

FINANCIAL SERVICES GUIDE

CFL Financial Planning

Version number 1.1 | 1 May 2023

Astute Planning Services Pty Limited (ABN 77 629 185 011 | AFSL 512023) authorises your financial adviser to distribute this document.

Understanding the advice process and our relationship with you

This Financial Services Guide (FSG) explains the financial services and advice provided by Astute Planning Services Pty Limited, CFL Financial Planning and your Financial Adviser (Adviser), who are authorised representatives of Astute Planning Services. The FSG provides information of what to expect during the financial advice process including the types of documents you are likely to receive, how we manage privacy, related parties, and potential conflicts of interests, and how we manage complaints.

Please take the time to review the FSG and we encourage you to ask any question.

References to “our”, “we”, “us”, “I” and “me” refer to CFL Financial Planning, Andrew Wardle and/or Gary Pike, all of whom are Authorised Representatives of Astute Planning Services.

About our business

Together with us, Astute Planning Services is responsible for the services and advice we provide to you in our capacity as your Financial Adviser.

Astute Planning Services (“Astute”)

Astute is an Australian Financial Services Licensee, providing licensee services and support to our business.

ABN: 77 629 185 011

Australian Financial Services Licence Number: 512023

Office address: 11/66 Clarence Street, Sydney NSW 2000

Postal address: GPO Box 4947, Sydney NSW 2001

Phone: 1800 959 689

Email: contact@astutepls.com.au

Website: www.astutepls.com.au

CFL Financial Planning

Our practice is CFL Financial Planning and is a corporate authorised representative of Astute Planning Services.

ABN: 91 159 554 417

Corporate authorised representative number: 427400

Office address: Level 3, 240 Queen St Brisbane QLD 4000

Postal address: GPO Box 2468 Brisbane QLD 4001

Phone: 07 3328 8988

Email: contact@cflfinancial.com.au

Website: www.cflfinancial.com.au

Advisers

Should you choose to engage with CFL Financial Planning, one or more of our Advisers will be working with you on your financial plan.

Stephen King

Authorised representative number: 407787

Email: contact@cflfinancial.com.au

Qualifications: Stephen holds a Diploma in Financial Services; he is also a Certified Financial Planner (CFP) member of the Financial Planning Association of Australia (FPA).

Craig Buntain

Authorised representative number: 407788

Email: contact@cflfinancial.com.au

Qualifications: Craig holds a Bachelor of Business and a Diploma in Financial Services; he is also a Certified Financial Planner (CFP) member of the Financial Planning Association of Australia (FPA).

Financial services we can provide

Astute and your adviser are authorised to offer the following services and products.



Superannuation & Retirement Planning

- Personal Superannuation
- Corporate Superannuation
- Industry and Public Sector Superannuation
- Pensions and Annuities
- Self-Managed Superannuation
- Centrelink / Veterans' Affairs Assistance
- Aged Care



Wealth Protection

- Term Life Insurance
- Total and Permanent Disability (TPD) Insurance
- Trauma Insurance
- Income Protection Insurance
- Business Insurance
- Insurance Claims Assistance



Wealth Creation & Investments

- Cash and Term Deposits
- Investment Bonds
- Managed Investments
- Exchange Traded Products
- Listed Securities (Shares and other products)
- Margin Lending
- Gearing



Other Financial Planning Services

- Budgeting and Cashflow Management
- Debt Management
- Estate Planning Assistance

Not independent

We may receive commissions associated with the issue of Wealth Protection products. For these reasons, we do not represent ourselves as independent, impartial, or unbiased. Please refer to the ‘Remuneration’ section for more information.

The advice process and documents you may receive

We recognise that the objectives and personal circumstances of each client are different.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interests.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice (SoA) which you can take away and read. The SoA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

For administration platforms, managed funds and personal risk insurance products we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we recommend.

You can provide instructions to us in writing, via phone or via email. In some cases, we may require you to provide signed instructions.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice, it will typically be documented in a Record of Advice (RoA) which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided

Wholesale Clients

In some circumstances we may provide services to you as a wholesale client. We will seek your consent before providing services to you as a wholesale client.

General advice

Your Adviser may provide you with general advice that does not consider your personal circumstances, needs or objectives. Your Adviser will give you a warning when they provide you with general advice. You should consider whether you need personal advice which takes into account your individual situation before you make any decisions.

How to provide instructions

Your Adviser may accept your instructions by phone, letter, or email. In some instances, your Adviser can only accept written instructions from you, and they will let you

know when this is required. Your Adviser will also need to verify your identity prior to acting on instructions.

Remuneration

Our advice fees may include charges for the following advice services:

Initial advice

The initial advice fee covers the cost of researching and preparing your financial plan. Everyone's advice needs are different, therefore the cost will vary depending on the work involved. The range for this initial advice is estimated to be between \$550 and \$8,800, inclusive of GST.

Before providing you with initial advice we will prepare an Initial Advice Agreement. The Initial Advice Agreement sets out what our initial advice will cover and how much it will cost you. In addition, the initial advice fee will be disclosed in your SOA.

Advice implementation

The advice implementation fee covers the administrative time spent implementing the recommended strategies and products and is based on a set dollar amount. The advice implementation fee will be disclosed in your Initial Advice Agreement and in your SOA and is estimated to be between \$0 to \$2,200, inclusive of GST.

Ongoing advice

The ongoing advice fee covers the cost to review the strategies and the products recommended in your SOA. An ongoing review helps you take advantage of opportunities as they become available.

The ongoing advice fee is calculated as a set dollar amount and/or a percentage of your investments. Ongoing advice fees will vary from year to year, any change will be disclosed as part of your annual review discussion. The annual fee is between \$1,250 and \$11,000 for fixed fee and/or up to 1.10% of funds invested.

Before providing you with ongoing advice your adviser will prepare an Ongoing Advice Agreement. This agreement sets out our ongoing advice offer, which includes the advice and services we will provide, as well as frequency these will be delivered, how much it will cost, your payment method and how the service can be terminated. In addition, the ongoing advice fee will be disclosed in your SOA.

Additional advice – For all other advice, an additional advice fee may be charged based on a set dollar amount or hourly rate, \$385 incl. GST per hour. Any additional advice fee will be disclosed and agreed before commencement.

Insurance Commissions - Please note that for services in relation to insurance products, commissions may be paid by the product provider, generally this is an initial and ongoing commission is calculated as a percentage of the insurance premium, up to 66% and 35% respectively.

Benefits, interests, and associations

The business, associated entities, or I do not have related parties, shareholdings or arrangements with referral parties that may be capable or reasonably seen to be capable of influencing my advice.

Complaints

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

1. Contact the Complaints Officer to discuss your complaint.
Phone 1800 959 689
Online www.astutepts.com.au
Email complaints@astutepts.com.au
Mail GPO Box 4947, Sydney NSW 2001
2. We will acknowledge receipt of a complaint within 1 business day. 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 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution. If additional time is required, we will advise you in writing.
4. If you are not fully satisfied with our response, you have the right to 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

We have professional indemnity insurance in place that complies with the Corporations Act 2001. Our insurance covers claims made against former representatives for their conduct while they were authorised by us.

Privacy

Your Adviser is required to maintain documentation and records of 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 not be able to provide you with the advice you require.

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

We may engage third party service providers to assist in the provision of products or services. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents.

Astute 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 refer to our Privacy Policy located on our website www.astutepts.com.au