



# FINANCIAL SERVICES GUIDE

Version 7.1

20 April 2017

## **Your Commission Refund Provider**

**Refund Easy Pty Ltd**

**ABN:15 916 072 438**

Dover Corporate Authorised Representative Number [331847]

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## **Dover Financial Advisers Pty Ltd**

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## **About your Commission Refund Provider and Dover Financial Advisers Pty Ltd (“Dover”)**

Your Commission Refund Provider is Refund Easy Pty Ltd a Corporate Authorized Representative of Dover. Refund Easy Pty Ltd is the “providing entity” for the purposes of the Corporations Law and is a Corporate Authorised Representative of Dover.

Dover holds Australian Financial Services Licence (‘AFSL’) Number 307248 and has authorised the creation of this Financial Services Guide or FSG.

Dover has authorised representatives across Australia who provide quality advice to clients. Your Adviser has experience creating and implementing financial plans to maximise client financial profiles.

Many financial products involve commissions to Financial Advisers. They can be initial commissions, which are paid to the Financial Adviser on acquisition of the financial product, and/or trailer commissions, which are paid each year to the Financial Adviser for the life of the financial product.

Refund Easy provides no advice and you choose to simply instruct us to transfer your trailer commissions to us so that we will receive your trailer commissions on your behalf and rebate these back to you.

*Please note **Refund Easy does not provide financial advice. By signing an Adviser Nomination Request you are accepting not to receive financial advice in relation to your investments/financial products. Accordingly, we will not take into account your objectives, financial situation and needs. We, however, would recommend that you read the prospectus and the product disclosure statements for each products, understand the nature of each product, and ensure that it is still suitable to your circumstances.***

## **The purpose of this financial services guide (“FSG”)**

This FSG is an important document that explains how we provide financial product services to you.

This FSG is to be read in conjunction with Dover’s Client Protection Policy (“CPP”) which sets out a number of important client protections designed to ensure every Dover client gets the best possible advice and the maximum protection available under the law.

A copy of Dover’s CPP which forms part of the FSG can be accessed here: [Dover's Client Protection Policy](#)

You should read this FSG and Dover’s CPP carefully before using our services and these documents form part of our contract. It is intended to give you sufficient information to decide whether to obtain financial services from us.

Most of the content of this FSG and Dover’s CPP is dictated by the Corporations Act and is mandatory under that law, so bear with us regarding its form and content. Please feel free to contact us by telephone, e-mail or writing should this FSG be unclear or should you have any concerns about our services.

This FSG and Dover's CPP explains:

1. who we are;
2. how you can contact us;
3. what documents you will receive from us;
4. the financial services we provide;
- 5. your responsibilities as a client;**
6. any potential conflicts of interest;
7. our privacy policy;
8. our internal dispute resolution procedures;
9. our external dispute resolution procedures; and
10. our compensation arrangements, i.e. our professional insurance arrangements;
11. warning on the limits of your adviser's authority from Dover;
12. your understanding of your SOA;
13. disclosures required by ASIC;
14. our obligations as adviser and client;
15. additional disclosures for risk insurance contract, SMSF and taxation advice;
16. minimum holding period on investments; and
17. ASIC information forming part of our advice to you.

As mentioned above, Refund Easy does not provide financial advice and some of the terms mentioned in Dover's CPP might not be applicable to you. If you have any questions in relation to the terms, please do not hesitate to contact us

### **Warning on the limits of your adviser's authority from Dover**

This is a clear and prominent warning from Dover on the limits of your adviser's authority.

You should consider these limits before deciding to acquire financial services through your adviser and you should not acquire these services unless you understand and accept these limits. This warning is part of Dover's commitment to the highest possible compliance standards. These standards include making sure you know the limits of your adviser's authority before you decide to acquire a financial service.

Under the Corporations Act Dover is not responsible for anything done by your adviser which is not within the authority provided by Dover in these circumstances.

Your adviser is only authorised to provide advice that complies with the Corporations Act and the related regulations and regulatory guidelines. Your Adviser cannot provide advice or do anything else which breaches a law or an ASIC regulation, is outside of Dover's AFSL or which is not in your best interests or appropriate to your circumstances.

The limits on your adviser's authority include:

- failing to disclose a commission or other amount payable by any person other than you;
- failing to disclose a conflict of interest;
- theft or any other fraudulent activity;
- churning an insurance policy, i.e. an inappropriate recommendation for a new insurance policy for the purpose of generating a commission or a similar fee;
- failing to adequately research a recommended financial product;
- failing to consider your circumstances when recommending a financial or service;
- failing to provide personal advice in the form required under the Corporations Act;
- transferring money to or from an account without your written consent for that specific transfer;

- acquiring or disposing of a financial product without your specific written consent;
- recommending a financial service that a reasonable financial planner would not recommend;
- failing to advise you of a tax liability, stamp duty or similar cost of a recommended action;
- failing to advise you of a negative consequence of a recommended action; or any act that breaches a law of Australia or a state of Australia including the law of negligence, the criminal law and the corporations law or any ASIC regulation or regulatory guideline.

