



DILIGENT

FINANCIAL SERVICES



Diligent Financial Services Pty. Ltd.
ABN 88 653 879 675
Australian Financial Services License 535390

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About this Financial Services Guide

This Financial Services Guide (FSG) is designed to answer questions you may have in relation to Diligent Financial Services Pty Ltd and the services we provide. This information can be used to help you decide whether you wish to use our services. It contains information about:

- Licensee
- Who is providing the services
- What financial products and services are we authorised to provide advice on
- Our advice process
- Documents you may receive
- Fees and Commissions
- How we receive instructions
- Referral fees and conflicts of interest
- How we deal with complaints if you are not satisfied with our services
- How we use and store your personal information
- Professional Indemnity Insurance

This FSG has been produced by Diligent Financial Services Pty Ltd ('Diligent', 'we,' 'us,' and 'our').

Licensee

Diligent Financial Services Pty Ltd holds an Australian Financial Services Licence (535390) and is a privately owned and licensed financial planning company that is not owned by a fund manager, bank or has any affiliations with any financial institution. Our Authorised Representatives are equipped to offer clients holistic advice and solutions that are tailored to each client's individual needs, circumstances and advice requirements

Who is providing the services

Chintan Engineer (Authorised Representative No. 1006106) will provide these services to you as a Director of Diligent Financial Planning Pty Ltd (Authorised Representative No. 1234150) and as our Authorised Representative.

Chintan Engineer holds a Bachelor of Arts (Psychology), a Diploma of Financial Planning and an Advanced Diploma of Financial Planning and meets the competency requirements under ASIC's Regulatory Guide RG 146.

Chintan is a Member of the Financial Planning Association of Australia (FPA) and abides by their code of professional conduct and ethics. Chintan has been in the financial services industry since 2008 and has extensive experience in the following areas:

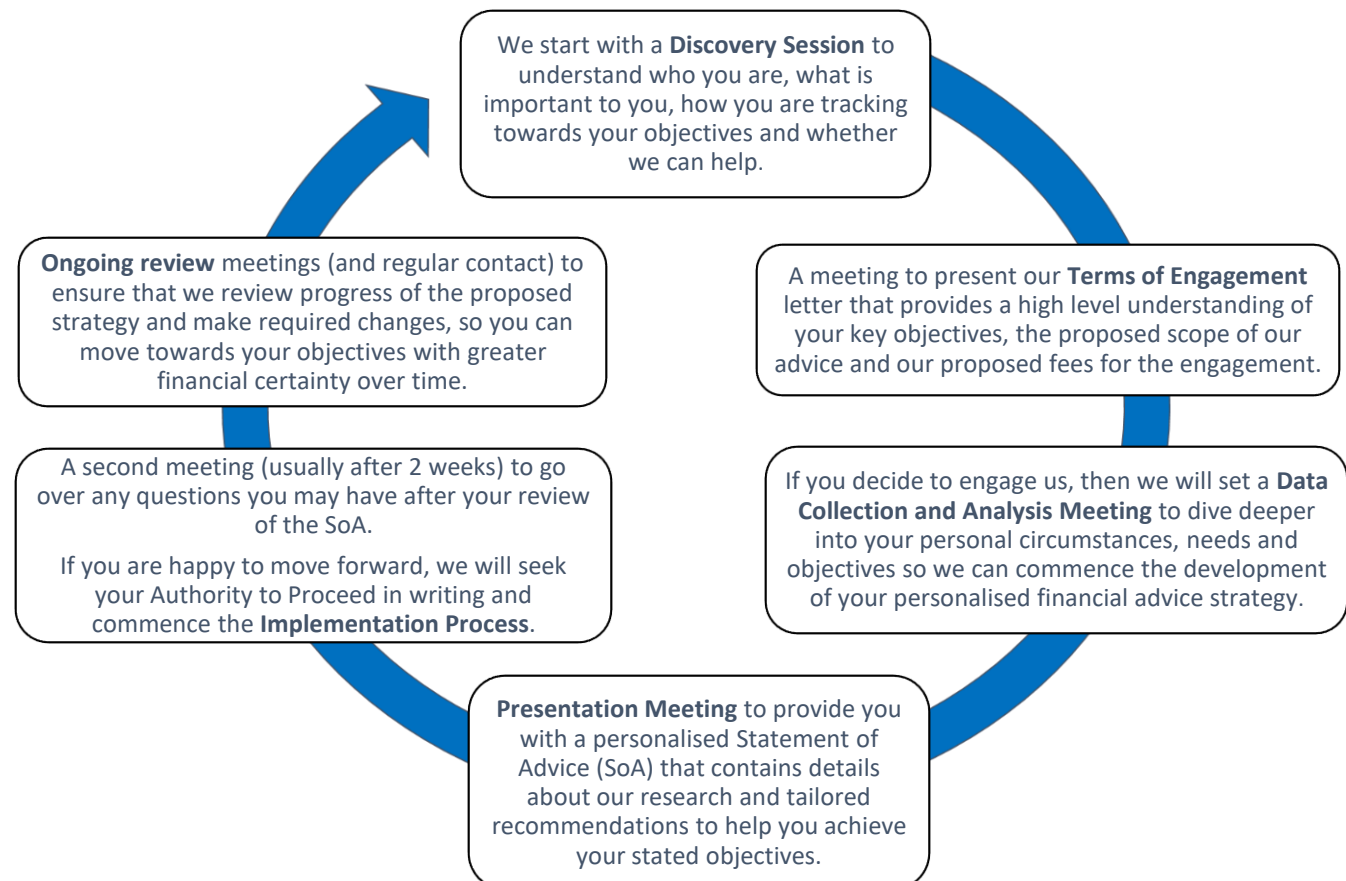
- Wealth Accumulation, Preservation and Distribution
- Debt management and repayment
- Borrowing to Invest (Gearing)
- Superannuation (including Self-Managed Superannuation Funds)
- Personal Insurance Advice
- Retirement Planning, in particular planning for Financial Freedom
- Centrelink strategies
- Estate Planning (Financial Planning)

