



JUSTFINANCIAL

37 Colin Street  
West Perth WA 6005

PO Box 2893  
West Perth WA 6872

T: 08 9481 0011

## Financial Services Guide

This Financial Services Guide (FSG) is an important document which we are required to give you under the requirements of our Australian Financial Services Licence. It provides you with information about us to help you decide whether to use the financial services we provide. This FSG explains the services we can offer to you and the types of products we offer. It also explains how we (and other related persons) are remunerated for these services and includes details of our internal and external complaints handling procedures and how you can access them.

This FSG must be read in conjunction with the Adviser Profile as it forms part of this FSG. It provides details about your adviser including contact details and the types of financial products they can advise and deal in.

If you choose to use our services you may also receive from us a Product Disclosure Statement (PDS), prospectus, Statement of Advice (SOA) and/or Record of Advice (ROA).

To invest in any of our recommended financial products you must complete the application form attached to the relevant PDS. The PDS contains information about the product and will assist you in making an informed decision about that product.

If we provide you with personal financial product advice rather than general financial product advice, we will initially provide you with a SOA. Personal financial product advice is advice that takes into account one or more of your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and any associations which may have influenced the advice.

On an ongoing basis, a ROA will be provided instead of a SOA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided.

You may request a copy of your SOA or ROA for up to 7 years after the day on which the advice was provided. This request can be made in writing vis email.

Just Financial Pty Ltd is responsible for the advice provided and services offered to clients by all its Authorised Representatives. We act on your behalf when providing advice and services to you.

### **NOT INDEPENDENT**

While we will always seek to meet our legal obligations to act in our clients' best interests within the meaning of section 961B of the Corporations Act 2001, we do not fall within the definitions of "independent", "unbiased" or "impartial" under section 923A. The reason we do not fall within these definitions is because we give our clients the option to allow life insurance companies to pay us commissions for the services that we provide to our clients rather than for us to be required to directly invoice our clients and for our clients to be required to pay us directly. We remain committed to continue to give our clients this important choice

<p><b>Who is Just Financial Pty Ltd?</b></p>	<p>Just Financial Pty Ltd has been issued with an Australian Financial Services Licence (AFSL No:414823) from the Australian Securities and Investment Commission on the 13<sup>th</sup> February 2012.</p> <p>Just Financial Pty Ltd is authorised to provide advice and dealing services on the following products and services:</p> <ul style="list-style-type: none"> <li>• Basic deposit and non-basic deposit products</li> <li>• Derivatives – Old Law Securities</li> <li>• Securities</li> <li>• Life risk insurance</li> <li>• Investment life insurance products</li> <li>• Superannuation and pensions</li> <li>• Managed investments</li> <li>• Government debentures, stocks and bonds</li> <li>• Retirement savings accounts</li> <li>• Standard Margin Lending facilities</li> </ul> <p>We also provide a portfolio review service that provides effective, efficient and timely reports.</p>
<p><b>Who is responsible for the financial services provided to you?</b></p>	<p>Just Financial Pty Ltd is responsible for the financial services provided to you and for the distribution of this FSG. Any financial service must be provided by a representative of Just Financial Pty Ltd.</p>
<p><b>Who is my Adviser?</b></p>	<p>Refer to the attached Adviser Profile for details of your adviser.</p>
<p><b>What information do you need to provide to receive personal advice?</b></p>	<p>You need to provide us with a list of your personal objectives, details of your current financial situation and any personal information, so we can offer you the most appropriate advice possible.</p> <p>You have the right not to tell us your financial situation if you do not wish to. 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 warnings contained in the Statement of Advice carefully before making any decision relating to the acquisition of any financial product.</p> <p>If your circumstances change you need to notify us immediately as it may affect the advice we have previously provided to you. If your circumstances have changed significantly then a new Statement of Advice may be required</p> <p>As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means we will ask you to present identification documents such as a passports and driver’s licence. We will also retain copies of this information. We assure you this information will be held securely. We cannot provide you with services if you are unwilling to provide this information.</p> <p>We will explain to you any significant risks of investments, insurances, and strategies we recommend to you. If you are unclear, you should ask us for further clarification.</p>
<p><b>How are we paid for the services we provide?</b></p>	<p>From our professional standpoint, in an attempt to remove bias and to maintain integrity in our product selection process, our preference is to charge fees based on the services we offer. We will only accept commissions from insurance companies as they are built into the premiums you pay.</p> <p>Prior to commencing any work, your adviser will discuss with you the services they offer and the fee structure applicable. Detailed below are the various stages of our financial planning process and how fees may apply to each stage. The fees applicable to your personal situation will be disclosed in writing in a Statement of Advice provided by your Adviser.</p>

