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# FINANCIAL SERVICES GUIDE

AUSTRALIAN FINANCIAL SERVICES LICENCE NUMBER: 487363

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## What is a Financial Services Guide?

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

It provides you with information about Kennedy King Pty Ltd (Kennedy King, us, our, we) and the services we provide. It informs 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 also 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 any external costs.

If we provide further personal advice, you may request a record of this. You can also contact us, using the details at the start of this FSG within 7 years from when the advice is provided to request this record.

Occasionally we provide general advice. If we provide you with general advice, it may not be appropriate to your needs, financial situation or objectives, and you should consider your circumstances before choosing to proceed with our advice. Additionally, you should obtain and read the applicable Product Disclosure Statement ('PDS') (if one is available) before making a decision.

If we help you establish a self-managed superannuation fund ('SMSF'), we may provide you with a PDS. The PDS contains information about the product to assist you in making an informed decision about the SMSF. It will outline relevant terms, significant risks, and fees and charges associated with the product.

Please retain this FSG 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 FSG, and these should be read together with the FSG. These documents will include the word 'FSG' in the heading.



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## Who will be providing the Financial Services to you?

The Licensee

Kennedy King Pty Ltd is the holder of an Australian Financial Services Licence and is responsible for the financial services that it and its representatives provide to you. Kennedy King Pty Ltd authorises, and is also responsible for, the content and distribution of this FSG.

Please refer to ASIC's Money Smart website ([www.moneysmart.gov.au](http://www.moneysmart.gov.au)) for a list of authorised financial advisors with Kennedy King Pty Ltd.

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

We are authorised to provide personal advice to in relation to SMSFs and superannuation products (in relation to your existing superannuation holdings where we recommend you establish a SMSF or where we provide you advice about contributions or pensions under a superannuation product). We can also arrange to deal in SMSFs.

We are also authorised to provide 'class of product advice' on superannuation, securities, simple managed investment schemes, general insurance, life risk insurance, and basic deposit products. Class of product advice means that we can recommend broad classes of products to you, but we cannot recommend specific, named products within the class.

In providing our services, other financial matters may arise, such as which specific products to invest in, within your superannuation fund. However, we are not authorised to provide advice relating to those financial products, or any other matters except those explained above. You should seek specific advice from the appropriate professionals if these matters are relevant to you.

## What fees and commissions are payable to Kennedy King?

We receive fees for providing you with our services. Our fees, which will be billed as work progresses, usually monthly, are based on the time required by the individuals assigned to the engagement. Hourly rates for our qualified advisers are determined by reference to, among other things, their specialist skills, experience and current market conditions.

The charge out rate of each staff member will vary and the following are indicative of our current hourly charge out rates (excluding GST): -

	\$/hr
Director – John Kennedy	530
Director – Sally King	495
Director – Steve Madden	480
Director – Jaclyn Trounce	380

In order to keep your costs to a minimum, our support staff or accountants may undertake tasks which do not require an adviser's expertise. GST of 10% is payable by you in addition to our charges.

In the case of services supplied by others, we will charge you the amount charged to us. However, it is our normal practice to arrange for the "service provider" to bill you directly, wherein our role is merely that of a referral source.



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*We have arrangements in place to maintain professional indemnity insurance. This insurance satisfies the requirements under section 912B of the Corporations Act 2001.*

## **How are our people and third parties remunerated?**

Kennedy King's directors and its employees are remunerated by salary and may also be awarded an annual bonus. Bonuses will depend on several factors including personal and company performance against set key performance indicators. Kennedy King's shareholders will also receive a benefit based on Kennedy King's ongoing company performance.

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 FSG (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.

You may request more details about the way Kennedy King is remunerated within a reasonable time after receiving this document.

## **What should you do if you have a complaint?**

If you have a complaint, you can contact your Kennedy King representative and discuss your complaint.

If your complaint is not satisfactorily resolved within 6 weeks, please contact our Complaints Manager via the contact details at the start of this FSG. We will try and resolve your complaint quickly, fairly and within prescribed time frames.

If the complaint cannot be resolved to your satisfaction you have the right to refer the matter to the Australian Financial Complaints Authority, an independent and impartial body that provides a free external dispute resolution service:

Australian Financial Complaints Authority (AFCA) which is an external complaints service, of which we are a member. You can contact the AFCA on 1800 931 678 (if in Australia) or +61 1800 931 678 (if outside Australia) or in writing at GPO Box 3, Melbourne, Victoria 3001, Australia. You can also contact the FOS through their website: [www.afca.org.au](http://www.afca.org.au).

If you require any additional information regarding this FSG or the AFSL, please contact our compliance manager, Jaclyn Trounce on the contact details at the top of this FSG.



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