What financial products and services are we authorised to provide advice on

Our representatives are authorised to provide financial product advice to Retail and Wholesale clients and/or deal in the following products;

- Debentures, stocks or bonds issued or proposed to be issued by a Government
- Deposit and payment products
- Investment life insurance products and Life risk insurance products
- Interests in managed investment schemes includes “IDPS”
- Retirement savings accounts (“RSA”) products
- Superannuation including Self-Managed Superannuation Funds (SMSF’s)
- Securities and
- Standard margin lending facility

Our advice process



Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

You will receive a written report called a Statement of Advice (SoA) when we:

- initially provide you with personal advice, or
- provide you with further advice where your circumstances, needs or objectives and the basis of advice are significantly different to the last time we provided you an SoA

The SoA will confirm our understanding of your relevant personal circumstances needs and objectives, outline the advice being provided, the basis on which the advice is given, information about any remuneration and other benefits we (and our representatives) may receive, disclose any interests we have or and relationships and associations we have that may reasonably be capable of influencing the advice.

Where we provide further advice to you, we may record details of that advice in a Record of Advice (RoA), instead of providing you with an SoA if your personal circumstances and the basis of advice have not significantly changed since your last SoA was provided.

When we recommend you acquire a particular financial product, we will provide you with a Product Disclosure Statement (PDS). A PDS contains information about remuneration and benefits payable to financial planners and issuers of the product, risks, benefits and significant characteristics of the financial product. These documents will assist you to make an informed decision as to whether to acquire the financial product.

We will keep a record of any personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Fees and Commissions

All fees are paid to Diligent Financial Services Pty Ltd.

Initial Advice Fee (one-off)

This fee covers all the services below;

- Data Collection and Analysis Meeting.
- Any subsequent meetings required to source appropriate information.
- Research into your personal circumstances.
- Financial strategy development.
- Product selection where required.
- Preparation and presentation of your personalised Statement of Advice (SoA).
- An additional meeting to discuss any questions that may arise after your review of your SoA.

