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# Financial services guide

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The Financial Services referred to in this guide are offered by:

**Dixon Advisory & Superannuation Services Ltd**

ABN 54 103 071 665 | AFSL 231143

A hard copy of this document is available free of charge.

This guide contains important information about the services we offer, how we and our associates are paid, any potential conflict of interest we may have and our internal and external dispute resolution procedures and how you can access them.

If we provide you with personal advice, it will be scaled advice. You will be given a Statement of Advice (SOA). In the Statement of Advice, we will tell you about our fees and commissions and any associations we have with financial product issuers or other parties that may influence the advice we give you.

If we recommend a particular financial product to you, we will give you information about the particular financial product to help you make an informed decision about the financial product, which may include a disclosure document prepared by the product issuer such as a product disclosure statement (PDS). We may be the product issuer. The PDS will contain information that will assist you in making an informed decision about the product. This usually includes information about the costs and charges that may apply.

**24 July 2017**

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## Who is responsible for the financial services provided?

Dixon Advisory & Superannuation Services Ltd (Dixon Advisory) is responsible for the financial services provided including the distribution of this *Financial Services Guide* (FSG). Dixon Advisory is a member of the Evans Dixon Pty Limited (ABN 54 609 913 457) group of companies. Dixon Advisory provides the financial services as the holder of an Australian Financial Services Licence (AFSL), AFSL No 231143 (sometimes referred to as “we”, “us” or “our” in this FSG).

Dixon Advisory primarily uses trade execution and back office stockbroking services provided by Morgans Financial Limited (hereafter referred to as Morgans). Morgans is a Participant of ASX Group (ASX). As a Participant of ASX Group, all transactions are issued subject to the rules, directions, decisions and requirements of the Australian Securities and Investments Commission (ASIC), the ASX Operating Rules, the Clearing Rules and the Settlement Rules.

Dixon Advisory may utilise trade execution and back office stockbroking services provided by other service providers. Where relevant, the details of any such arrangement and any fees or charges will be provided in a Statement of Advice, other advice or disclosure document.

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## Who is your advisor?

Your advisor is Dixon Advisory. If you do not wish to receive our advice, we may deal on your behalf by carrying out your instructions. If you do not obtain advice, you face the risk that the financial product(s) you select may not allow you to meet your objectives, financial situation or needs.

Dixon Advisory is responsible to you for the actions of its employees and representatives. However, Dixon Advisory is not responsible to you for services provided to you by any other third party including other financial service providers.

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## What kinds of financial services are we authorised to provide and what kinds of financial product(s) do those services relate to?

Through our AFSL, Dixon Advisory is able to provide financial product advice and deal in financial products such as:

- Deposit and payment products
- Derivatives
- Government debentures, stocks or bonds
- Investment life insurance products
- Life risk insurance products
- Managed investment schemes (including IDPS)
- Retirement savings accounts
- Securities
- Standard margin lending
- Superannuation.

These authorisations allows us to provide:

- Strategic advice on superannuation and rollover strategies, social security strategies, personal insurances, estate planning and assistance with self managed superannuation funds
- Investment services, including:
  - Financial product advice, both general and personal
  - Underwriting and securities
  - Dealings in financial products on behalf of others
  - Research on a wide range of Australian companies and access to corporate issues
  - Equity finance (margin lending) advice
  - Investment management services for public investment vehicles
  - Advice in relation to managed investment products, structured products, cash and fixed interest investments, including government bonds, debentures, derivatives and stocks.

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## What information should I provide to receive personalised advice?

You need to provide us with a list of your personal objectives, details of your current financial situation and any relevant information so we can offer you the most appropriate advice possible. To help us prepare this advice you should complete a fact finder document.

You have the right not to advise us of your financial situation if you wish. However, if you do not provide accurate information about your situation, the advice you receive may not be appropriate to your needs, objectives and financial situation. You should read the warning in the Statement of Advice, other advice and disclosure documents carefully before making any decision relating to financial products, structures and strategies.

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## How do I give instructions to my advisor?

In providing financial services we act on your instructions which may be provided to us in writing, by telephone, fax, email or any other form of communication.

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## How is my personal information dealt with?

The purpose for us collecting your personal information is to assist you with the financial products and services you've asked for. We maintain a record of your personal information which may include details of your objectives, financial situation and needs.

As a financial service provider we may collect information about you because we are required, or authorised to, by law. For example, we have an obligation under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* to verify your identity and the source of any funds before providing you with financial products or services. We may also disclose your information to other members of the Evans Dixon group, our service providers and third parties where it is required or permitted by law.

