

A step by step guide to obtaining advice

Your financial freedom

At MyLife MyAdvice, we help you achieve financial freedom. This Financial Services Guide tells you what we do and the services we offer so you can make an informed decision about the benefits of receiving professional advice from our financial planners.

About us

CSF Financial Services Pty Limited (ABN 38 100 468 200), trading as MyLife MyAdvice, is a financial planning company that is wholly owned by CSF Pty Limited (ABN 30 006 169 286), the Trustee of the MyLifeMyMoney Superannuation Fund (ABN 50 237 896 957). CSF Pty Limited has been issued with an Australian Financial Services (AFS) Licence (AFSL 246664), which authorises it to provide you with general and personal advice about superannuation products. MyLife MyAdvice, and its financial planners, act as Authorised Representatives under the terms of this AFS Licence (Corporate Authorised Representative No. 248127).

In this Financial Services Guide (FSG), CSF Pty Limited and the MyLifeMyMoney Superannuation Fund are together referred to as “the Fund”, and MyLife MyAdvice is referred to as “we”, “our” or “us”.

This FSG has been prepared to comply with the licensing requirements of the Corporations Act 2001 and includes information to help you decide whether to use the financial services available through MyLife MyAdvice, such as the types of financial products and services we are authorised to provide to you, our fees and charges, how our representatives are remunerated, and your rights if you have a complaint. CSF Pty Limited has authorised the distribution of this Financial Services Guide.

Our qualified financial planners can help you

- Set your financial goals to give you the lifestyle you want
- Plan for a comfortable retirement
- Protect yourself and your family with personal insurance
- Manage debt more effectively
- Minimise the amount of tax you pay
- Understand age pensions and other social security issues
- Understand estate planning issues.

Specialist product advice

The Fund has authorised us to provide financial product advice and deal in the following financial products:

- Deposits
- Managed investments
- Retirement products including superannuation and account based pensions
- Life and income protection insurance.

Although we cannot provide a service to buy or sell securities, we can refer you to a stockbroker to assist you if required.

Our advisory services

Our Authorised Representatives can provide you with both personal and general advice on a wide range of products from leading financial institutions on our Approved Product List. This list is constantly monitored and we add or remove products from time to time, as appropriate. A copy of the Approved Product List is available on request.

General Advice

We offer a range of general advice and educational services to members of the Fund through our Financial Planning team. These services give members an opportunity to receive general advice about the Fund, issues relating to superannuation, investment options, retirement options, and other related matters such as social security and estate planning. We also provide factual information in relation to members’ accounts and in response to queries members may have from time to time.

These services are offered through seminars and online tools and calculators, as well as over the phone or face-to-face.

These services do not provide tailored recommendations which take into account your needs and objectives, nor do they consider what may be best for your individual circumstances. In using these services, you should consider the appropriateness of the advice, with regard to your objectives, financial situation and needs, before acting on the advice.

Personal Advice

Our Authorised Representatives are able to provide you with personal advice which takes into account your objectives, financial situation and needs. We will only recommend products to you after considering their suitability for your particular circumstances.

Our Authorised Representatives can provide you with personal advice on a range of issues including:

- Retirement planning
- Centrelink
- Superannuation
 - Consolidating accounts
 - Salary sacrifice
 - Personal contributions
- Investment choice
- Investment advice
- Estate planning
- Managing debt
- Aged care
- Insurance

This advice is generally provided face-to-face.

Documents that you may receive (Personal Advice)

Statement of Advice

Whenever we provide you with personal advice, we will give you a Statement of Advice (SoA). The SoA (commonly referred to as a financial plan) contains the personal advice and recommendations, the basis on which they have been given, the risks associated with the advice, and information about fees and costs.

Record of Advice

If you have previously received personal advice from us in the form of a SoA and we provide further advice which relates to that advice and your personal circumstances have not significantly changed we may provide the further advice to you in the form of a Record of Advice (RoA).

You may request a copy of the SoA or RoA at any time up to 7 years from the date you were given the further advice. You can request the RoA by contacting us in writing or by telephone or by email.

Product Disclosure Statement

A Product Disclosure Statement (PDS) contains important information about the features, risks, benefits, terms and conditions, and costs of the investment or policy we have recommended within the SoA.

When investing in a product or taking out an insurance policy, it is important that you read the PDS to help you make an informed decision prior to completing an application form contained within the relevant PDS.

Who will be responsible for the advice given to you?

MyLife MyAdvice is a Corporate Authorised Representative (CAR 248127) of CSF Pty Ltd. When providing you with the range of services we offer, our Authorised Representatives are at all times acting on behalf of The Fund.

An adviser profile for your Authorised Representative is attached to this FSG.

Our fees and charges

The licensee, CSF Pty Limited, receives all fees and then passes those fees to MyLife MyAdvice.

General Advice

You will not incur a direct fee for using the general advice services. The cost of providing these services is included in the fees charged for membership of the Fund. We do not charge any additional fees or obtain any commissions for the advice provided.

Personal Advice

We will agree with you upfront about what fees you will pay before we provide any services. The fee that you will be charged will depend upon the level of complexity of the advice that you require and taking into account the time required to gather and consider information about you, determine your financial needs, perform research, prepare your Statement of Advice and assist you in implementing any recommendations.

The cost of a Record of Advice will usually be between \$240 and \$960 (exclusive of any applicable GST).

