



FINANCIAL SERVICES GUIDE

Banyan Securities | AFSL 484 139

Version 3 | Effective 01 July 2021

Part 1





PURPOSE

This **Financial Services Guide** (FSG) explains the financial services and advice provided by Banyan Securities and your Financial Adviser (Adviser), who is an authorised representative of Banyan Securities. The FSG provides information on what to expect during the financial advice process including the types of documents you are likely to receive, how we manage privacy, related parties and potential conflicts of interests, and how we manage complaints.

This FSG should be read in conjunction with the **Adviser Profile**. The Adviser Profile contains important information about your Adviser including relevant authorised representative number, qualifications, experience, areas of authorisation, how they get paid and fees that you may be charged. If you have not received an Adviser Profile, please ask your Adviser for a copy, or contact us directly.

This document has two parts being this part and the “Adviser Profile”. Both parts should be read in conjunction to give you a full understanding of the services being offered.

NOT INDEPENDENT

Banyan Securities may receive commissions associated with the issue of life insurance products.

An associated entity, Pearl Funds Management, issues and distributes the financial products and Banyan or an associated entity may receive benefits from this arrangement.

For these reasons, we do not represent ourselves as independent, impartial or unbiased.

Please refer to the ‘Remuneration’ section for more information.

HOW TO CONTACT US

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ABN 79 609 452 226

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INFORMATION ABOUT BANYAN SECURITIES PTY LTD

Banyan Securities is a privately owned company. Banyan Securities Pty Ltd holds an Australian Financial Services Licence (number 484139) issued under the Corporations Act 2001 (Corporations Act). Banyan Securities provides financial planning services through its financial advisers and their financial planning practices. Banyan Securities financial advisers are authorised representatives of Banyan Securities Pty Ltd under the Corporations Act.

Your financial adviser may be an employee of a financial planning practice, which may also be a Corporate Authorised Representative of Banyan Securities. These relationships will be explained to you in more detail in the Adviser Profile part of this FSG. When authorised financial services are provided to you by Banyan Securities financial advisers and their financial planning practices, they are provided to you on behalf of Banyan Securities

FINANCIAL SERVICES AND PRODUCTS PROVIDED BY BANYAN SECURITIES

Banyan Securities can offer the following services and products. Your Adviser's specific authorisations are included within their personalised Adviser Profile.



Superannuation and Retirement Planning

- Personal Superannuation
- Corporate Superannuation
- Industry and Public Sector Superannuation
- Pensions and Annuities
- Self-Managed Superannuation
- Centrelink / Veterans' Affairs Assistance
- Aged Care



Wealth Creation and Investments

- Cash and Term Deposits
- Investment Bonds Issued by a Government
- Managed Investments (including investor directed portfolio services;
- Exchange Traded Products
- Listed Securities (Shares and other products)
- Derivatives
- Debentures
- Standard Margin Lending Facilities
- Gearing



Wealth Protection

Term Life Insurance
Total and Permanent Disability (TPD) Insurance
Trauma Insurance
Income Protection Insurance
Business Insurance



Other Financial Planning Services

Budgeting and Cashflow Management
Debt Management
Estate Planning Assistance
Ongoing review services
Transaction/execution only services

FINANCIAL SERVICES AND PRODUCTS THAT ARE NOT PROVIDED BY OR ON BEHALF OF BANYAN SECURITIES

Your adviser is only authorised to provide the services outlined in the Adviser Profile in their capacity as an authorised representative of Banyan Securities and is not authorised to provide any other services or any other products on behalf of Banyan Securities as an authorised representative or as an agent or in any other capacity (i.e. as an employee or contractor). Examples of products and services that are not authorised include:



Services & Products Not Provided

Products that are not on Banyan Securities Approved Product List
or have not otherwise been approved by Banyan Securities

Accounting services

Legal advice

Mortgage origination services

General insurance services

Direct property services (including advice and other services
in relation to the sale and purchase of real property)

Options and Warrants

Gold bullion and other precious metals advice

Foreign exchange advice

Advice on collectables, including art

THE ADVICE PROCESS AND DOCUMENTS YOU MAY RECEIVE

Your Adviser will guide you through the advice process. This includes the following steps:



Engagement and Discovery

In the initial stages of the advice process your Adviser will work with you to define your financial goals and objectives, and gather relevant information required to provide you appropriate advice.