### **Our fees and other charges: who receives the fees and what we charge?**

Refund Easy retain 40% of any trail commission capped at \$280 pa which covers your partner's commissions as well as yours. There are no other service charges applicable.

Dover receives a monthly payment from Refund Easy and does not receive any other payment from any person in respect to the services provided to you by Refund Easy. Any commission received by Dover is passed on to Refund Easy

Refund Easy may receive a volume bonus on certain investments with the following organisations:

- IOOF (up to 0.2% on the funds under advice) \*
- Colonial First State (up to 0.2% on the funds under advice) \* and
- Asgard (up to 25% of net administration fee payable) \*\*

\*As an example, for IOOF and Colonial First State: if the funds under advice is \$100,000, your Adviser may receive up to .2% or \$200 every year.

\*\*As an example for Asgard: if the net administration fee payable is \$500, your adviser may receive up to .25% or \$125 every year.

You can ask for further details if this is of concern or interest to you. These details will be provided on request.

### **What you will receive from us.**

If you have any commission accumulated to be refunded at the end of the quarter in March, June, September and December you will receive a statement showing:

- 1.All commission received for the quarter
- 2.Any amounts retained by Refund Easy for providing the commission refund service
3. The net commission payment to be made to you

Refunds will be credited to your account starting on the 15th each March, June, September and December

### **Your responsibilities as a client**

As Refund easy provides no advice, just a commission refund service, you are solely responsible for any products, services or strategies chosen. You should ensure these meet your needs and goals.

You are responsible for ensuring your bank account and investment account details including account numbers, passwords and personal identification numbers are kept confidential, are stored safely and not recorded in a form that can be accessed by other persons including access by hacking computers, are not provided to any person, including your adviser, and are changed on a regular basis and at least once a month. You are solely responsible for any losses caused by a misuse of this data by any person, including cyber fraud or any other form of fraud.

## **Regular review of your strategies and products**

Economic and legislative environments constantly change and personal circumstances constantly change. This means advice should be reviewed, and if necessary, changed on an on-going basis to ensure it remains appropriate and in your best interests.

You are responsible for ensuring your advice remains appropriate to you and in your best interests.

You should undertake to review your products, services or strategies at least every six months or whenever your personal circumstances, including your attitude to risk, change. We will not be responsible for any losses incurred by you as a consequence of any act or omission.

We can refer you to a fee for service financial planner should the need arise. You should notify us in writing immediately should your personal circumstances change. We will not be responsible for any losses incurred by you should you fail to notify us of any change in your personal circumstances.

If you require any personal advice, please complete the Fact Finder form available on the Choice Financial Advice website in order for us to understand your objectives, financial circumstance and needs. You should complete it carefully as our advice will only be as good as the information you provide to us. If the advice is based on incomplete or inaccurate information relating to your relevant personal circumstances, we are required to warn you that you should consider the appropriateness of the advice, having regards to your objective, financial situation and needs

## **Dispute resolution**

Dover provides a dispute resolution services to its clients. This obligation is a key tenet of the consumer protection principles of the Australian Financial Services Licensing system.

If you have a complaint about any services you should:

1. Contact Refund Easy by telephone to explain your situation and let him know of your concerns. Refund Easy will do everything possible to resolve your complaint promptly;
2. if this does not resolve your complaint, put your complaint in writing addressed to Dover Compliance at PO Box 209, Black Rock VIC 3193 where it will be objectively considered and discussed with you and your Adviser with a view to being settled as soon as possible to your satisfaction; and
3. if your complaint is not resolved to your satisfaction by Dover, you can access our external dispute resolution scheme. Dover is a member of the Credit & Investment Ombudsman (CIO). CIO can be contacted on 1800 138 422 or [info@cio.org.au](mailto:info@cio.org.au). This is a free service to complainants.

**Compensation arrangements**

Dover operates a compensation arrangement to compensate retail clients for losses connected to any breach of the Corporations Act or other law by your Adviser, Dover or other relevant persons.

These arrangements comprise comprehensive and extensive professional indemnity insurance.

The insurance covers claims in relation to the conduct of former employees.

**Anti-money laundering and terrorism legislation**

Dover must verify your identity before we provide any financial services. This will be discussed at our meeting.

**Can Dover run an individually managed account?**

Dover’s AFSL does not allow individually managed account or similar facilities.

Dover regards these facilities as excessively risky and does not allow its authorised representatives to provide them to clients.

**Any questions?**

Please do not hesitate to contact Refund Easy should you have any questions about your services and how Refund Easy and Dover can help you improve your financial position.

**Acknowledgment of Receipt**

I/We .....  
acknowledge receipt of this Refund Easy Financial Services Guide  
Version 7.1 dated 20 April 2017.

Client signature 1: .....

Client name: .....

Date: .....

Client signature 2: .....

Client name: .....

Date: .....