

# Financial Services Guide

## essential FINANCIAL SOLUTIONS

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“financial confidence from professional advice”

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**Essential Financial Solutions Pty Ltd** (ABN: 43 923 889 604)  
is a Corporate Authorised Representative No. 288365

of

**Integrity Financial Planners Pty Ltd** (ABN: 71 069 537 855)  
Australian Financial Services Licence No. 225051

Essential Financial Solutions Pty Ltd  
Southside Terrace  
Thomas Mitchell Drive  
PO Box 1339  
WODONGA VICTORIA 3690

TEL (02) 6056 8100

## About Integrity Financial Planners Pty Ltd

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Integrity Financial Planners Pty Ltd (IFP) is a privately owned financial planning business that is a holder of an Australian Financial Services Licence No. 225 051.

IFP has a network of qualified and experienced authorised representatives (advisers) working in established financial planning practices throughout Australia.

We provide financial advice to help you improve your lifestyle by building wealth and/or producing income, depending on your particular needs.

It is important that you have confidence in your financial wellbeing and in your financial arrangements. IFP seeks to give you that confidence, drawing on the expertise of professional advisers.

Your adviser is a representative of IFP, and IFP is responsible for the financial services that they provide you. All IFP representatives have been individually assessed as having the competencies, knowledge, skills and integrity necessary to deliver quality financial to you.

Head office for Integrity Financial Planners is located at:

Suite 2, 1 Railway Crescent  
PO Box 1140  
CROYDON VICTORIA 3136  
TEL (03) 9723 0522 FAX (03) 9724 9518

## The Purpose of our Financial Services Guide

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The purpose of this Financial Services Guide (FSG) is to explain to you the financial services that IFP can provide, along with a broad general disclosure of any remuneration or benefits that IFP and its representatives would be entitled to receive, as well as any interests, relationships or associations that IFP and its representatives have that may be capable of influencing the services you receive.

You may receive other disclosure documents from us which may include;

1. Statement of Advice – This document sets out our understanding of your current circumstances, needs and objectives that are relevant to the financial advice you are seeking from us. It also includes specific disclosure of any remuneration or benefits that IFP and its representatives are entitled to receive, as well as any interests, relationships or associations that IFP and its representatives have that may be capable of influencing the services you receive.
2. Record of Advice – Where we have previously provided to you a Statement of Advice, and where we are providing you with further or subsequent advice: and
  - a. your personal circumstances, needs or objectives are not 'significantly different' compared with when we provided you the Statement of Advice; and
  - b. the basis of our advice, is not 'significantly different' to when we provided you with the Statement of Advice;

then we may create a Record of Advice. If the advice recommends a change or replacement of the financial products you currently hold we will provide you with a copy of that advice. If the advice does not recommend a change or replacement of the financial products you currently hold we may simply create a Record of Advice which we will retain on your client file. You may request (in writing or verbally) a copy of that Record of Advice at any time up to 7 years after the date that the advice is provided and we will provide you a copy of that advice without further fees or costs.

3. Product Disclosure Statements - These are documents created by the product issuers (not IFP) and provide details regarding the financial products that have been recommended to you. The details include, but are not limited to, any fees and charges associated with particular products.

### **The various services we can provide you**

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Integrity Financial Planners Pty Ltd and its representatives can help you by providing:

<p><b>Financial Product Advice</b> Recommendations and professional opinions about a broad range of financial products</p>	<p><b>Implementation</b> Assistance - putting in place financial strategies and acquiring, holding or disposing of financial products consistent with our advice</p>	<p><b>Ongoing Services</b> Ongoing financial services including ongoing advice and implementation services.</p>
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IFP is licensed to provide advice and to deal and arrange in relation to the acquisition, holding or disposal of financial products on your behalf in the following areas:

- deposit and payment products such as term deposits and bank accounts
- government debentures, stocks or bonds
- sharemarket investments and securities
- investments in managed funds and managed investment schemes
- superannuation, retirement income stream (annuities and allocated pension), self-managed superannuation funds and rollover funds
- life insurance products
- margin lending products

### **Who is responsible for the financial services we provide**

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Integrity Financial Planners Pty Ltd (IFP) is responsible for the distribution of this FSG and for the financial services provided by Essential Financial Solutions Pty Ltd (Essential Financial Solutions ) and any of the advisers authorised by IFP and detailed in this FSG.