Your Adviser will generally collect relevant information within a **Client Fact Find** and file notes. You can expect to be asked questions related to your income, expenses, assets, liabilities, insurances and superannuation. It is important that you provide accurate information and keep your Adviser informed of any changes to your relevant circumstances. Your Adviser will ask you to consent to your personal information being collected and stored. Please refer to the 'Privacy' section for more information on how we manage your privacy.

Where your goals relate to investment or superannuation advice your Adviser will also work with you to define your level of risk tolerance. A **Risk Profile Questionnaire** may be used to document and agree upon your level of risk tolerance.

Your Adviser may also use an **engagement document** to define the arrangement with you, and the fees that may apply.

Your Adviser will also need to verify your identity to comply with Anti-Money Laundering and Counter Terrorism Financing laws.



Strategy and Personal Advice

After obtaining relevant information, your Adviser will conduct research and develop a strategy to assist you to meet your goals and objectives. The strategy is typically developed utilising specialised financial planning software.

Where personal financial product advice is being provided, the strategy will be documented in a **Statement of Advice**. The Statement of Advice will include amongst other things, the basis of the advice, explanation of the strategies and products recommended and relevant disclosures including costs of advice and products. The Statement of Advice includes an authority to proceed section where you can consent to proceed with the recommendations.

Where a financial product has been recommended, you will generally be provided with a copy of the relevant **Product Disclosure Statement (PDS)**. The PDS includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).



Implementation

Where you elect to proceed with the recommendations your Adviser will work with you to implement the strategy. This may include liaising with various insurance, superannuation, or investment product issuers.

Where the recommendations include the purchase of a new financial product, your Adviser will work with you to complete the relevant **Product Application Form**. This may be online, or paper based.

Where the recommendations include the purchase of an insurance policy, you may also need to complete a **Health Questionnaire**. This could be online, paper-based or over the phone. It is important to disclose any health or personal matters truthfully. Failure to disclose certain matters may result in a claim being denied.



GENERAL ADVICE

Your Adviser may provide you with general advice that does not consider your personal circumstances, needs or objectives. Your Adviser will give you with a warning when they provide you with general advice. You should consider whether you need personal advice which takes into account your individual situation before you make any decisions.

FURTHER ADVICE

Depending on your relevant circumstances, you may require further advice such as adjustments to superannuation contributions, insurance benefit amounts, or a review of your strategy.

Further advice can generally be documented in a **Record of Advice** and relevant file notes. In some instances, a Statement of Advice may be required. You may request, in writing, a copy of any advice document up to seven (7) years after the advice has been given.

An **Ongoing Fee Arrangement** may be utilised to formalise the ongoing services that your Adviser has agreed to provide for a fee.

Where you have entered into an ongoing fee arrangement for a period of greater than 12-months, you will receive a **Fee Disclosure Statement (FDS)** annually.

The FDS will detail services and fees paid for the previous 12-month period, and the services offered and estimated fees for the next 12-months. To ensure the ongoing fee arrangement continues, you will be required to confirm in writing annually. Confirmation may also include the requirement to sign a **Consent Form** that is provided to your relevant investment or superannuation provider.

Alternatively, you may agree to a **Fixed Term Arrangement** with your Adviser. This arrangement will outline the services you will be provided for fee over a specific term not greater than 12 months. In this case, you will not be provided with an FDS. You may be required to sign a Consent Form where the fee is deducted from superannuation.

You may cease any fee arrangements or disengage from your Adviser by providing written notice to your Adviser or product issuer.