The Terms of Engagement letter which is issued after our second meeting with you will provide clarity on how and when this fee is collected.

Implementation and Ongoing Advice Service Fee

This fee covers the complete implementation of recommendations in the SoA and provision of ongoing advice (when recommended) under this engagement.

It is already quoted to you in our Terms of Engagement letter which is issued after our second meeting with you. However, the SoA will also provide further detail on how this fee is collected and we will seek your approval prior to placing in force the agreed ongoing service agreement.

The specific remuneration received by Diligent for each client will be disclosed in the Statement of Advice document or other advice document. You have a right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or representative.

We will not accept any commissions or fees from any third party. If however a commission is paid to Diligent upon implementation of a product (generally insurance), this will be rebated back to you in full as we will not retain any commissions related to our advice to you.

Where third party specialists are required to provide input, the professional fees of these specialists will be in addition to our fees. We will notify you in writing in advance before the third party is engaged.

Life Insurance

We will not accept any commissions for the implementation or ongoing management of insurance products for you. Where commissions are received (generally after implementation of the policy) they will be rebated back to you in full. Our annual ongoing fee will include the work required in implementing these policies.

If a policy application does not proceed due to medical or other reasons, the fee for the work involved would still be payable.

How we receive instructions

You can give us instructions by telephone, email or any other means as long as we receive a written confirmation of these instructions.

What about conflicts of interest

We do not have any associations with any product providers or any organisations in the financial services industry as we take conflicts of interest seriously.

Hence, we do not accept any fees, commissions, or benefits where we refer you to external parties. Furthermore, we do not pay fees, commissions or benefits to external parties who have referred you to us.

From time to time, an authorised representative may participate in training and entertainment events provided they have a non-cash value of less than \$300 in value from any single source during a year.

A register listing the details of any non-cash benefits over \$100 is maintained and a copy can be provided if requested.

How we deal with complaints if you are not satisfied with our services

We are committed to providing the highest levels of service and advice to our clients. This also involves providing an efficient complaints resolution service. If you have a complaint about our service, you should take the following steps:

1. Contact your advisor first to discuss the complaint.
2. If your complaint is not resolved to your satisfaction, then you should contact us at;
Complaints Officer – Diligent Financial Services, PO Box 105, Blackburn South, VIC 3130
It is our intention to resolve all complaints within 5 business days; however some complaints may take longer to resolve depending on the investigation required.
In all cases, we endeavour to communicate regularly with you and will provide you with an expected date for the resolution that does not exceed 30 days from the date you initially lodged your complaint.
3. If your complaint is still not satisfactorily resolved, you can raise your concerns with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaints resolution that is free to consumers.

Website: www.afca.org.au | Email: info@afca.org.au | Phone: 1800 931 678

And in writing to : Australian Financial Complaints Authority, GPO Box 3, Melbourne Vic, 3001

How we use and store your personal information

Diligent and its representatives are committed to protecting your privacy. When we collect, use, disclose or handle personal information, we are bound by the Privacy Act 1988 (Amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012).

We collect personal information to offer, provide, manage and administer the services outlined in the FSG and to provide it to the persons who assist us in this process for that purpose only.

We will generally collect this information directly from you however in some cases we will seek your authority to collect it from other parties such as your accountant or Superannuation fund.

We will only disclose your personal information to external parties where:

- The law requires us to do so; or
- You consent for us to do so.

We hold a record of your personal information that includes details of your financial and investment objectives, financial situation and needs and any recommendations we made to you. If you would like a copy of our privacy policy, or wish to seek access to, or correct the personal information we collect or disclose about you, please phone our office on (03) 9894 0245.

Professional Indemnity Insurance

We confirm that Diligent maintains appropriate Professional Indemnity Insurance in accordance with s.912B of the Corporations Act 2001 (as amended). Subject to its terms and conditions, the policy provides indemnity up to the sum insured for Diligent and it's authorised representatives in respect of our authorisations and obligations under our AFSL. This insurance will continue to provide such coverage for any authorised representative who has ceased work with Diligent for work done whilst engaged with us.