



## PETER HAYES & ASSOCIATES

CHARTERED ACCOUNTANT

### FINANCIAL SERVICES GUIDE

#### Peter Kenwick Weaver Hayes

Date: 24 June 2019

This Financial Services Guide (**FSG**) is provided by: Peter Kenwick Weaver Hayes trading as Peter Hayes & Associates ABN 64 566 917 142 AFSL No. 484815 (**Peter Hayes & Associates, we or us**).

Employees of Lewhayes Pty Limited ACN 008 128 185 as trustee for the Hayes Family Trust ABN 40 920 421 025, being the service trust established for Peter Hayes & Associates and controlled by Peter Kenwick Weaver Hayes, have been authorised to provide financial services on behalf of Peter Kenwick Weaver Hayes under AFSL No. 484815.

#### Purpose of FSG

This FSG sets out key information about the financial services we may provide to you. It also sets out information about your rights with respect to the financial services we provide.

We strongly recommend that you read and understand this FSG before you engage us to provide you with any financial services. If you have any questions, please contact us.

#### Documents you may receive

If we provide you with personal financial advice, we will provide that advice to you in a statement of advice (**SOA**). The SOA will contain, the basis upon which we provide the advice, and specific information about the remuneration we receive.

We may also record our advice through preparing a record of advice (**ROA**) in some circumstances instead of providing you with a SOA. If you have not been provided with the ROA, you may request a copy of it free of charge at any time within 7 years after the advice was provided to you, by contacting us.

If we provide you with advice to establish a self-managed superannuation fund (**SMSF**) or commence a pension or arrange for those services to be provided to you, we will ensure that you are provided with a product disclosure statement (**PDS**) unless we are satisfied that you have already received or have access to all of the information that would have been contained in the PDS. The PDS is provided on behalf of the insurer, or provider of the financial product and is designed to provide you with information to make an informed decision about whether to acquire an interest in the SMSF. The PDS will include details about the significant risks and benefits, costs, charges and other significant characteristics or features of the SMSF.

If you enter into an ongoing arrangement with us, you will receive a fee disclosure statement each year and a renewal notice every two years.

#### Financial services we provide

We hold a limited AFSL which authorises us to:

- provide financial product advice on self-managed superannuation funds (**SMSF**).
- provide financial product advice on your existing superannuation products, but only to the extent required for:
  - making a recommendation that you establish a SMSF; or
  - providing advice to you on contributions or pensions under the superannuation product.
- deal (issue, acquire, dispose) or arrange to deal in a SMSF.
- provide class of product advice with respect to:
  - superannuation products;
  - securities;
  - simple managed investment schemes;
  - life risk insurance products; and
  - basic deposit products.

Class of product advice allows us to consider your personal circumstances in determining the appropriate kind of financial product that is suitable to you. However it does not allow us to recommend any particular financial product.

#### How can you provide us with instructions?

You can give us instructions by phone, email or any other means that we agree with you from time to time.

#### Who do we act for?

As an AFSL holder, we act on our own behalf when providing you with financial services. We are independent, and are not aligned with any product issuer or re-seller.

#### Fees and charges

##### General advice

We will charge you a fee for any general advice we provide to you. That fee may either be a fixed fee or based on the amount of hours it takes us to prepare and provide you with the general advice. Details of these fees will be provided to you in an engagement letter or fee disclosure statement.

You may request particulars of these fees within a reasonable time after receiving this FSG, but before you are provided with any general advice.

### *Personal advice*

We will charge you a fee for any personal advice we provide to you. That fee may either be a fixed fee or based on the amount of hours it takes us to prepare and provide you with the personal advice. These fees will be included in the SOA or ROA which will be provided to you.

We do not receive any commissions from product issuers or re-sellers.

Our advisers do not receive any commission payments. They are paid a salary which does not change depending on the amount of financial services they have provided.

### *Ongoing*

If you enter into an ongoing service arrangement with us, we will charge you a yearly fee. This will be disclosed in the SOA or ROA, engagement letter or fee disclosure statement.

### *Accounting*

Peter Hayes & Associates may charge you additional fees, which arise as a result of:

- the implementation of any advice we provide you; or
- the implementation of any 'execution only' instructions that you provide to us.

This may include fees for preparing SMSF establishment documents, or ongoing audit or compliance fees in relation to a SMSF. These fees are not related to the financial services we provide you, and will either be a fixed fee or based on the amount of hours it takes us to prepare the necessary documentation. These fees will be set out in the engagement letter you enter into with Peter Hayes & Associates.

We provide and/or receive referrals for certain financial services but do not pay nor/or receive benefits for these referrals.

Please contact us if you require any further information about how we or our advisers are remunerated.

### **Associations**

We are required to disclose any associations or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide to you. No such associations or relationships exist. If such associations or relationships do come into existence, we will disclose to you in writing.

### **Complaints**

We are fully committed to providing quality financial services. However if you are unhappy with our services, we have an internal complaint process to deal with your concerns.

#### *Step 1*

Please contact us if you have any complaints with respect to our financial services. Please provide us with as much information about the complaint as you can. We will then attend to your complaint, and may contact you for more

information. Once we have enough information, we will endeavour to resolve your complaint in 5 business days.

#### *Step 2*

If you are not happy with the outcome, you may request that our compliance officer review your complaint and our proposed resolutions. The compliance officer may contact you for more information. The compliance officer will contact you with his or her decision.

#### *Step 3*

If you are still not satisfied with the decision or we do not respond to you within 45 days after you make the initial complaint, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Telephone: 1800 931 678 (free call)  
In writing to: Australian Financial Complaints Authority  
GPO Box 3, Melbourne, VIC 3001

You may only contact AFCA once you have followed the procedure above.

### **Compensation arrangements**

We hold professional indemnity insurance in respect of our financial services which complies with the *Corporations Act 2001* (Cth). The professional indemnity insurance covers all of the financial services you are provided, even if they were provided by a person who is no longer our adviser.

### **Conflicts of interest – SMSF establishment**

We have obligations under the *Corporations Act 2001* (Cth) and APES 110 to manage the conflicts of interest that arise in the provision of our services. If we recommend the establishment of a SMSF, then a potential conflict of interest arises because by recommending that you establish a SMSF, you may engage us to undertake additional services (i.e. accounting and audit) associated with the ongoing administration of the SMSF.

An estimate of what those services will cost will be included in the Statement of Advice. If you would like to discuss this with us, please contact us on (08) 8373 3155 or email us at [peterhayes@peterhayesandassociates.com.au](mailto:peterhayes@peterhayesandassociates.com.au).

### **Further Information**

If you have any further queries about our financial services, please do not hesitate to contact us.

### **Contact us**

Peter Hayes & Associates  
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Telephone (08) 8373 3155  
[peterhayes@peterhayesandassociates.com.au](mailto:peterhayes@peterhayesandassociates.com.au)