### **What kind of financial services is your adviser authorised to provide to you and what kinds of financial products do these services relate to?**

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Essential Financial Solutions , is authorised by IFP to provide financial product advice and to deal and arrange in relation to the acquisition, holding or disposal of financial products in the following classes, subject to the products being on the IFP Approved Product List:

- deposit and payment products such as term deposits and bank accounts
- government debentures, stocks or bonds
- sharemarket investments and securities
- investments in managed funds and managed investment schemes
- superannuation, retirement income stream (annuities and allocated pension), self-managed superannuation funds and rollover funds
- life insurance products
- margin lending products

Your adviser can also provide incidental advice related to the tax implications of the recommend strategy and/or product that are the subject of their advice. Your adviser may also provide an ongoing review service. As part of this service, your adviser can conduct a review of your personal situation and the previous advice provided to you and recommend changes if appropriate. Please note that Essential Financial Solutions is not authorised to provide any services on behalf of IFP other than the types or classes financial products listed above, and then typically only to the extent that the products are on the IFP Approved Product List.

## **How can you provide your adviser with instructions?**

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There are various ways in which you can provide instructions to your adviser, including face to face, in writing, by telephone, fax or other agreed means such as e-mail. We will advise you if any instructions need to be provided in writing.

## **What else can you expect to receive?**

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### ***Personalised advice to suit your needs***

Our advice is tailored to meet your individual situation. We do not use a “one size fits all” formula for our clients.

We will strive to provide the advice that we believe is in your best interest and most appropriate to assist you in achieving your aims and objectives. And as a smaller group we can adapt our services to meet your particular needs.

IFP is privately owned, with no ownership ties to any fund manager or financial institution. We are not required or influenced through ownership ties or associations to recommend or direct you towards any particular financial products.

To ensure advice is appropriate for your needs, we will ask you for personal information.

Of course you have the right not to divulge personal information but you should carefully consider any warnings we give you regarding possible consequences of us not having complete and accurate knowledge of your circumstances, needs and objectives.

### ***Comprehensive referral network***

We have referral arrangements with leading accountants and taxation experts as well as with finance, legal and insurance professionals.

### ***Clear and documented advice***

Where you request personal advice that addresses your specific circumstances, needs or objectives and it is our initial advice to you, it will be provided in a written Statement of Advice.

IFP takes your financial security seriously. As a consequence, IFP requires that all instructions provided by you need to be confirmed by you in writing. IFP will not normally act on telephone instruction unless such circumstances are supported by your written instructions. If you have any queries or uncertainty about this matter contact us immediately.

## About your Adviser

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Essential Financial Solutions Pty Ltd (Essential Financial Solutions) is a Corporate Authorised Representative number 288365 of Integrity Financial Planners Pty Ltd (IFP).

Any advice given to you by Essential Financial Solutions will be provided by a qualified person who is also an authorised representative of Essential Financial Solutions .

The following people are currently authorised by Essential Financial Solutions to assist you with financial planning advice:

**Joe Priccina** Authorised Representative No. 275056

Joe, before being a Financial Adviser worked in the Banking and Finance industry for over 16 years.

Joe has over 20 years experience in the Financial Services industry, providing advice based solutions to clients.

Joe has established and runs the Financial Planning area for Essential Financial Solutions since 2005.

Joe has completed his DIPLOMA OF FINANCIAL PLANNING in 2002.

Joe is a CERTIFIED FINANCIAL PLANNER (CFP) since 2002.

Joe is also a registered JUSTICE OF THE PEACE (NSW) since 1996.

Joe is authorised to provide financial services in all the areas that Essential Financial Solutions is authorised in.

Joe is committed to ongoing professional training and development.

Joe is a member of the Financial Planning Association of Australia (FPA) since 1998, and abides by their code of professional conduct and ethics.

No other person is authorised to provide financial services on behalf of Essential Financial Solutions.

## **How you pay for the financial services you obtain from us, and how we disclose IFP's remuneration and benefits**

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Our fees may be either a fixed rate fee or based on an hourly rate or a combination of both, and will be reflect the complexity of your personal situation and the time and effort in our work for you.