HOW TO PROVIDE INSTRUCTIONS

Your Adviser may accept your instructions by phone, letter, or email. In some instances, your Adviser can only accept written instructions from you, and they will let you know when this is required. Your Adviser will also need to verify your identity prior to acting on instructions.

WHY YOU NEED TO PROVIDE US WITH INFORMATION

We have an obligation under the Corporations Act to seek information from you for the purposes of providing personal financial advice. It is up to you to specify how you wish to provide us with this information and instruct us accordingly. Information and instructions can be provided to us by telephone, post or email. It is in your interests to provide us with all relevant information about your personal and financial circumstances so as to assist us to assess your situation and be able to make suitable recommendations.

How we protect your privacy is outlined in our Privacy Policy. This is referred to later in this FSG.



REMUNERATION

Before providing you with advice, your Adviser will agree with you the fees that apply and explain any benefits we receive.

Your Adviser

The cost of providing financial advice or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Your Adviser or the financial planning business may be remunerated by:

- Advice and service fees paid by you
- Commissions paid by insurance providers

Please refer to the Adviser Profile for more detailed estimates and ranges of fees and commissions.

All fees and commissions are initially paid to Banyan Securities before being distributed to your Adviser or to the financial planning business.

Your adviser may receive alternative forms of remuneration from time to time. Non-monetary benefits worth more than \$300 are considered "conflicted remuneration" under FOFA and are

therefore banned unless they are covered by an exception e.g. for training and education. Receipts of non- monetary benefits worth between \$100 to \$300 will be recorded by Banyan Securities in a register at least each quarter, in line with the FSC/FPA Industry Code of Practice on Alternative Forms of Remuneration in the Wealth Management Industry. Alternative remuneration registers are maintained by fund managers, IDPS (platform) providers, life insurers, financial advisers and licensees. Banyan Securities register is available to you for inspection at Banyan Securities offices within 7 days of your request.

Any referral arrangements or related party arrangements your Adviser has in place will be disclosed in the Adviser Profile and your Statement of Advice.

The Licensee

Banyan Securities receives a flat fee per Adviser/Practice for the provision of services required under its AFSL.

Relevant associations and relationships of your adviser and Banyan Securities

Your adviser will usually be the principal or an employee of a financial planning practice or partnership that is authorised to provide financial services on behalf of Banyan Securities.

Banyan Securities has relationships with different organisations that help Banyan and our advisers in different ways. This support may include subsidising training and education events by way of sponsorship. These sponsors may change from time to time.

Pearl Funds Management is a Corporate Authorised Representative of Banyan Securities Pty Ltd and the Pearl Managed Portfolios are only available on the Pearl - Onevue and Pearl - Fiducian administration platforms. Pearl - Onevue and Pearl - Fiducian are the preferred administration platforms for Banyan Securities advisers. Please note that no payment or other reward is provided to Authorised Representatives when recommending Pearl Managed Portfolios. Banyan Securities (but not its authorised representatives) may receive payments from the above Product and Service providers.

Some Banyan advisers may have referral arrangements with other professionals. In some circumstances referral fees may also be paid. General information will be included in the Adviser Profile, with more specific details in your SoA (if relevant).



COMPLAINTS

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact the Complaints Manager to discuss your complaint.

Phone 03 9595 3855

Email info@banyansec.com.au

Mail Complaints Manager

Level 1, 181 Bay Street

Brighton VIC 3186.

2. We will acknowledge receipt of a complaint immediately. Where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Phone 1800 931 678 (free call)

Online www.afca.org.au

Email info@afca.org.au

Mail GPO Box 3
Melbourne VIC 3001

Compensation Arrangements

We have professional indemnity insurance in place that complies with the Corporations Act 2001.

PRIVACY

Your Adviser is required to maintain documentation and records of any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right to not provide personal information to your Adviser. However, in this case, your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may not be able to provide you with the advice you require.

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers

We may engage third party service providers to assist in the provision of products or services. Some services may require disclosure of personal information to service providers outside Australia. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents.

Banyan Securities respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please refer to our Privacy Policy at www.banyansec.com.au