

### Hibiscus Coast Financial Services Pty Ltd

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## FINANCIAL SERVICES GUIDE

### About this Financial Services Guide

This Financial Services Guide ("FSG") is an important document that explains the financial planning services we offer and provides you with important information which is designed to help you consider whether to use our financial services. It explains who we are, and what you can expect from us. It also explains how we deal with a complaint if you are unhappy with our services.

### Other Documents you may receive

You may also receive other important documents if you choose to engage in any of our products or services.

If we provide you with personal advice, it will normally be documented in a **Statement of Advice** ("SoA"). This document sets out our advice, the basis of that advice, and details about the fees, costs and other benefits payable as a result of the advice given. As part of our ongoing review and service, if we provide further advice, the appropriate document will be provided to ensure all appropriate disclosures are communicated to you as our client. We will keep a copy of the further advice that we provide. You can request a copy of the advice at any time using our contact details in this FSG.

If we recommend a financial product or arrange a financial product for you, we will make available a **Product Disclosure Statement** ("PDS"), which provides you with important information about the product, such as its features, benefits, fees and risks. This will assist you to make a decision about whether or not to buy that product.

### About Hibiscus Coast Financial Services Pty Ltd & Barry Lynam (we", "us", "our")

Hibiscus Coast Financial Services Pty Ltd & Barry Lynam ("Hibiscus Coast") is licensed through Axies Pty Ltd (a subsidiary of Spark Financial Group). Axies Pty Ltd ("Axies") is a holder of an Australian Financial Services Licence (AFSL 339384). This FSG has been given to you by your Financial Adviser with the authority of Axies. We hold

professional indemnity insurance cover for the activities conducted under our AFSL which satisfies the requirements of s912B or the Corporations Act 2011 (Cth) for compensation arrangements. The insurance will cover claims in relation to the conduct of all current authorised representatives and for those who are no longer authorised under Axies (but were at the time of the relevant conduct).

Axies, through its Financial Advisors, acts for you when providing financial services to you. All Financial Advisors operating under Hibiscus Coast in the provision of financial services to retail clients (you) are engaged as Authorised Representatives.

## **Our Services**

We can help you with the following:

- Finance
- Budgeting and cash flow management
- Investing in managed funds
- Investing in direct property
- Debt strategies (including borrowing for personal and investment purposes)
- Personal insurance (life cover, disability, income protection, trauma & Key Man)
- Superannuation strategies, including Self-Managed Superannuation Funds (SMSFs)
- Strategic asset allocation
- Retirement planning (retirement income streams, including pensions & annuities)
- Estate planning - By Referral Only
- Centrelink and other government benefits
- Ongoing advice and services, including regular portfolio reviews

Any additional advice or services we can offer you, or limitations to the list of advice services, will be outlined by our financial advisors.

You can choose to receive advice addressing some or all of these aspects as well as the timing of our advice all at once or over time, as required to meet your needs as they arise. We will work with you to identify the level of advice and services appropriate for you to meet your financial goals.

## **Using Our Services**

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to ongoing advice and services, the details will be documented and provided to you. This includes the frequency of contact between us, service standards that may apply, any ongoing fee arrangements and how the service can be terminated.

If at any time you wish to terminate your relationship with us, please contact us stating your name, address and phone number and provide instructions on what you require as well as why you have decided to terminate the agreement.

### ***Personal Financial Advice***

For Hibiscus Coast to give you appropriate personal financial advice, you will need to provide details of your personal objectives, current financial situation, needs and any other relevant information.

You do not have to provide us with this information. If you choose not to provide this information however, we may not be able to provide you with advice, or the advice you receive may be general in nature and may not be appropriate to your objectives, financial situation and needs. You should read the warnings provided in any document that we provide to you carefully in regard to any decision relating to a financial product.

We only provide personal advice to you where you use the services of one of our representatives. We will not give you personal advice in our regular updates or marketing material, or when you visit our website. We maintain a record of your completed personal profile including details of your objectives, financial situation, needs and other personal information. For more information on how to access these records, please see the Privacy section.

