deal with us in person, online, by phone 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 provide complete and accurate information, our advice may not be appropriate for your needs.

HOW WE ARE PAID

Our fees for financial planning and investment services depend on the type of services we provide:

<i>Initial Advice Fees:</i>	Our initial advice fees are determined by the scope and complexity of the advice we provide.
<i>Ongoing Advice Fees:</i>	Our ongoing fees are typically paid via a direct debit from our clients bank account. Otherwise, deducted from your investment (subject to the advice and service provided). We maintain an ongoing relationship to ensure you are on track to achieving your objectives. As part of our ongoing service, we review your financial position, personal circumstances and investment strategies to ensure our recommendations remain appropriate.
<i>Insurance Commission:</i>	When you purchase an insurance policy that we have recommended and implemented CXC Financial Partners may be paid by the insurance company. These payments may be up to 66% of the first year premium and 22% of the ongoing insurance premium. These payments are taken out of the premium that you pay and is not a separate charge.
<i>Implementation Fees:</i>	In some circumstances we may propose an implementation fee. This is fixed fee that is agreed upon prior to taking action.
<i>Transaction services:</i>	We can arrange to complete transactions for you on limited types of financial products where we can take your instructions and arrange for the transaction to be completed, without providing personal advice. These fees would be agreed upon prior to transacting.
<i>Hourly rates:</i>	In some circumstances we might propose an hourly rate for time spent. The rate will depend on the nature of the services you ask us to provide. Where an hourly rate is proposed we will provide an estimate and seek your approval prior to proceeding with the work.

HOW WE REMUNERATE STAFF & DIRECTORS

Employees of CXC Financial Partners, including financial advisers are remunerated via an annual salary. Our advisers may also be eligible to receive an annual or quarterly performance bonus if they meet pre-set agreed key performance indicators.

Directors of CXC Financial Partners may be remunerated by;

- Annual Salary
- Annual or quarterly bonuses
- Dividends.

PROFESSIONAL INDEMNITY INSURANCE

We have professional indemnity insurance in place which covers us for any errors or mistakes relating to our financial planning services. This insurance meets the requirements of the Corporations Act and covers the services provided by our advisers after they cease working with us 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 committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you please contact our Complaints Team. We will acknowledge receipt of your complaint immediately then try to resolve your complaint quickly and fairly.

Complaints Resolution Team
PO Box 1880 NORTH SYDNEY NSW 2059
Ph: 1300 925 081 or E. josh.perkins@cxcfp.com.au

We are a member of the Australian Financial Complaints Authority (AFCA). AFCA is an external dispute resolution scheme that provides fair and independent financial services complaint resolution that is free to consumers. If an issue has not been resolved to your satisfaction, you can lodge a complaint with AFCA. Any decision AFCA makes is binding on us, but not on you.

You can contact AFCA at www.afca.org.au, info@afca.org.au or (freecall) 1800 931 678. You can also write to AFCA at:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

HOW CAN YOU CONTACT US?

We can be contacted at:

CXC Financial Partners Pty Ltd

ABN: 75145700456
AFSL: 378656

Address: Level 3, 99 Walker Street NORTH SYDNEY NSW 2059
Postal Address: PO BOX 1880 NORTH SYDNEY NSW 2060

Phone: 1300 925 081
Email: info@cxcfp.com.au

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. Should you choose to implement our advice we will use your personal details to pre-populate the relevant forms. We may also engage with a third-party provider to prepare financial modelling and a statement of advice. Where a third-party is engaged to provide these services your personal information will only be made available whilst the work is completed. We only use third-party suppliers based solely in Australia.

We do not trade, rent or sell your information or disclose it to overseas recipients. If a recipient is not regulated by laws which protect your information in a way that is similar to the Privacy Act, we will seek your consent before disclosing your information to them.

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 1300 925 081.

This FSG was prepared on the 1st July 2021 and is version number 1.1.