

FINANCIAL SERVICES GUIDE (FSG)

01. PURPOSE OF THIS FSG

This guide is provided to help you decide whether to use the financial services we offer. It includes information about:

- ▶ The services we are authorised to provide
- ▶ How we and your adviser are paid
- ▶ Any conflicts of interest
- ▶ How to make a complaint

02. WHO WE ARE

OakView Financial Pty Ltd holds an Australian Financial Services Licence (AFSL No. 513068) and is responsible for the financial services provided.

03. LACK OF INDEPENDENCE DISCLOSURE

OakView Financial Pty Ltd is not independent, impartial or unbiased under section 923A of the Corporations Act because we receive commissions from life insurance providers when you purchase policies through us.

As a result, we are restricted from using terms such as “independent”, “unbiased”, or “impartial” to describe our services, unless these commissions are fully rebated to you.

04. SERVICES WE PROVIDE

OakView Financial can provide you with financial product advice through talking to our accredited Employees or Authorised Representatives, together referred to as our Financial Advisers.

We provide personal financial product advice on your behalf and can deal in the following products:

- ▶ Deposit & Payment Products
 - Basic Deposit Products
- ▶ Government Debentures, Stocks or Bonds
- ▶ Life Products
 - Investment Life Insurance Products
 - Life Risk Insurance Products
- ▶ Interests in Managed Investment Schemes
 - including IDPS
- ▶ Retirement Savings Account Products
- ▶ Securities
- ▶ Superannuation

We will only recommend products that have been assessed as suitable and appear on our Approved Product List (APL).

Personal advice only is provided which takes into account your personal objectives, goals, financial situation and needs. Under this advice you are entitled to receive a Statement of Advice (SoA). This document is tailored to each client, specific to their goals and needs.

You may specify how you would like to give us instructions in relation to the above. Our preferred method of communication is via telephone or email. In all cases, we must receive a written confirmation of these instructions. We have in place a secure digital signature process via email to secure these written instructions and/or authorisations.



Simplifying complexities to
empower the everyday Australian
and ensuring our clients are in a
better position, every time.

05. HOW WE PROVIDE ADVICE

The OakView Financial client process for providing financial product advice is conducted in accordance with the Corporations Act 2001 and the conditions set out under our AFSL.

Generally our process will include the following steps:

Initial Client Contact

- ▶ Collecting relevant personal and financial information
- ▶ Identifying your goals and risk profile

Client Advice Presentation

- ▶ Providing a written Statement of Advice (SoA)
- ▶ Offering a Product Disclosure Statement (PDS) if product recommendations are made

Client Consent to Proceed

- ▶ Implementing the agreed strategy

Keeping You On Track

- ▶ Ongoing reviews, if agreed

06. FEES & CHARGES

OakView Financial may charge fees for personal advice on a fee-for-service basis, including SoA preparation. Fees depend on complexity and time spent, and are outlined in a letter of engagement or the SoA.

Capped Fees

- ▶ \$6,600 upfront
- ▶ Our ongoing service fees are based on a tiered structure that applies to your total funds under management (FUM). The fees are calculated as follows:

FUM Tier	Annual Fee (% of FUM)
First \$200,000	1.65%
\$200,001 to \$500,000	1.375%
\$500,001 to \$1,000,000	1.10%
\$1,000,001 to \$2,000,000	0.825%

Other product provider fees: administration, establishment, MER, or ICR, disclosed in the provider's PDS.

Initial and Ongoing Commissions for Insurance

If you take up insurance:

- ▶ From 1 January 2020, upfront commissions are capped at 66%
- ▶ Ongoing commissions are capped at 22%

Example: On a \$1,000 premium, upfront = \$660, ongoing = \$220 p.a.

Referral Arrangements

If referred by a third party, they may receive a fee or benefit. This is paid from OakView's fees (no extra cost to you). OakView has ongoing commercial referral arrangements with marketing businesses.

Alternative Remuneration

OakView and your Adviser maintain an Alternative Remuneration Register in line with industry codes. This records any payments/benefits above set limits. You may inspect the register or ask your Adviser about it.

Advice Fees

Advice fees are agreed upon for onboarding, research, and ongoing service. Some products allow deduction from funds.

Commissions

OakView may receive commissions when you start insurance we recommend.

- ▶ **Initial commission:** up to 66% of premium.
- ▶ **Ongoing commission:** up to 22% p.a.

These are paid by the product provider (not you directly) from your premiums.

07. REMUNERATION

- ▶ Advisers employed by OakView Financial receive an annual salary
- ▶ Corporate Authorised Representatives may retain up to 100% of revenue
- ▶ Referral fees may be paid but do not affect your costs
- ▶ All benefits and conflicts are disclosed in your SoA



08. PRIVACY & RECORD KEEPING

We keep a record of your personal information and advice given. You may access your file upon request. Privacy is handled in accordance with the law.

09. ASSOCIATIONS OR RELATIONSHIPS

OakView Financial may recommend financial products issued by institutions with which we have commercial relationships.

We may also receive research, administrative or other support services from these providers. However, we do not have any ownership ties with product issuers, nor do we receive volume-based payments or placement fees.

Any such relationships will be disclosed to you in your Statement of Advice (SoA), where relevant.

10. PROFESSIONAL INDEMNITY INSURANCE

OakView Financial maintains Professional Indemnity (PI) insurance that meets our compensation requirements under section 912B of the Corporations Act.

Our PI insurance is underwritten by Lloyd's of London and covers claims relating to the conduct of current and former representatives (including after they have ceased working with us), where OakView Financial is responsible for their advice or actions.

This insurance is designed to protect our clients by ensuring that valid claims can be met, subject to the terms and conditions of the policy.

11. COMPLAINTS HANDLING

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients.

If you have a complaint, we recommend following the below process:

- ▶ Contact your OakView Financial Adviser
- ▶ Contact our Compliance Manager:
 - Phone: 1300 160 796
 - Email: compliance@oakviewfinancial.com.au
 - Mail: PO Box 10411, Southport BC QLD 4215

Once you have contacted OakView Financial we will begin the process of investigating and resolving your complaint. We will try to resolve your complaint quickly and fairly.

External resolution:

- ▶ Australian Financial Complaints Authority (AFCA)
 - Phone: 1800 931 678
 - Web: www.afca.org.au

12. CONTACTING US

- ▶ 1300 160 796
- ▶ info@oakviewfinancial.com.au
- ▶ www.oakviewfinancial.com.au
- ▶ Suite 201, 1 Short Street, Southport QLD 4215

