



# SMSF ADVISERS NETWORK PTY LTD

ABN 64 155 907 681 AFSL No. 430062  
29-33 Palmerston Crescent, South Melbourne Vic 3205  
Ph: 1800 906 456 / 03 8548 8300  
Website: [www.smsfadvisersnetwork.com.au](http://www.smsfadvisersnetwork.com.au)

## FINANCIAL SERVICES GUIDE

Version 4.1 (201811)

FSG Part 1 of 2

This document is a Financial Services Guide, and is designed to assist you in deciding whether to use any of the financial services that we provide.

We are required by law to give you a Financial Services Guide (FSG), which helps to educate and protect you and promote honesty and fairness in financial products and services.

SMSF Advisers Network Pty Ltd has authorised the distribution of this Financial Services Guide by its Authorised Representatives.

This Guide contains information about:

- What advice and services we are authorised to provide;
- How we provide you with advice and make recommendations;
- Remuneration that may be payable in connection with the provision of financial services; and
- Our complaints handling procedures, should you have a complaint.

The named Authorised Representative/s on this Financial Services Guide Part 2 – Adviser Profile & Fee Schedule is the person that is providing you the advice.

### SMSF Advisers Network Pty Ltd

SMSF Advisers Network Pty Ltd is dedicated to providing you with financial services and strategies relating to superannuation strategies, specifically to your requirements for a Self-Managed Superannuation Fund (SMSF).

SMSF Advisers Network Pty Ltd is not owned by any fund manager, bank, superannuation fund or life insurer. SMSF Advisers Network Pty Ltd and its Authorised Representatives always act on behalf of you, the client. We hold an Australian Financial Services Licence No: 430062, issued by the Australian Securities and Investments Commission.

We are responsible for the financial services provided by our Authorised Representatives and have authorised the distribution of this Financial Services Guide.

The contact details for SMSF Advisers Network are:

### SMSF Advisers Network Pty Ltd

Australian Financial Services Licence Number: 430062

29-33 Palmerston Crescent, South Melbourne VIC 3205

Tel: 1800 906 456 or (03) 8548 8300 Fax: (03) 9686 4744

Website: [www.smsfadvisersnetwork.com.au](http://www.smsfadvisersnetwork.com.au)

Email: [info@smsfadvisersnetwork.com.au](mailto:info@smsfadvisersnetwork.com.au)

### What advice can we provide you with?

Authorised Representatives of SMSF Advisers Network Pty Ltd can provide strategic advice in the following areas:

- Basic Deposit Products; and
- Superannuation (including Self-Managed Superannuation Funds).

---

© SMSF Advisers Network Pty Ltd



Wholly owned subsidiary of the  
National Tax & Accountants'  
Association

### **How can you provide us with instructions about your superannuation needs?**

You can generally provide us with instructions in a variety of methods including face to face, in writing, by telephone, fax, electronically (eg email) or other agreed means. If applicable, we will inform you which instructions must be provided in writing to us.

### **The Planning Process**

SMSF Advisers Network Pty Ltd requires that all Representatives follow a process when meeting and advising customers of the services we offer. This process is summarised in 6 steps:

- Step 1: Introduce the advice process;
- Step 2: Identify your current situation and objectives;
- Step 3: Determine and document strategy;
- Step 4: Present and proceed with advice;
- Step 5: Manage the implementation process; and
- Step 6: Review ongoing recommendations.

### **Statement of Advice (SOA)**

When you are provided with personal advice that takes into account your particular circumstances, you will receive a Statement of Advice (SOA). The SOA sets out the personal advice given to you, including any recommendations about particular financial products and the basis on which those recommendations are made.

The SOA will provide information on the amount of any commissions and other fees payable in respect of financial products recommended to you in connection with this advice.

If you require further advice, this may be provided to you either verbally or in writing as an advice document. If the advice is provided verbally, you will also receive the advice in an advice document. An advice document will be in the form of a Statement of Advice (SoA) or a Record of Advice (RoA). Should you require additional copies of your advice documents, you may ask your Adviser to provide this to you any time within 7 years from the latest date advice was provided.

### **Fees and Remuneration**

Your Authorised Representative is a professional adviser who receives payment for the advice and services they provide. These payments are used to fund the cost of such things as:

- Ongoing education and development for the adviser;
- Running a business, including office rental, phone/fax, internet, stationery etc; and
- Providing an income for the adviser.