### ***Limits of the Advice***

It is important to understand that the advice your Financial Advisor provides may be limited because:

- You have provided incomplete personal information
- You have sought specific advice e.g. only in respect of superannuation
- Your Financial Advisor has a limited authorisation
- Your Financial Advisor is restricted to advising on products on our approved product list
- Your Financial Advisor is restricted to dealing and advising on products permitted under our licence.

In formulating recommendations, your Financial Advisor may consider legal and estate planning implications. As we are not specialists in these areas, you should seek further advice, as relevant, from an appropriate specialist.

### ***How you can give us Instructions about your Financial Services***

You can contact us directly with any instructions relating to your financial services. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

## **Financial Planning Fees, Commissions, Remuneration and Interests**

### ***Initial Advice Fees***

These are paid when you have agreed to receive our advice.

Our charges range from \$550 for simple superannuation advice up to \$12,000 for strategic financial planning advice. Our charge for a no advice service will be subject to a minimum fee of \$330 per hour. All fees are inclusive of GST.

These prices should be used as a guide only. We will discuss your individual needs and agree our costs with you. The final cost will be based on the complexity and extent of services we agree to provide you. These fees will also be provided within your SoA.

### ***Ongoing Advice Services***

We offer ongoing advice services as part of our client value proposition.

The range consists of;

- Simple: Get yourself financially fit and set on a path to reaching your next financial goal. The cost of this service ranges from \$550 to \$2,200 p.a (inc GST). Ongoing advice service fees indexed to CPI.
- Complex: Grow and maintain your financial plan. The cost of this service ranges from \$3,300 to \$5,500 p.a (Inc GST). Ongoing advice service fees indexed to CPI.
- Strategic: Suited to more complex financial planning & SMSF investment strategy. The cost of this service ranges from \$5,500 to \$12,000 p.a (Inc GST). Ongoing advice service fees indexed to CPI.

Your tailored ongoing service package will be discussed and agreed with you based on your individual needs and goals. The cost of these services will be provided and explained to you in detail by your Financial Advisor and detailed in your initial SoA.

### ***Payment Methods***

Where you have asked to be invoiced directly for our advice and services we will provide you with an invoice at the time of presenting our advice. Payment is required within 7 days of receiving our invoice and can be paid by:

- Credit Card
- Electronic funds transfer (EFT)
- Where you have chosen to pay our initial advice fees via your product, these fees will be deducted from your product upon implementation of our advice.

### ***What About Implementing Financial Planning Advice***

Where an investment is made within managed funds, the organisations we use may pay us a fee or commission, this fee will be disclosed to you and is dependent on the nature of the work we do for you. Please refer to the schedule of fees above. Notably, where any remuneration is payable to your Advisor as a result of the advice they give you, this will be disclosed to you in the Statement of Advice.

### ***Risk Insurance Commissions***

Risk insurance product providers will pay Hibiscus Coast upfront and on-going commissions if you proceed with a risk insurance product one of our Advisors recommends to you. The upfront commission payable to Spark Advisory for advising on and implementing risk insurance financial products for you can range between 0% and 88% of your annual premium (depending on the product provider), while on-going commission may range between 0% and 33% of annual premium. For example, on an insurance premium of \$1,000 that is paying 88% initial commission and up to 33% on-going commission, the upfront commission may be \$880 once off and the on-

going commission would be \$330 per annum. If you choose to pay fee for service, we can rebate to you part or all of the commission we would otherwise receive for insurance arrangements.

### ***Property Commissions***

Where a direct property solution has been provided and purchased, the commission amount payable to the servicing Financial Advisor can vary between \$1 and \$9,000 including GST.

