

PRIVACY AND YOUR PERSONAL DETAILS

We need to collect your personal information to learn about you, your objectives, financial situation and needs. We maintain a confidential record of this information as well as any recommendations we make to you. If you wish to view this file, let us know and we can arrange this for you.

GESB Financial Advice will collect information from you for the following purposes:

- To provide financial advice services;
- To complete associated documentation and application forms; and
- To market services that may be supplied by GESB Financial Advice unless informed not to do so.

In connection with the provision of services, it may be necessary for us to disclose your personal information to other professionals and organisations such as government departments, eg Australian Taxation Office, Centrelink, associated departments and other business support providers, including document storage, printing and collating companies. Details may also be disclosed to internal divisions of GESB Financial Advice and GESB to assist in the provision of services to you as a member.

We will not use or disclose information collected for purposes other than those detailed above, or related purposes, unless the law requires such disclosure or you have provided us with consent to do so.

Protecting your personal information is important to GESB Financial Advice and we have a privacy policy which outlines how we hold and use information about our clients. A copy can be provided to you on request.

DISCLAIMER

All services set out in this guide are provided by GESB Financial Advice and neither the Government Employees Superannuation Board (GESB) nor the Western Australian Government take any responsibility for, or guarantee the performance of, the services provided by GESB Financial Advice.

WHAT CAN YOU DO IF YOU HAVE A COMPLAINT?

If you have any concerns about our services, please contact your adviser.

If you are not satisfied with the response and wish to make a complaint, we have an internal complaints handling process and we are a member of an external complaints resolution service.

To make a complaint, contact us on 13 43 72 or write to:

**Complaints Manager
GESB Financial Advice
PO Box 8515
PERTH BC WA 6849**

The Complaints Manager will review your complaint and respond to you within 45 days. If your issue can't be resolved quickly, we will contact you to explain the reason for any delay and you may agree to extend the time to 90 days.

If you are dissatisfied with the outcome of the process, you may seek a review by the Financial Ombudsman Services Limited (FOS). FOS is an ASIC-approved, independent body established to help resolve disputes about financial products and advice.

GESB Financial Advice holds a professional indemnity policy to cover claims made by our clients. The policy extends to cover past employees for work done after they cease to work for us and satisfies the requirements for compensation arrangements under *Section 912B* of the *Corporations Act*.

Financial Services Guide



How to contact us

- ☎ Member Services Centre 13 43 72
- 📠 Facsimile 1800 300 067
- 🌐 gesbfinancialadvice.com.au
- ✉ PO Box 8515, Perth BC WA 6849
- 📍 Level 4 Central Park,
152 St Georges Terrace, Perth WA 6000

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Financial Services Guide

The purpose of this brochure is to explain the financial services offered by GESB Wealth Management Pty Ltd trading as GESB Financial Advice to assist you in determining whether to use these financial services.

OUR SERVICES

GESB Financial Advice has been established to provide financial advice to GESB members about their interest in GESB schemes. This includes providing financial advice regarding super and retirement planning generally. We offer a range of ways you can access different types of advice including:

- **Simple advice** - Available over the phone to West State Super and GESB Super members at no additional cost. This service can advise you on how to make contributions to your GESB account and what type of investment plan you should be in.
- **Specific advice** - Face-to-face personalised advice about specific issues relating to your GESB account, such as salary sacrifice, insurance or consolidating your super. This means you pay only for the specific advice you are looking for and not a full financial plan.
- **Complex advice** - Provides a personalised financial plan just for you, tailored around a complete understanding of your GESB account and retirement needs.
- **Wealth check** - An annual ongoing service to keep your financial plan up-to-date with your changing circumstances and ensure your strategy stays aligned with your financial goals.

OUR LICENCE

GESB Financial Advice holds an Australian Financial Services Licence (no. 309 268) and under this licence is authorised to provide financial product advice about:

- Superannuation;
- Retirement savings accounts;

- Securities;
- Life insurance;
- Government debentures, stocks and bonds;
- Managed investment schemes; and
- Banking deposit and payment products.

Our advisers are qualified and experienced and must meet and maintain high standards of knowledge and compliance.

WHAT WE CAN'T DO

We can only recommend the acquisition of GESB products. Where appropriate, we may recommend you hold or sell other products you may have. Our advice is generally limited to those products on our approved product list. If we identify a need for you to acquire a financial product other than a GESB product, your adviser will let you know, but will not be able to make a specific recommendation in relation to the financial product.

RELATIONSHIPS WE HAVE

GESB Financial Advice is a wholly-owned subsidiary of GESB. GESB receives remuneration and other benefits in its capacity as a shareholder and as a service provider to GESB Financial Advice. GESB may also receive benefits for referring you to GESB Financial Advice. GESB Financial Advice provides services to GESB for which it is entitled to receive a fee.

THE COST OF ADVICE

- **Simple advice** - This is a complimentary service which is at no additional cost to you. We are paid by GESB to provide this service to you. The method used to calculate the fees we receive from GESB includes consideration of staff and systems costs associated with providing this service to GESB members.
- **Specific and complex advice** - The initial appointment is free of charge, and without obligation. It is intended to help you find out about our services and discuss your goals and objectives with your adviser. If you choose to go ahead we'll provide you with an engagement letter for you to sign, to agree the scope of the service and the fee up-front before we start.

The total cost of the advice will depend on a number of factors, including the complexity of the advice you need and the time it takes to prepare. The fee is generally based on an hourly rate of \$290 (incl. GST).

In the event that your circumstances change after the scope of the service has been agreed, we may review and revise the fee, upon your agreement.

- **Wealth check** - The fee for the wealth check service is \$1,750 pa (incl. GST). In the event your needs are outside the scope of the wealth check service we may review this fee, upon your agreement.

CUSTOMER INSTRUCTIONS

We generally require you to sign the engagement letter in person for us to proceed with preparing your Statement of Advice. For Simple advice, we will only accept instructions over the telephone.

HOW YOU CAN PAY YOUR FEES

You can pay your fee by cheque or direct deposit. You may also be eligible to deduct a portion of your fee from your GESB account. Details of how to do this will be provided by GESB Financial Advice.

HOW GESB FINANCIAL ADVICE ADVISERS ARE PAID

All GESB Financial Advice staff are employed by GESB, seconded to GESB Financial Advice and are paid a fixed salary. GESB Financial Advice and its advisers do not receive any commissions, which means our advice is based purely on providing you with an appropriate financial strategy to suit your needs.

OTHER DOCUMENTS YOU MAY RECEIVE FROM US

If you decide to use our financial advice service, you may also receive a Statement of Advice (SOA). You will receive a SOA whenever you are provided with advice which takes into account your needs, objectives or financial situation. The SOA will contain the advice, the basis for our advice and any fees that may apply to your investments. If we provide you with further advice in relation to your SOA, we will keep a record of it. You may request a copy of the further advice up to 7 years after the day on which the advice is provided.

If we make a recommendation for you to acquire a GESB product, we will provide you with a copy of the relevant product disclosure document. The product disclosure document will contain detailed information about the terms and conditions of the product and you should consider the contents before making investment decisions in relation to the product.