**Initial Consultation.**

Due to the varying nature of individual clients the initial consultation is generally offered free of charge. This gives us the opportunity to obtain specific information regarding your personal circumstances and to determine if we are able to meet your specific needs and objectives. During this meeting, your adviser will discuss the fees which may be payable. You should not act on any representations which may be made during the initial consultation as we do not usually have all the information we need to provide you with appropriate advice.

**Statement of Advice Preparation Fee**

After the initial meeting, should you wish for us to provide financial product advice specific to your circumstances, we will do so in a document called a Statement of Advice (SOA). The cost of this will be discussed with you and agreed prior to proceeding and could be between \$550 - \$5,500 depending on the complexity of the work involved. The SOA will outline what fees are to be charged, when you pay them and what payments we may receive from various product issuers.

**Fee for Service - Implementation**

Once you have provided us with your signed authority to proceed with the recommendations, we will implement the recommendations and charge the fees disclosed in the SOA. This may include implementation of the strategy, establishing the investment vehicle, and purchasing or selling investments. This fee may be a flat fee or expressed as a percentage of your portfolio.

**Fee for Service - Ongoing Advice**

We offer a comprehensive Ongoing Care Service. This may include reviewing your personal circumstances, rebalancing your portfolio and ensuring your strategy remains relevant to regulatory changes and market conditions. This fee may be a flat fee or expressed as a percentage of your portfolio value and will be disclosed in your SOA. It can be paid via the product issuer on a regular basis or invoiced to you directly on an annual basis.

For example, a portfolio with a value of \$100,000, paying an Ongoing Advice Service Fee of 1.10% will be invoiced \$1,100 (inc GST) annually.

All fees and options will be discussed with you prior to provision of services and agreed in writing.

**Insurance Commissions**

We may receive up to 66% of the premium for insurance products we recommend in the first year and up to 22% of the premium in ongoing commissions for each year the policy remains in place. All commissions receivable will be disclosed in the SOA. For example, on an insurance premium of \$1,000 paying 66% initial commission and 22% on-going commission, the upfront commission would be \$660 initially and the on-going commission \$220 per year. (all amounts include GST)

**Listed Securities Transaction Fees**

For investment advice relating to direct equities you will pay a brokerage fee. This will be based on the value of any transactions undertaken when we buy or sell securities such as shares on the ASX. Brokerage costs vary depending on whether the security is purchased directly or via an investment platform. The cost of such transactions will be disclosed in the SOA. The percentage range per transaction can be between 0.11% and 1.10% including GST.

**Product Issuer and Wrap Provider Fees**

Most investments have ongoing fees and costs associated with them. These vary depending on what our investment recommendations are. All these costs are outlined fully in each investment's PDS and in the SOA. These costs are paid to the product issuer and not to Just Financial.

**Other Services and Fees**

While we encourage clients to engage us for ongoing advice, we understand that some clients may not require or wish to receive ongoing service. Therefore, we offer general advice, execution only and/or placement facilities.