### ***How our Staff are remunerated***

Our staff are remunerated by salary that includes superannuation benefits. The amount of salary varies according to the staff member's position within Hibiscus Coast. Our staff may also be eligible for bonus and incentive payments that is based on a number of factors, including performance, meeting customer service standards, and proper administration. In addition, staff may also be eligible for prizes such as gift vouchers ranging from \$1-\$50 as reward for exceptional all-round performance across a month, or \$1-\$500 as reward for exceptional all-round performance across a year. You may request further details of these prizes by contacting us.

### ***Dealer Group Benefits***

As a Corporate Authorised representative of Axies Pty Ltd, licence fee remuneration that incorporates Professional Indemnity Insurance, compliance and administration services is payable to Spark Financial Group, who owns Axies Pty Ltd.

### ***Licensee Benefits, Interests and Associations***

Hibiscus Coast does not receive any of the payments directly from the product providers. Where there are other fees, charges, commissions or benefits not listed above that Hibiscus Coast or its Financial Advisors may receive for recommending and arranging financial planning products and services to you, we will provide this information to you when we make specific recommendations in the Statement of Advice.

### ***Shareholdings***

Barry Lynam, owns and operates Hibiscus Coast Financial Services Pty Ltd (Financial planning business) and Jesslyn Pty Ltd (Mortgage broking business T/A Barry Lynam Home Loans & Financial Services). As a Director and Shareholder of Hibiscus Coast Financial Services Pty Ltd and Jesslyn Pty Ltd, Barry has a financial interest in both companies. Therefore, if Barry provides you with financial planning and/or lending advice, he will benefit personally and may receive up to 100% of the profits and distribution from all above-mentioned business entities

### ***Remuneration paid to and from Referral Partners***

There are several organisations with which Hibiscus Coast has a referral agreement and may receive remuneration, as well as pay remuneration. For these, our firm(s) may be entitled to a share of the income derived from services. This varies depending on the business taken up and is to be disclosed to you by your Advisor via your Statement of Advice. We have referral agreements in force where a monetary benefit is in place for referrals to and from us.

If we have referred you to another party and you take up a product or service with them, that other party may pay us a benefit of up to 100% of the initial fees and commissions paid, and up to 100% of any ongoing fees or commissions received by that other party to whom we have referred you.

If you have been referred to us by another party and you invest or act on our advice, that party may receive a benefit of up to 10% of the initial fees and commissions that have been paid to Hibiscus Coast. These referral payments will be detailed in the SoA to you.

Where you have been referred to myOwn health insurance and you decide to take out a policy with them, Axies will receive a referral fee of 20% of the first years premium of any health insurance that may be purchased on

your behalf. This is not an additional cost to you and will only be received in the event of you transacting business with myOwn health insurance.

### ***Credit Contracts Acting as an Intermediary***

We do not receive commission either directly or indirectly from any credit contract or lease.

### ***Potential Conflict of Interest***

Importantly, whilst Hibiscus Coast will work with you to discuss your preferred investment strategy and risk appetite, Hibiscus Coast operates as a business under a license owned by Axies Pty Ltd (a subsidiary of Spark Financial Group). Spark Financial Group and its group of companies may receive benefits from product providers. These benefits may be distributed to the Corporate Authorised Representatives authorised under the Axies AFSL by way of dividend. All product commissions and referral fees will be disclosed fully to you prior to and on the receipt of your advice and Corporate Authorised Representatives of the Axies AFSL who have a shareholding in any of the Spark Financial Group of companies will be disclosed to you fully within their FSG, the Statement of Advice and lastly, the Conflicts Disclosure statement that is collected from you once you decide to receive advice from one of our Corporate Authorised Representatives.

Barry Lynam as a Director and Shareholder of Hibiscus Coast has a financial interest in Hibiscus Coast Financial Services Pty Ltd and Jesslyn Pty Ltd.

In the course of providing you with advice, I may receive remuneration where services are taken up by referral from external referral parties. When this occurs, these will be disclosed to you.