We are committed to implementing and promoting a Privacy Policy, which will ensure the privacy and security of your personal information. A copy of our Privacy Policy can be obtained by visiting [dixon.com.au](http://dixon.com.au) or can be provided to you, free of charge, upon request. Our Privacy Policy contains details about:

- How you may access and seek the correction of any of your personal information that we hold;
- How you may complain about a breach of the Australian Privacy Principles contained in the *Privacy Act 1988 (Cth)* in respect of our handling of any of your personal information; and
- How we will deal with any such complaint about our handling of your personal information.

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By providing us with the personal information requested you consent to us using, disclosing and otherwise handling the information in accordance with our Privacy Policy. If you wish to examine your file please ask us. We will make arrangements for you to do so.

If you have any queries about our handling of personal information, please contact our Privacy Officer on 1300 852 017.

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## How will I pay for the services provided and how are these fees calculated?

We may charge fees for the services provided to you. The fees will depend on the type of services you receive. If we provide you with personal advice, information about fees, commissions and/or other benefits and any payments made to us by financial product issuers will be contained in the Statement of Advice.

### **Investment and portfolio management services**

Our service packages may include the administration and accounting of your SMSF or personal portfolio investment advice and periodic portfolio reviews. You will pay an annual fee for the services provided to you, which is calculated as a percentage of the funds under administration with a minimum and maximum fee applying. We will give you a quote before providing you with these services.

You will also pay a fee when you execute certain transactions. When we assist you to buy or sell securities on a listed exchange in Australia, or acquire or dispose of an unlisted investment on your behalf a securities trade fee is charged at 1.1% of the total value of any transaction, with a minimum of \$82.50 and a maximum of \$399 (including GST). When we assist you to buy or sell securities on a listed foreign exchange a minimum securities trade fee is charged at \$82.50, or 1.1% of the total value of any transaction (including GST).

An off-market transfer (OMT) fee for listed securities is charged at \$110 (including GST) per transfer. This off-market transfer (OMT) fee is also charged for certain transactions such as where you change trustees of a trust.

In addition to the securities trade fee for transactions on a listed foreign exchange, an agent's fee will be included in the price at which you transact. Dixon Advisory does not receive any portion of the agent's fee. The agent's fee includes but is not limited to foreign exchange costs, foreign agent charges and foreign exchange market fees and taxes. The agent's fee will vary due to exchange rate fluctuations, market rates, and/or the amounts international exchanges and brokers charge. Details of the agent's fee will be provided in your trade confirmation or can be obtained by contacting your advisor.

A foreign securities custodian fee of \$249 (including GST) per annum is charged for foreign securities that are held through our custodian.

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## Financial advice

To obtain financial advice, you will pay us a fee for service calculated on an hourly rate. Hourly rates may vary depending on the qualifications and experience of the professional advising you. The total fee payable by you will depend on the time and complexity of your situation, the scope or scale of the advice sought and the need to engage other professional or technical experts in the case of complex matters. We will provide you with a quote for the estimated total hours before undertaking personal advice. Our financial advisors provide personal financial advice on a scaled advice basis.

## Investment in financial products

If you invest in a financial product recommended by us, we may receive fees and/or commissions from the financial product issuer(s). These fees may be paid in the following manner:

- Where the financial product is not traded on, or readily accessible from, a listed exchange at a preferred price, we may receive a one-off fee from you or, where permitted, from the financial product issuer(s). These fees are generally calculated as a percentage of the amount you invest and typically range between 0% and 4.4% (including GST).
- Default upfront commissions paid by life insurance companies to financial advisory groups on insurance products range between 0% and 115% (including GST) of the annual premium. Further, trailing commissions on these policies can be between 0% and 33% (including GST) for the life of the policy. For new insurance policies that we may assist you with, our preference is to either rebate to you all insurance commissions or, where possible, turn off any commissions paid by insurance companies. Instead we will charge you on an hourly fee-for-service basis for insurance advice.
- We do not provide our own margin lending facilities. Where you borrow through margin lending arrangements facilitated by us, the margin lending provider may pay trailing commissions, which we will rebate to you under our Commission Rebate Service.
- We may earn interest, at prevailing bank deposit rates, on the aggregate balance of any funds retained in our trust account.

If you invest in a financial product where we are nominated as the advisor, we may receive payments called commissions which are paid to us by financial product issuers. Depending on the agreement we have in place and the fees you have agreed to pay, you may be entitled to a rebate of the commission we receive above our administration fee of \$165 (including GST). This \$165 is our current administration fee and may be subject to change.

