



Financial Services Guide (FSG) [Part 2: March 2022]

Lack of Independence Disclosure Notice

We can't call ourselves independent. Here's why. The law makes it very difficult for most advisers to say they are independent, unbiased or impartial, even if they are not in any way linked to a financial product provider (like a bank).

If, for example, an adviser gets paid a commission to help a client arrange some insurance they are automatically prohibited from calling themselves independent. Most advisers who receive those commissions charge their clients very little (if anything) for the advice or the help they provide putting a policy into place. From time to time we receive these commissions.

So although we always put your interests before ours when giving advice we cannot (by law) call ourselves independent, unbiased or impartial.

Our Licence

Blue Summit Financial Solutions Pty Ltd (ABN: 24 117 603 773) holds an Australian Financial Services Licence (AFSL: 412370) and is the trustee of the Blue Summit Unit Trust, trading as Blue Summit Financial Solutions (ABN 25 166 817 380). Ben Graham is the Director and a Representative of the business.

Purpose and content of this FSG

- To help you decide whether to use the service we provide
- To explain how we are remunerated, and
- To outline how we resolve complaints in the unlikely event that they arise

What we may provide you

As part of our service to you, we may prepare a **Statement of Advice (SOA)**, or **Record of Advice (ROA)** and possibly provide you with one or more **Product Disclosure Statements (PDS)**. When we prepare a SOA, we will always provide you with a copy. Where a ROA is prepared, we will keep a copy in our files and you are free to request a copy up to 7 years after the date of that record's creation.

The service / products we are licensed to advise on

- Superannuation
- Retirement planning
- Managed funds
- Direct shares
- Investment portfolios
- Personal insurance

How we are paid

We charge a flat fee by negotiation for the preparation and presentation of a Statement of Advice. If we recommend personal insurance to you, such as life insurance, we will be paid a commission from the insurance company we recommend. The exact commission we receive will be disclosed to you in writing in the Statement of Advice.

Who we act for when providing our service

We act for **you** as our client and **not** for any product issuer or financial institution. We are not owned by, nor associated with, any financial institution. We do not receive *volume bonuses* or other *hidden payments* for recommending certain products. Any payment we receive will be disclosed in writing in the Statement of Advice we provide you.

How you can provide us with instructions

We are happy to receive your instructions via e-mail or regular mail.

Referral arrangements

We **do not** have any remunerated referral arrangements with any party. From time to time, we may offer a gift to a referrer as a thank you.

Conflicts of interest

We do not believe we have any conflicts of interest to declare. From time to time we may receive support in the form of training / educational presentations from various institutions. This support is not contingent on us placing business with any such institution.

External Dispute Resolution Scheme

In the unlikely event that you are not satisfied with the service we provide you, we have a formal dispute resolution process that we follow:

1. Make an appointment with us to discuss your concern in person and give us the opportunity to resolve it together.
2. Where this does not resolve the situation, put your concern in writing and post it to:
Mr Ben Graham
Director, Blue Summit Financial Solutions
PO Box 185 Gymea NSW 2227

We will acknowledge your complaint within 24 hours of receipt. We will strive to resolve the situation within 30 days.

3. If you still have concerns, we are a member of the Australian Financial Complaints Authority (AFCA), an ASIC approved External Disputes Resolution scheme. You may contact AFCA as follows:

Phone: 1800 931 678
Post: GPO Box 3, Melbourne Vic 3001
Web: www.afca.org.au

Compensation arrangements

We believe we have put in place compensation arrangements (via maintenance of professional indemnity insurance and adequate financial provision for any policy excess) that are adequate when considering the size, nature and complexity of our business. We believe that these arrangements are sufficient for the purpose of meeting our compliance obligations under section 912B of the Corporations Act.

How we protect your privacy

The privacy of your personal information is important to us. We have systems and processes in place to protect your privacy. We need to collect personal and financial information to administer our client relationships and provide you with appropriate products and services.

For example, we may need to provide information to fund managers, platform operators and so on. Unless you tell us you do not want us to send you information on products and services, we may use your personal details to send you information on our products and services. We will not “sell” your information to third parties.

A copy of our detailed policy on Privacy can be supplied at no charge upon request.