



Financial Services Guide

Licensee:

Profusion Advisory Group Pty Ltd

AFSL 506425

This Financial Services Guide (FSG) is authorised for distribution by Profusion Advisory Group.

Authorised Representatives:

Profusion Planning Pty Ltd

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Tynaya Letiza (ASIC# 1311685)

The Authorised Representatives act on behalf of Profusion Advisory Group who is responsible for the services that they provide. Tynaya is currently completing her professional year under the supervision of Brendon Read.

Contact Details

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www.profusionplanning.com.au

Why am I receiving this document?

This FSG will help you decide whether to use the services offered. It contains information about:

- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

In this document 'we' refers to Profusion Planning and Your Financial Adviser.

Lack of Independence

Profusion Planning is not independent, impartial or unbiased because we receive a commission for advice on life insurance policies. In all other advice areas, we charge a fee for our advice services and do not receive commissions or other payments from product providers.

Profusion Advisory Group

Profusion Advisory Group Pty Ltd holds an Australian Financial Services License which has been issued by the Australian Securities and Investments Commission (ASIC).

Profusion Advisory Group is required to comply with the obligations of the Corporations Act and the conditions of its license. This includes the need to have adequate compensation arrangements in place with a Professional Indemnity insurer for the financial services that it and its current and past representatives provide.

What services do we provide?

We are authorised to provide personal advice and dealing services in the following areas:

- Superannuation and SMSF
- Retirement planning
- Portfolio Management
- Managed Investments
- Securities (direct shares)
- Personal risk insurance
- Aged Care
- Budget and cash flow management
- Estate Planning
- Standard margin lending facilities[#]

[#]Brodie Martin, Ben Coombe, Gavin Smith and Tynaya Letizia are not authorised for margin lending.

The financial advice process

We recognise that the objectives and personal circumstances of each client are different and what is right for one client may not be right for another.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interests.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice (SoA) which you can take away and read.

The Statement of Advice will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

For administration platforms, managed funds and personal risk insurance products we will provide you with a Product Disclosure Statement. This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we recommend.

You can provide instructions to us in writing, via phone or via email.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice, it will be documented in a Record of Advice (RoA) which we retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

Fees

As part of providing detailed financial planning services, certain costs are applicable. Before making any recommendations, we will discuss and agree our fees with you.

All fees for our services are inclusive of GST and are payable to Profusion Planning.

1) Initial Meeting

A fee of \$330 may be payable on the day of your initial consultation. The consultation is generally 90 minutes in length.

2) Strategy and Analysis Meeting

A fee of \$990 is payable if you would like to proceed to a strategy meeting. The fee covers information gathering & research, analysis of your situation and the strategy meeting itself. This fee will be credited against the Statement of Advice Preparation fee if you proceed to a Statement of Advice.

3) Statement of Advice Preparation Fee

Our initial advice fees include meeting with you, the time we take to determine our advice and the production of the SOA.

They will be based on the scope and complexity of advice provided to you. We will agree the fee with you before providing you with advice.

The implementation of the initial Statement of Advice will include a complementary 12-week implementation service. Further implementation is included in Annual Service Agreement or may be paid monthly at \$330 per month.

4) Annual Service Agreement Fees

Our annual service agreement fees will depend on the service agreement we have agreed upon. The annual fee will be a fixed fee for service. Our fees and services will be set out in the annual service agreement we agree with you.

Insurance Commissions

Profusion Planning may receive a one-off initial commission when you take out an insurance policy we recommend. We may also receive a monthly or quarterly commission payment for as long as you continue to hold the policy.

Other Benefits

We may also receive additional benefits by way of sponsorship of educations seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Associated Services

We may refer you to Profusion Finance for mortgage broker services. Profusion Advisory Group own 100% of Profusion Finance.

Adviser Remuneration

Brad Dudumas, Brendon Read, Brodie Martin, Ben Coombe and Stephen Horsten are directors and owners of the practice. They are paid a salary based on their contribution to the practice. They also share in the profits of the practice. Gavin is an employee of the practice and is paid a salary. Gavin & Tynaya may receive a performance bonus based on a balanced scorecard and the total profit of the practice.

Making a Complaint

We endeavour to provide you with the best advice and service at all times. If you are not satisfied with our services, then we encourage you to contact us. Please call us or put your complaint in writing to our office.

If an issue has not been resolved to your satisfaction, 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

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

Inwriting to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Your Privacy

We are committed to protecting your privacy. We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information. Our Privacy Policy is available on our website or upon request.