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This service is referred to as the Dixon Advisory Commission Rebate Service. We have been an industry leader, rebating commissions for over a decade. You do not have to be an ongoing client of Dixon Advisory to enjoy the benefits of this service.

If you establish a self managed superannuation fund with Dixon Advisory Super Pty Limited or move your self managed superannuation fund to us, some or all of the following fees may be payable: a one-off establishment fee, an annual administration fee (included as part of our service packages), annual Australian Tax Office (ATO) charges, annual ASIC charges and actuarial fees.

### **Investment in fixed interest and cash products**

For fixed-term, short-term money market lending investments and cash financial products arranged on your behalf, we may receive a payment from the deposit taker between 0% and 0.25% p.a., which may reduce the interest received by you or the principal investment. We have a panel of high yield cash product providers that allow us to achieve preferred interest rate returns for you, and we can also manage your cash risk with appropriate consideration of the government guarantee limits.

### **Investment in direct property**

If you obtain assistance or advice from Dixon Advisory Property Pty Limited to invest in direct property, some or all of the following fees may be payable: hourly fee for service rates, expenses, stamp duty, reporting and inspecting fees. In respect of the establishment of any new mortgage loan account Dixon Advisory Property Pty Limited will rebate upfront commissions received from the lender, less administration fees, and turn off trailing commissions that would otherwise be payable to us, which will result in a lower interest rate on your loan.



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## What do I receive for the service fee?

Where personal advice is provided we will provide you with a Statement of Advice as required by ASIC. If we provide you with further advice, you can request a record of the advice. We may not provide financial projections or models for the various available alternatives.

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## How is my advisor paid?

All representatives of Dixon Advisory are salaried employees who may be paid bonuses on a semi-annual or annual basis. Bonuses are discretionary and are dependent upon the contribution of the individual representative.

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## Will anyone be paid for referring me to you?

We have arrangements in place where we may pay referral fees or other benefits to third parties. Where you have been referred to us by a third party that we have such an arrangement with and a SOA is provided to you, we will disclose in the SOA if a fee or other benefit is paid by us to the third party in relation to the referral. In some cases the referral fee is a means of extending our financial support to a number of our charity, not-for-profit, sporting club and community partnerships. Any such payments are not an additional cost to you.

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## Referral arrangements

Dixon Advisory refers estate planning services to Dixon Advisory Law Pty Limited (Dixon Advisory Law), the legal services division of the Evans Dixon group. If you receive estate planning advice from Dixon Advisory Law, a fee will be charged by Dixon Advisory Law on a fee-for-service basis per hour, inclusive of GST. The fee will be payable immediately after the service is provided to you and covers an appointment where we detail a comprehensive and individually tailored estate planning strategy for you. An additional fee is payable for drafting Wills, Powers of Attorney or other legal documents. This fee will be quoted to you in advance.

Dixon Advisory refers property advisory services to Dixon Advisory Property Pty Limited (Dixon Advisory Property), a related body corporate of Dixon Advisory. Dixon Advisory Property is a licensed real estate agent and holds an Australian Credit Licence. Dixon Advisory Property works on a fee-for-service basis per hour, inclusive of GST. Following an initial consultation with a property advisor, you will be provided with a fee schedule outlining the services provided and the associated costs. Where applicable, you will also be provided with a credit guide and credit quote prior to receiving credit assistance.

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Dixon Advisory refers self managed super fund (SMSF) administration services to Dixon Advisory Super Pty Limited (Dixon Advisory Super), a related body corporate of Dixon Advisory. If you establish a self managed superannuation fund with Dixon Advisory Super or move a self managed super fund to Dixon Advisory Super, some or all of the following fees may be payable: a one-off establishment fee, an annual administration fee (included as part of our service packages), annual ATO charges, annual ASIC charges and actuarial fees.

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## Do you have any relationships or associations with any other parties?

Dixon Advisory's ultimate holding company is Evans Dixon Pty Limited (ABN 54 609 913 457) (Evans Dixon). Evans Dixon is owned by its employees and associates.

Other companies in the Evans Dixon group of companies and their associates may provide services and receive remuneration, fees and other benefits from you, which are attributable to, or in respect of, financial services provided by us. For example, where an Evans Dixon group entity is a responsible entity, product issuer, investment adviser or financial service provider of a product connected with or the subject of our advice, it may charge various upfront and ongoing fees and costs including entry fees, capital raising, management fees, withdrawal fees and administration fees in relation to your investment in that product. We will provide you with details of these relationships and the fees in the Statement of Advice, PDS, other advice or disclosure document where we recommend these financial products.