In terms of our fees, you may choose to pay the fees personally, or have the amount deducted from your financial products, if available.

IFP may obtain the following remuneration and benefits for the services we provide to you. Please note that all amounts include GST.

### ***Initial Consultation***

The initial consultation will include a discussion of your financial circumstances, needs, objectives and possible solutions to your financial challenges. Here we will agree on the services you wish for us to provide. This initial consultation is generally free of charge upon adviser discretion, and of no obligation.

### ***Written Recommendations***

If it is agreed that we will prepare a written Statement of Advice, a fee will apply. The cost for preparing your Statement of Advice will be based on the advice complexity and time required in preparing your strategy and the advice. This fee to be agreed on prior to commencing our report with all other relevant cost fully documented.

Depending on the type of advice provided and the strategies involved, our minimum initial advice fee for personal advice requiring a Statement of Advice for a single strategy can commence from \$1,100 to \$2,200. More than 2 strategies from \$2,200 to \$3,850. Comprehensive advice from \$3,850 to \$8,800 with Complex advice to be as quoted depending upon your situation and advice needed.

Our agreed fees may be more (or less) based upon adviser discretion, depending upon your circumstances and the complexity of the advice given, plus the number of issues and strategies you request advice on.

If in developing your financial plan, we identified that you have a complex situation that requires extensive planning and development, our initial advice fee will change. In all cases we will provide you with an upfront quote of the amount payable before we proceed with developing your financial plan.

Our initial advice fee covers our costs including researching and preparing your financial plan.

Before providing you with initial advice our fee will be agreed upon prior to commencing any further work on your behalf, and if proceeding will be disclosed in our report with all other relevant cost fully documented.

### ***Implementation of Recommendations***

Should you decide to proceed with the advice/recommendations in the Statement of Advice we will charge a fee for implementing the advice. This fee may be up to 4.4% of the value of funds invested upon adviser discretion, for example \$440 on \$10,000.

This fee is dependent upon the products we implement on your behalf and implementation costs can vary depending upon the complexity of the implementation and the estimated time taken to complete the implementation. We will always provide you with an estimate of the implementation costs at the time of presenting a Statement of Advice (SoA).

### **Ongoing Advice and Review**

Once your financial products have been acquired, you may instruct us to provide you with ongoing services, or periodic reviews of the portfolio. We charge a fee for ongoing advice and reviews or both.

This fee will normally be up to 1.1%pa of all included investments plus a minimum fee of \$1,650pa for our basic level of service and \$3,630pa for more complex clients.

Our ongoing service fees quoted are subject to adviser discretion and may vary, depending upon your situation and complexity. Our ongoing advice agreement will set out what our ongoing advice & services will cover, your payment method and how much it will cost.

Where ad hoc advice is required, or a client is not part of our ongoing service arrangement, fees to be paid at current hourly charge rate and agreed before any work commenced.

### **Additional Services**

From time to time we may be able to assist you with other services. The most common such service is the assistance with Self Managed Super Funds (SMSF), Aged Care, Estate Planning and Centrelink related issues and paperwork, with our fee agreed prior to any work commenced.

### **Life Insurance Framework Reforms**

Under the Life Insurance Framework Reforms (effective as at 1<sup>st</sup> January 2018), grandfathering arrangements may apply in certain circumstances. This means for all policies that were in place prior to 1<sup>st</sup> January 2018, the rate of ongoing commission that was applicable at the time that the policy was issued, will continue to apply for the life of the policy. The grandfathering arrangement may also apply to policies issued after 1<sup>st</sup> January 2018, where you (as the client) exercise an option to establish new or additional cover under your pre-LIF policy or to fix an administrative error on your pre-LIF policy.