Your adviser will receive remuneration by charging you a fee for service. These fees are outlined in the attached FSG Part 2 - Adviser Profile & Fee Schedule.

### **Associations and Relationships**

SMSF Advisers Network Pty Ltd is a member of the Association of Independently Owned Financial Professionals. As a member of this organisation, SMSF Advisers Network Pty Ltd is required to adhere to their standards of practice.

SMSF Advisers Network Pty Ltd is also a fully owned subsidiary of the National Tax & Accountants' Association (NTAA). The NTAA has been a leading provider of education for accountants for over 20 years, delivering specialist knowledge in taxation issues and Self Managed Superannuation Funds. SMSF Advisers Network Pty Ltd benefits from the education that the NTAA provides.

In addition, SMSF Advisers Network Pty Ltd and its Authorised Representatives maintain registers for any alternative remuneration received (also commonly known as 'Soft Dollar Benefits'), where such remuneration is material. These registers are referred to as the 'Alternative Remuneration Register' and they record details of the alternative forms of remuneration received. These registers are publicly available upon request.

## **Insurance**

We hold Professional Indemnity Insurance cover for the activities conducted under our AFS Licence. The insurance will cover claims in relation to the conduct of authorised representatives, representatives and employees who no longer work for the Licensee (but who did at the time of the relevant conduct). We believe that our Professional Indemnity Insurance cover satisfies the requirements of S.912B of the Corporations Act.

## **Privacy**

To provide you with relevant advice, we maintain a record of the information you provide us such as your personal and financial objectives, your financial situation and your needs. We will also retain copies of the advice we provide to you. We are committed to ensuring the privacy and security of your personal information.

A copy of the SMSF Advisers Network Privacy Policy can be accessed via our website [www.smsf advisersnetwork.com.au](http://www.smsf advisersnetwork.com.au), or you obtain a copy free of charge from any of our Authorised Representatives or by contacting SAN on 1800 906 456 or (03) 8548 8300.

You can review your file by contacting us on the above number and we will make your information available to you.

## **Complaints**

If you do have a complaint, please contact your Authorised Representative, or SMSF Advisers Network to obtain a copy of our Complaints Handling Policy and Procedures.

SMSF Advisers Network is committed to providing quality financial services in an efficient and honest manner. We take all complaints seriously, and have developed a formal complaints handling process to deal with any complaints from our clients. If you do have a complaint, you should follow the steps outlined below:

1. Contact your Authorised Representative directly to discuss the issue and to seek a resolution.
2. If the complaint cannot be resolved by talking to your Authorised Representative, you should then contact SMSF Advisers Network directly in writing to:

The Complaints Officer

### **SMSF Advisers Network Pty Ltd**

29-33 Palmerston Crescent, South Melbourne VIC 3205

Tel: 1800 906 456 or (03) 8548 8300

Fax: (03) 9686 4744

3. If SMSF Advisers Network is not able to resolve your complaint to your satisfaction, you can then lodge a complaint with the Australian Financial Complaints Authority.

**Phone:** 1800 931 678

**Online:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Mail:** Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001



# SMSF ADVISERS NETWORK PTY LTD

ABN 64 155 907 681 AFSL No. 430062  
29-33 Palmerston Crescent, South Melbourne Vic 3205  
Ph: 1800 906 456 / Fax 1300 306 351  
Website: [www.smsfadvisersnetwork.com.au](http://www.smsfadvisersnetwork.com.au)

## FINANCIAL SERVICES GUIDE

### ADVISER PROFILE & FEE SCHEDULE

v.PAR650 - 1.0 (201609)

FSG Part 2 of 2

#### Who Are We?

**Business Name:** DGL Accountants  
**Address:** 71 Victoria Street  
Mackay QLD, 4740  
**Postal Address:** PO Box 24  
Mackay QLD, 4740  
**Phone Number:** 07 4944 0449  
**Fax Number:** 07 4957 3793  
**Website:** [www.dglaccountants.com](http://www.dglaccountants.com)  
**Email:** [dgl@dglaccountants.com](mailto:dgl@dglaccountants.com)

DGL Accountants (ABN 74159149783) is a Corporate Authorised Representative No. 1250654 of SMSF Advisers Network Pty Ltd.