Entities which Dixon Advisory is associated with includes, without limitation, the following entities; Dixon Advisory Super Pty Limited (ABN 55 139 490 118), Dixon Advisory Property Pty Limited (ABN 92 140 049 583, ACL 386 600), Dixon Advisory USA Inc, Dixon Projects LLC, Dixon Realty Advisory LLC trading as Pure Properties, Dixon Asset Management USA Inc, Walsh & Company Investments Limited (ABN 78 152 367 649, AFSL 410 433), Walsh & Company Asset Management Pty Ltd (ABN 89 159 902 708, AFSL 450 257), Walsh & Company Investment Services Pty Ltd (ABN 39 163 814 346), Fort Street Real Estate Capital Pty Ltd (ABN 19 164 101 731), Fort Street Real Estate Development Pty Ltd (ABN 43 607 611 307), Fort Street Real Estate Leasing Pty Ltd (ABN 47 607 611 325), Australian Fund Accounting Services Pty Ltd (ABN 90 164 701 946), URF Investment Management Pty Ltd (ABN 21 600 188 805), New Energy Solar Manager Pty Ltd (ABN 57 609 166 645), Evans and Partners Pty Ltd (ABN 85 125 338 785, AFSL 318 075) and Evans and Partners Investment Management Pty Limited (ABN 29 619 080 045).

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Directors of Dixon Advisory and other companies in the Evans Dixon group of companies and their associates may also be directors of the investment vehicles that we recommend to you. The directors do not receive any director's fees as directors of the investment vehicles but do receive remuneration, including discretionary bonuses, from Evans Dixon.

Dixon Advisory, its related entities, and their directors, other officers and employees may hold shares or units in the financial products that we recommend and financial products managed by companies in the Evans Dixon group of companies and their associates. We will provide you with information on any relevant relationships in the Statement of Advice, PDS, other advice or disclosure document when we recommend these financial products.

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## Do any related parties of Dixon Advisory receive any benefits?

As detailed under the heading 'do you have any relationships or associations with other parties?' above, Dixon Advisory is a member of the Evans Dixon group of companies and other companies in the group and their associates may receive remuneration, fees and other benefits from you, which are attributable to, or in respect of, financial services provided by us. We will provide you with details of the fees and other information in the Statement of Advice, PDS, other advice or disclosure document where we recommend these financial products.

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## What should I do if I have a complaint?

If you have a complaint or concern about the service provided to you, please contact our Complaints Resolution Officer.

Once we receive your complaint, we will investigate the matter and endeavour to address it as quickly as possible.

### **Complaints Resolution Officer**

PO Box 29, Crows Nest NSW 1585

**T** 1300 883 158 | **F** 1300 883 159

**E** [complaints.resolution@dixon.com.au](mailto:complaints.resolution@dixon.com.au)

We expect that we will be able to completely resolve any issues you raise. If, despite our best efforts, you believe your complaint has not been satisfactorily dealt with, or if you have not received a response within 45 days, you may wish to refer your complaint to an independent external dispute resolution scheme.

### **Credit and Investments Ombudsman**

PO Box A252, Sydney South NSW 1235

**T** 1800 138 422 | **F** 02 9273 8440

[cio.org.au](http://cio.org.au)

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## Professional indemnity insurance

Dixon Advisory has professional indemnity insurance in place to cover us for the financial services we provide. We understand that it is adequate to meet our requirements as a financial services licensee. The policy includes coverage for claims made in relation to the conduct of representatives who no longer work for us (but who did at the time of the relevant conduct).

→ **If you have any questions about the financial services Dixon Advisory provides please contact us at:**  
T 1300 883 158 | E [info@dixon.com.au](mailto:info@dixon.com.au)

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## **Sydney**

Level 15, 100 Pacific Highway  
North Sydney NSW 2060  
PO Box 29 Crows Nest  
NSW 1585

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## **Canberra**

Level 1, 73 Northbourne Avenue  
Canberra ACT 2601  
GPO Box 1481 Canberra  
ACT 2601

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## **Melbourne**

Level 2, 250 Victoria Parade  
East Melbourne VIC 3002  
PO Box 140 Fitzroy BC  
VIC 3065

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## **Brisbane**

Level 19, 10 Eagle Street  
Brisbane QLD 4001