

# **FINANCIAL SERVICES GUIDE**



**Globe**  
*Independent*  
FINANCIAL PLANNING

**GLOBE FINANCIAL PLANNING PTY LTD**

**FINANCIAL SERVICES GUIDE v2.2**

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## **GLOBE FINANCIAL PLANNING**

This Financial Services Guide (FSG) has been produced by Globe Financial Planning Pty Ltd (Globe, 'we,' 'us,' and 'our'). Globe is an independent, family-owned financial planning company. Globe has no ownership or relationship with any bank, insurance company, fund manager or any other institution. Globe is equipped to offer clients advice and solutions that are appropriate to each client's individual needs, circumstances and advice requirements.

## **PURPOSE AND CONTENT**

This FSG is provided to inform you about our services and fees, and to assist you when deciding whether to use those services.

This FSG includes information about:

- The financial services we can provide;
- The documentation you may receive;
- The remuneration and fees we may receive in relation to the financial services we provide;
- Your privacy and your personal information; and
- How we handle complaints.

## **FINANCIAL SERVICES AND PRODUCTS**

We are authorised to provide financial product advice and deal in the following financial products to wholesale and retail clients:

- Deposit and Payment Products;
- Retirement Savings Accounts;
- Securities;
- Standard Margin Lending Facility;
- Life Products;
- Superannuation;
- Managed Investment Schemes; and
- Government Debentures, Stocks and Bonds.

## **DOCUMENTATION YOU MAY RECEIVE**

### **Advice Documents**

If you request that we provide you with personal financial advice, we need to understand your current financial position, as well as your relevant goals, objectives and future needs, so that we are able to provide you with advice that is in your best interests.

Each time we provide you with new advice, or when there is a significant change to your circumstances, we are required to provide you with a document called a Statement of Advice (SoA). We must give it to you before we provide any services that relate to the advice documented in the SoA. However, if you instruct us to provide the services immediately, we will give you a SoA within five days of providing the advice.

The SoA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

You may request a copy of your SoA free of charge, at any time, for a period of seven years after the date the advice was given.

Subsequent to receiving your SoA, if you require further advice that is not significantly different and there is no significant change to your relevant personal circumstances, we will provide you with further advice either verbally, in writing or electronically. We will document the further advice in a Record of Advice (RoA). You can request a copy of the RoA at any time up to 7 years after the advice is provided.

### **Product Disclosure Statements**

You may also receive from us, a Product Disclosure Statement (PDS). This is a type of offer document which provides information about a product, for example, its features, benefits, fees and associated risks, to enable you to make an informed investment decision. Sometimes, a prospectus or other offer document may be issued instead of a PDS for some financial products. For example, a new listing of securities or debentures.

Generally, a PDS must be given to with any offer or recommendation to invest in:

- Managed Investments;
- Superannuation Products;
- Insurance Products;
- Retirement Savings Accounts;
- Deposit Products; or
- Standard Margin Lending Facilities.



## HOW DOES GLOBE AND ITS ADVISERS GET PAID?

Globe is an independent financial planning firm. When you engage us, you pay fixed flat fees.

For any new recommendations/products, we **do not** accept any commission payments. Where a client has an existing product that may pay a commission, we rebate this in full to the client on a quarterly basis (in arrears).

Globe does not keep any payments other than the flat fee that you agree too which can be payable directly from your financial institution (our preferred method), via a financial product at your direction or other methods as directed by you.

You and your adviser will agree on an appropriate fee and service structure in advance.

### Initial Advice Fees

Our initial advice fees include meeting with you, the time we take to determine our advice and the production of the SoA. They will be based on the scope and complexity of advice provided to you. We will agree the fee with you before providing you with advice.

### Annual Service Fee

Our annual fees depend on the services that we provide to you and will be an agreed fixed fee. Our services and fees will be set out in an agreement with you.

### Other Fees

Although not typical, on very infrequent occasions where an annual service fee is not charged, other fees may apply. Again, these will be quoted in advance and may include:

- Ad Hoc Advice Fee - a one off fee paid to your adviser for advisory services; and/or
- Implementation Fee - a one off fee paid to your adviser to implement financial products; and/or
- Contract fees - on hourly basis at the rate of \$495 per hour.

These fees are payable by you and may be paid either directly from you or from your financial product/s.

### **Other Forms of Remuneration**

From time to time, the employees of Globe may receive non-cash benefits with a cash value less than \$300. A register listing the details of any non-cash benefits between \$100 and \$300 is maintained.

These non-cash benefits do not influence the financial product recommendations provided by our advisers to you.

If you would like more information, you can request a copy of the register.

### **How Your Adviser is Paid**

Your Adviser is a salaried employee of Globe. Should your adviser also be an equity owner in the business, they may also be entitled to a distribution of profit from the business.

Your adviser may receive regular (or irregular) incentive payments, in addition to their base salary and superannuation. In order to receive these incentives, your adviser must meet or exceed a range of Key Performance Indicators, including certain non-financial Indicators, such as compliance requirements. Advice on a financial product is never considered as part of any incentive.

## PRIVACY AND PERSONAL INFORMATION

We are committed to protecting your privacy. We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

## OTHER INFORMATION

### How can I give you instructions?

You can give us instructions by telephone, email, in person or other means agreed with us.

Some financial product providers have their own rules about how to give instructions. Please refer to the specific Product Disclosure Statement of the relevant product for those details.

## COMPLAINTS

We endeavour to provide you with the best advice and service at all times. If you are not satisfied with our services, then we encourage you to contact us. Please call us, send us an email or put your complaint in writing to our office.

If you are not satisfied with our response, you can lodge a complaint with the Australian Financial Complaints Authority. You can contact AFCA on 1800 931 678 or via their website [www.afca.org.au](http://www.afca.org.au). AFCA provides fair and independent financial services complaint resolution which is free to consumers.

Globe has and continues to maintain Professional Indemnity Insurance in accordance with the Corporations Act 2001. Our Professional Indemnity Insurance, subject to its terms and conditions, provides indemnity up to the sum insured for Globe and our employees in respect of our authorisations and obligations under our Australian Financial Services Licence.

This insurance will continue to provide such coverage for any employee who has ceased work with Globe for work done whilst engaged with us.