DGL Accountants provides a range of accounting, taxation, audit, SMSF and financial advisory services. Established in 1924, DGL Accountants has a Mackay heritage tracing back almost 100 years. At DGL Accountants we treat our clients businesses as if they were our own: we get the job done, solve problems, open doors, and come up with new ideas. Our firm has a dynamic culture and determination to deliver positive outcomes for all clients. We consistently deliver value through strong client relationships and tailored customer service. All of this would not be possible without our team of qualified professionals who all live and work in the region and are proud to immerse themselves in the local community.

Please be aware that *DGL Accountants* (Accounting Practice) is a business that may be associated with the provision of our advice to you. As a result of this association, the below listed Authorised Representatives may benefit from the payment of fees to *DGL Accountants* (Accounting Practice) in addition to the fees charged for advice provided under SMSF Advisers Network Pty Ltd. Confirmation and details of the fees involved where this arrangement is applicable, will be included in your Statement of Advice.

Details of Authorised Representatives of the SMSF Advisers Network Pty Ltd who can provide you with financial advice within our office are as follows:

**Lauren Hammer** B.Bus CPA

**Senior Accountant**

**Authorised Representative No:** 1250656

**Email:** [lauren@dglaccountants.com](mailto:lauren@dglaccountants.com)

Lauren has been involved in the financial services industry for over 15 years.

---

© SMSF Advisers Network Pty Ltd



Wholly owned subsidiary of the  
National Tax & Accountants'  
Association

After graduating from Central Queensland University with a Bachelor of Business (accounting), she also undertook post graduate studies to become a CPA. Having completed studies in superannuation and Self Managed Superannuation to meet the ASIC criteria to provide personal advice, Lauren looks forward to continuing to provide her clients with advice regarding their superannuation needs.

Lauren Hammer is remunerated by means of salary.

**Elizabeth Dent** B.Acc CPA

**Director**

**Authorised Representative No:** 1250655

**Email:** lizzy@dglaccountants.com.au

Elizabeth has been in the accounting industry for 12 years. Elizabeth graduated from Central Queensland University with a Bachelor of Accounting in 2008 in which she achieved a GPA 5.9. She then went on to qualify as a CPA in 2012 where she was awarded the highest mark in Queensland for the Advanced Taxation module. Elizabeth has obtained her Limited Public Practice Certificate in 2016 and is also a Registered Tax Agent. Since 2008 Elizabeth has had a focus on Self Managed Superannuation taking on the leader role in the superannuation division at her workplace. Elizabeth continued this focus on superannuation with the completion of studies in superannuation and Self Managed Superannuation with Kaplan to meet the ASIC criteria to provide personal advice.

Elizabeth Dent is remunerated by means of salary.

Please note that no commissions from product providers are received by any Authorised Representative of the SMSF Advisers Network Pty Ltd.

**Your Adviser, as detailed above can provide strategic advice in the following areas:**

- Basic Deposit Products; and
- Superannuation (including Self-Managed Superannuation Funds).

### **How we charge**

Fees are charged according to the work undertaken by your adviser and may be charged on an hourly basis or as a flat fee, or as a combination of both. A fee may be charged for the initial work in developing and implementing a strategy, as well as for ongoing monitoring and reviews.

### **Hourly Rates**

A typical rate for fee for service arrangements is between \$250 and \$350 per hour plus GST.

### **Advice Preparation Fee**

This is a one-off fee charged for the preparation of the advice provided. Professional Advice Fees can range from \$800 to \$1,750 plus GST. The cost will be determined by the advice provided and your advice requirements. This fee is applicable even if you decide not to proceed with the advice provided.

### **Implementation Fees**

To implement our advice, we may charge a fee. This fee is typically between \$300 to \$1,200 plus GST depending on the advice, strategies and time involved.

### **Ongoing Advice Fees**

We offer an ongoing review service to ensure you are on track to achieving your goals and objectives as well as addressing any issues that may arise. The cost of this service will vary depending on your level of service required or selected. This fee can range between \$800 and \$2,500 plus GST per annum.

Details of all fees will be clearly documented in the Statement of Advice you receive.

All fees are paid directly to SMSF Advisers Network who then pays the income to the Authorised Representative on a bi-monthly basis.

**Referral Fees**

SMSF Advisers Network Pty Ltd and its Authorised Representatives may work closely with many professional people and organisations such as solicitors and clubs to assist in providing you with advice.

Where we receive referrals from these sources, there may be a referral fee paid or received. Referral fees are not a separate charge to you. Referral fees will be disclosed to you at the time of referral and/or will be detailed in your Statement of Advice.

We currently do not have any referrals in place.