In the course of providing you with advice, you may be recommended strategies that lead to purchases of products and services from parties related to our Licensee, Axies Pty Ltd and companies that I may have a shareholding in.

Despite this being a conflict of interest, it is my obligation to ensure that I act in your Best Interests at all times. Acting in your Best Interests must be documented appropriately in my Statement of Advice, where if this demonstrated I will be entitled to additional remuneration which will assist in subsidising the cost of your Advice. Where you purchase from these parties, I may receive additional remuneration benefits.

Please refer to the Spark Advisors Panel Provider policy for a list of these parties.

### ***Spark Advisors Services***

Spark Advisors has access to a panel of solutions providers that provide access to additional products and solutions to assist you meet your goals and objectives. Because of this referral, we may be entitled to a referral fee payment from these partners. The current list of providers is listed in the Spark Policy – Approved Panel Providers (this may be subject to change) and this information will be disclosed at the time of referral and documented in our conflict acknowledgment forms.

## Disputes or Complaints

We are committed to providing our customers with the best possible service. If at any time you feel we have not met our obligations – or you have a complaint about any of our services – please inform us so we can work towards a resolution. We will endeavour to deal with your complaint promptly, thoroughly and fairly.

### *How to Make a Complaint and the Complaints Process*

If you need assistance in describing or making a complaint, or if you just want to discuss your concerns informally before deciding whether to make a complaint, please feel free to contact us.

If you have a complaint, we would like to be the first to know if you are not happy with our services. We request you follow these steps:

1. Please contact our AFSL Responsible Manager in writing, using the following method:  
By email: [arthurkallos@sparkfg.com.au](mailto:arthurkallos@sparkfg.com.au)
2. Please provide full contact details so we may respond to you quickly
3. Give us as much detail as possible about the nature of your complaint and provide any documentation that supports your complaint.

We will:

- Confirm receipt of your complaint within 48 hours;
- Endeavour to resolve your complaint within 30 days;
- If the complaint is complex we will inform you of the delays and the likely resolution date.

### *Complaints about Third Party Products or Services*

If your complaint relates to a product or service acquired through a third party (for example, a lender) we may ask you to contact the relevant third party. They will deal with your complaint under their complaints resolution process.

If you are not satisfied with the resolution of your complaint by the third party under their complaints resolution process, you are entitled to have your dispute considered by their External Dispute Resolution Scheme. Please contact the third party for further details.

### *Keeping you Informed about Your Complaint*

We will keep you informed at regular intervals about the progress of our investigations and response(s).

### *Still Not Satisfied?*

If after 45 days we cannot reach a satisfactory resolution of your complaint, you may take the matter – free of charge – to the relevant External Disputes Resolution Scheme (provided it is within the scheme's terms of reference) as detailed below. You may also refer the matter to the relevant External Disputes Resolution Scheme at any time, but if our internal process is still in progress, they may request that our internal processes be complete before considering the matter further.

Our financial service licensee's external dispute resolution service provider is the Financial Ombudsman Service, which can be contacted via:

- Telephone: 1300 780 808
- Mail: GPO Box 3, Melbourne, Vic. 3001

## Privacy

To develop a successful financial strategy, including recommending suitable products which will meet your needs, we need to consider your personal circumstances and financial goals. We will ask you for information about your financial situation and needs prior to our initial meeting, or during our meeting to ensure our advice is appropriate for your circumstances. You have the right not to divulge this information to us, if you do not wish to do so. In such a case, we may warn you about the possible consequences of us not having your full personal information, which may include us not being able to assist with advice that is relevant to your circumstances.

We keep a record of your personal information and advice documents for a period of no less than 7 years. On your request, we can provide you with a copy of this information. Charges may apply to cover external costs incurred as a result of accessing and providing you with this information plus a 10% administration fee.

In order to provide our services to you, your personal information may be transferred or disclosed overseas as some services providers connected to the administration of your accounts and other services we provide are located outside of Australia. Where information is transferred or disclosed overseas, we will ensure that our contractual arrangements contain provisions requiring that the recipient has appropriate data handling and security systems in place to prevent misuse, loss or unauthorised disclosure in accordance with Australian Privacy laws and standards.