	<p>How the fee is calculated and charged for these services may be:</p> <ul style="list-style-type: none"> <li>• A fixed dollar amount;</li> <li>• A percentage of the amount invested;</li> <li>• Based on an hourly rate;</li> <li>• A combination of some or all of the above.</li> </ul> <p>These fees will be discussed and agreed with you prior to any financial service being provided.</p>
<b>What commissions, fees or other benefits are received?</b>	We may from time to time receive a benefit from preferred product providers by way of sponsorship of educational seminars, conferences, or training days. Details of benefits above \$100 will be maintained on a Register which you have a right to sight. 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 authorised representative.
<b>Do any relationships exist which might influence the service or advice I receive?</b>	<p>We are not owned by any Fund Manager or Financial Institution and there are no relationships influencing the advice you receive from us. We are under an obligation to act in your best interests in relation to the personal financial product advice provided to you (i.e., the 'best interests duty').</p> <p>If your adviser holds a material interest in a financial product that has been recommended to you, the material interest will be disclosed to you in the SOA or ROA.</p>
<b>What information do you maintain in my file?</b>	<p>We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you.</p> <p>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 will be provided upon your request.</p>
<b>Can I tell you how I wish to instruct you to buy or sell my investment?</b>	Yes. You may specify how you would like to give us instructions. For example, by telephone, fax or other means.
<b>What kind of compensation arrangements are in place and are these arrangements complying?</b>	We have a professional indemnity insurance policy (PI policy) in place which is consistent with section 912B of the corporations Act. The PI policy covers us for claims made against us as a result of our conduct in the provision of financial services. It also covers us in relation to the conduct of representatives who no longer work for us but who did at the time of the relevant conduct, subject to the terms and conditions of the PI Policy.
<b>What should I do if I have a complaint?</b>	<p>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 any complaint about the service provided to you, we advise you to take the following steps:</p> <p>Contact our Complaints Manager, Pierre Schinazi at Just Financial Pty Ltd on (08) 9481 0011 or put your complaint in writing and send it to us at, PO Box 2893, West Perth WA 6872. We will try and resolve your complaint quickly and fairly.</p> <p>If your complaint is not satisfactorily resolved by us, you have a right to refer the matter to the Australian Financial Complaints Authority (AFCA) at <a href="http://www.afca.org.au">www.afca.org.au</a>, 1800 931 678 or GPO Box 3, Melbourne VIC 3001.</p> <p>The Australian Securities &amp; Investments Commission (ASIC) also has an infoline on 1300 300 630 which you may use to obtain information about your rights.</p>



JUSTFINANCIAL

SUITE 4, 84  
GILBERTSON ROAD  
KARDINYA WA 6163  
PO BOX 2266  
KARDINYA WA 6163  
T: 08 9337 5247

## Adviser Profile

Renee Diver

This profile is part of the Financial Services Guide (FSG) and should be read in conjunction with the attached FSG Version 12, July 2021.

Your adviser is Renee Diver, an Authorised Representative (AR No 469462) of Kalfocus Pty Ltd (CAR No 463978). Advice is provided by her through Kalfocus Pty Ltd, a Corporate Authorised Representative of Just Financial Pty Ltd AFSL No 414823.

Renee has been in the financial planning industry since 2004, first working in administration and rapidly being promoted to a paraplanner role. In this role, she provided technical assistance to many financial advisers which covered diverse strategies for individuals and corporate clients. Over the years she developed her paraplanning skills through ongoing study and moved into a senior position where she provided ongoing training and guidance to the technical administration team.

In 2013, she re-joined the industry after leaving briefly to start a family. After a short time as a senior paraplanner with a major corporation she transitioned into a financial adviser role before joining Just Financial in 2016.

As your financial adviser, Renee takes time to understand your needs and assist in implementing the right solution for you. This will ensure you can live for today, as well as achieve your future lifestyle goals and financial independence down the track

Renee is married to Aaron and has two children, Noah and Jade. In her free time Renee enjoys team sports and has played competitive softball since 1998.

Renee can be contacted on 0403 928 026 or via email at [renee@justfinancial.com.au](mailto:renee@justfinancial.com.au)

### What financial services are you authorised to provide and what kinds of products do these services relate to?

Renee Diver is authorised to provide the following financial services:

Financial product advice and deal by applying for, acquiring, varying, or disposing of a financial product on behalf of another person in:

- Basic deposit products;
- Non-basic deposit products;
- Government debentures, stocks, or bonds;
- Investment life insurance products;
- Life risk insurance products;
- Interests in managed investment schemes including IDPS;
- Retirement savings accounts;
- Securities;
- Margin lending;
- Superannuation;

to retail and wholesale clients.

### How will you be paid for the services provided to me?

Renee Diver is an Authorised Representative of Kalfocus Pty Ltd. She is remunerated by way of a salary. Her income is not linked or related to specific investment recommendations or remuneration derived from those recommendations.

Date: 12<sup>th</sup> July 2021