The relevant commissions applicable to your insurance policies will be disclosed to you in your advice document and can range as follows:

<b>Policy Issue Date</b>	<b>Initial Commission (based on annual policy cost less policy fees and stamp duty) Worked example based on \$1,000 initial premium</b>	<b>Ongoing Commission (based on annual policy cost less policy fees and stamp duty) Worked example based on \$1,000 annual premium</b>
Prior to 1 January 2018 (or prior to 1 April 2018 if application was received prior to 1 January 2018)	0 – 143% or up to \$1,430	0 – 33% or up to \$330 per annum
1 January 2018 to 31 December 2018	0 – 88% or up to \$880	0 – 22% or up to \$220 per annum
1 January 2019 to 31 December 2019	0 – 77% or up to \$770	0 – 22% or up to \$220 per annum
From 1 January 2020	0 – 66% or up to \$660	0 – 22% or up to \$220 per annum

### ***Conflicted remuneration and non-conflicted remuneration***

From 1 July 2013 the new “Future of Financial Advice” legislation (FOFA) came into effect, which prohibits IFP and its representatives from accepting “conflicted remuneration”, subject to certain exceptions. “Conflicted remuneration” is any benefit, monetary or non-monetary that could reasonably be expected to influence the choice of financial product recommended or the financial product advice. This includes commissions, bonuses and rebates, and most volume-based benefits, but there are some exceptions, such as certain levels of remuneration related to life insurance risk products.

Under FOFA laws, IFP and your adviser may continue to receive such remuneration where the current and future remuneration of this type relates to arrangements and transactions that were entered into prior to 1 July 2013.

### **Who has an interest in these services?**

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Product providers or managers may deduct management and administration fees from the products recommended by IFP. Such fees must be disclosed by the product providers in their Product Disclosure Statement.

Fees paid by you for our services and commissions and brokerage paid by product providers or intermediaries, shall be paid to IFP. These amounts shall be paid by IFP to Essential Financial Solutions.

Essential Financial Solutions pays a fee to IFP for the provision of services in its capacity as an Australian Financial Services Licensee.

Essential Financial Solutions is a privately owned company. Joe Priccina is an employee and a shareholder of Essential Financial Solutions and receives a salary, plus will benefit from any profits earned by Essential Financial Solutions.

Neither you nor IFP pays your adviser directly.

IFP also maintain a register of any potential Conflicts of Interest that we may have. A copy of the IFP Conflicts of Interest register can be made available to you, upon your request.

### **Other benefits we may receive**

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IFP and its representatives may receive other benefits from product suppliers. These may include attendance at functions, conferences and training sessions provided by product suppliers. If applicable such benefits shall be disclosed in the Statement of Advice and recorded in IFP's register of Alternative Benefits outlining any such benefits that may be received.

### **Will anyone be paid for referring me to IFP or my adviser, or will IFP or my adviser pay anyone a referral fee?**

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Essential Financial Solutions does not have any current referral arrangements.



## Resolving a complaint or concern

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If you have a concern about services provided by Integrity Financial Planners or any of our representatives we will try and resolve your issues quickly and fairly. To allow us to do so you will need to take the following steps.

1. Contact IFP's Compliance Manager and provide them details of your concerns and complaint. IFP is required to reply to any complaints, concerns, allegations or queries that you have within 45 days of the receipt of your correspondence.

The Compliance Manager  
Integrity Financial Planners  
PO Box 1140, CROYDON, VIC 3136  
Phone: (03) 9723 0522  
compliance@iplan.com.au

2. If the outcome of your correspondence with the Compliance Manager is not to your satisfaction, you may lodge a complaint in writing with the Australian Financial Complaints Authority (AFCA).

AFCA is a new external dispute resolution (EDR) scheme (operational from 1<sup>st</sup> November 2018) to deal with complaints from consumers in the financial system. It is operated by a not-for-profit company limited by guarantee authorised by the responsible minister. AFCA will undertake an independent review of your concerns.

Australian Financial Complaints Authority  
GPO Box 3, Melbourne Vic 3001  
Phone: 1800 931 678

Further information regarding the Australian Financial Complaints Authority is available from [www.afca.org.au](http://www.afca.org.au)

## Professional Indemnity Insurance

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IFP currently holds professional indemnity insurance for activities conducted in accordance with our AFS Licence. The insurance policy terms are generally consistent with section 912B of the *Corporations Act 2001*. Subject to the terms and conditions of the policy, the professional indemnity insurance extends to cover claims made in relation to the conduct of representatives and employees of the Licensee including those who may no longer work for the Licensee (but who did at the time of the relevant conduct).

## Your Privacy

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IFP respects your privacy. A copy of our Privacy Statement is available from our website [www.iplan.com.au](http://www.iplan.com.au) or alternatively you can obtain a copy by calling us or asking for a copy from a staff member in our office.