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We also offer ongoing advice services such as a Review Service. Fees for review services are based on an hourly rate of \$240 (exclusive of any applicable GST). Any additional costs for further work that is required as a result of a review meeting will be discussed and agreed with you prior to any work being undertaken.

How do I pay for financial advice?

If you are a member of the Fund and the advice you have received relates to superannuation, the fee can be deducted directly from your superannuation or pension account. In these instances, the financial advice is not subject to GST and you may be entitled to a tax benefit provided by the Fund that may reduce the net amount that is debited to your superannuation account. The income tax benefit is not available to members who elect to have the fee deducted from their pension account.

The superannuation debit facility is not available on advice that is non-superannuation related or to clients who do not have a superannuation account with the Fund. In these instances, payment for financial advice must be made by cheque (made payable to CSF Pty Limited) and services are subject to GST.

Commissions

Neither CSF Pty Ltd nor MyLife MyAdvice are paid any commissions for any investment or life insurance product we recommend.

How are our authorised representatives paid?

Our Authorised Representatives are salaried employees of MyLife MyAdvice. No commissions, fees or volume related bonuses are paid to our Authorised Representatives for the services they provide to you or the recommendations they make.

Does MyLife MyAdvice have any relationships or associations that could influence the provision of our advisory services?

MyLife MyAdvice is a wholly owned company of CSF Pty Ltd. As part of this relationship, CSF Pty Ltd pays us an annual service fee and in return receives a range of services including member education seminars, general advice services relating to retirement and superannuation, employer support services, business development support, and general communication and marketing services.

MyLife MyAdvice may also receive other benefits from CSF Pty Ltd, such as subsidised expenses.

MyLife MyAdvice does not have any other relationships or associations with any other product issuers or service providers which could be expected to influence the provision of financial services provided under CSF Pty Ltd's AFS Licence.

What professional indemnity insurance arrangements are in place?

CSF Pty Ltd and MyLife MyAdvice have in place adequate arrangements, including professional indemnity insurance, to compensate you for loss or damage arising as a result of the breach or breaches of any relevant legislative obligations by CSF Pty Ltd or its Authorised Representatives.

CSF Pty Ltd's policy covers the actions of directors, officers and representatives of CSF Pty Ltd, including the actions of former employees and representatives who, subsequent to these actions, have ceased to be employed by, or act for, CSF Pty Ltd, as well as the advisory services offered by MyLife MyAdvice and its Authorised Representatives.

Respecting your privacy

The privacy of your personal information is important to us. We collect and maintain your personal information to ensure that we are able to provide you with advice on products and services most appropriate to your needs. We also maintain a record of any recommendations made to you for a period of no less than seven years. In order to best service your needs, our Authorised Representatives may need to disclose your personal information to other parties, such as product issuers and life companies.

As part of our continuing commitment to client services and the maintenance of client confidentiality, we have adopted the Privacy Principles as set out in the current privacy legislation. If you require more details, please read our privacy statement which is available upon request from info@mylifemyadvice.com.au.

If you have a complaint

We want to give you the best possible advice and service. If you have a complaint about the service provided to you, please contact:

The Complaints Officer
MyLife MyAdvice
PO Box 333
Collins Street West, VIC 8007

Phone: 1300 963 720
Email: info@mylifemyadvice.com.au

Advisory Services Complaints

Where your complaint relates to our advisory services and you are not satisfied with the way your complaint is handled, or with its resolution, or you have not received a response from us within 45 days, you can contact the Financial Ombudsman Service (FOS) and request that they investigate the complaint on your behalf. This service is available to you free of charge but may only be used once you have made use of our own complaints handling process.

To find out whether FOS can handle your complaint and the type of information you need to provide, you can contact it as follows:

Financial Ombudsman Service
GPO Box 3
Melbourne, VIC 3001

Phone: 1300 780 808
Email: info@fos.org.au
Website: www.fos.org.au

Super Accounts Complaints

Where your complaint relates to your super account and, if after 90 days, you are not satisfied with the way your complaint is handled, or with its resolution, you may be able to take your complaint to the Superannuation Complaints Tribunal (SCT).

The SCT is an independent body established by the Federal Government to assist members or their beneficiaries to resolve certain superannuation complaints. The SCT may be able to assist you to resolve your complaint but will only become involved after you have made use of the Fund's own complaint handling process. The service is free of charge and in cases where the SCT is required to make a determination, it will be binding on the Fund.

To find out whether the SCT can handle your complaint and the type of information you need to provide, you can contact it as follows:

Superannuation Complaints Tribunal

Locked Bag 3060
Melbourne, VIC 3001

Phone: 1300 884 114
Email: info@sct.gov.au
Website: www.sct.gov.au

Privacy Complaints

Where your complaint relates to the handling of your personal information, you may be able to take your complaint to the Office of the Australian Information Commissioner (OAIC).

To find out whether the OAIC can handle your complaint and the type of information you need to provide, you can contact it as follows:

Office of the Australian Information Commissioner

GPO Box 5218
Sydney NSW 2001

Phone: 1300 363 992
Email: enquiries@oaic.gov.au
Website: www.oaic.gov.au

Contacting us

Detailed information on MyLife MyAdvice is readily available on request through our Helpline 1300 963 720 and via email info@mylifemyadvice.com.au.