It is also important that you keep us up to date by informing us of any changes in your circumstances, so we are able to determine if our advice continues to be appropriate. You may contact us to update your personal information.

We are committed to implementing a Privacy Policy which will ensure the privacy and security of your personal information. Any personal information collected from you will be handled in accordance with our Privacy Policy. Our Privacy Policy details how we comply with the requirements of the Privacy Act in the handling of our personal information. A copy of our Privacy policy can be found in our website. If you require further information, please let us know.

Please note that the information you have provided will be shared amongst certain third parties other than myself such as;

- Axies Pty Ltd a subsidiary of Spark Financial Group (Licensee),
- Financial product providers,
- Service providers engaged to provide financial planning related services including but not limited to paraplanning (via PADUA Financial Group), compliance, administration, estate planning and financial services software (IRESS/COMPASS & WorkSorted). This includes service providers located outside of Australia, including Philippines, Vietnam, Malaysia, India and potentially other countries in South East Asia. For a current list of providers engaged by Licensee – Axies Pty Ltd, please check the Spark Approved Panel of Providers.
- Companies involved in communicating the information in this FSG to any of the above parties, may use services such as electronic mail services, cloud storage services such as Google Drive, OneDrive and/or document creation services.

The information above will be shared as outlined unless otherwise directed by you.



## **Appendix 1 – Our Financial Advisors**

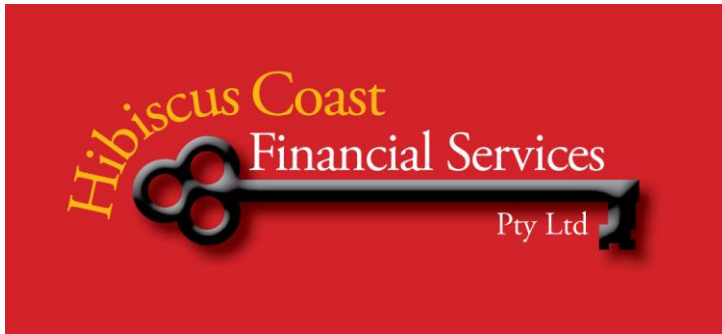
### ***Barry Lynam Dip FS (FP)***

Barry Lynam is the owner and operator of Barry Lynam Home Loans and Financial Services and Hibiscus Coast Financial Services Pty Ltd in sunny Mackay. He has been a Mortgage Broker for 15 years and has been actively involved in the finance industry for over 40 years. Barry offers a wide range of residential home loans and personal loans. In addition to this Barry is a fully qualified financial planner operating as an Authorised Representative of Axies Pty Ltd and offers advice about life insurance, trauma insurance, income protection, superannuation and investment advice.

Barry's goal is to provide quality advice and then meet his clients' goals and objectives so they can purchase their owner-occupied home or investment property with confidence. Barry will then also give the risk advice to protect the family and income.

Barry Lynam believes Financial planning is a process of managing your finances to help you make the most of your available funds to achieve your goals and is totally committed to assisting his clients to manage their mortgage and other personal debt while building wealth for their future; with appropriate protection in place should the unexpected occur.

Barry believes that the key to financial security is planning and commitment and will tailor a financial plan and provide ongoing personal coaching designed to offer the peace of mind to enjoy life now while building financial freedom for tomorrow.



**Hibiscus Coast Financial Services Pty Ltd**

## FINANCIAL SERVICES GUIDE

### CLIENT ACKNOWLEDGEMENT

Please sign and date this form to acknowledge that you have received and read the Financial Services Guide. Once signed please return this form to your Advisor.

**FSG Version Received 1.0**

**Please tick this box, if you give consent to accept all above terms via electronic/digital signature.**

Signed.....

Date.....

Signed.....

Date.....