

# FSG

## Financial Services Guide

Prepared on

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Burvill   
FINANCIAL

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Burvill Financial Pty Ltd is a Corporate Authorised Representative of Oakwood Lifestyle Advisers Pty Ltd  
ABN 14 072 735 409 | AFSL 379049 | 4/9 Narabang Way, Belrose 2085 | (02) 9410 2022 | [www.oakwoodlifestyle.com](http://www.oakwoodlifestyle.com)

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## Financial services guide

This Financial Services Guide (FSG) is issued with the authority of Oakwood Lifestyle Advisers Pty Ltd (Oakwood). You have the right to ask us about our charges, the type of advice we will provide and your rights and procedures if you have a complaint about our services. If you need more information or clarification, please contact us directly.

Oakwood and your adviser are subject to a compulsory industry wide Code of Ethics and as such in your dealings with Oakwood and/or your adviser they must at all times comply with his code. A copy of the FASEA Code of Ethics is available on our website or you can ask your adviser for a copy.

To become a client, you are required to receive a Statement of Advice (SOA) when we provide you with advice which considers your objectives, financial situation and needs. For full disclosure, the SOA will contain our qualified advice, the basis on which it is given and information about remunerations and associations which may influence the advice.

In the event we provide a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement (PDS) containing information about the particular product which will enable you to make an informed decision of that product.

### Before you get our advice

#### Who is your adviser?

**Brendon Burvill and Burvill Financial Pty Ltd** are Authorised / Corporate Authorised Representatives of Oakwood Lifestyle Advisers Pty Ltd.

AR Number: 000263211

CAR Number: 001308929

Brendon has been involved in the Financial Services industry since 1989 in various roles and has been advising private clients since 2004.

Contact Brendon directly on 0429 608 923 or by email at [brendon@burvillfinancial.com](mailto:brendon@burvillfinancial.com).

#### Who will be providing the advisory services to me?

Authorised Representatives of Oakwood are responsible for the advice provided and are regulated by the Australian Securities and Investment Commission (ASIC) with Australian Financial Services Licence (AFSL) Number 379049.

Authorised Representative remuneration is not linked nor related to specific investment recommendations but to client fee-for-service, insurance brokerage and assets under management.

#### Lack of independence

Oakwood receives commissions for the advice we provide on life risk insurance products, therefore we are considered not to be independent, impartial or unbiased.

#### What advisory services are available?

- Securities & Investment Advice
- Superannuation including SMSF
- Financial Planning Strategies
- Portfolio Management
- Social Security Advice
- Retirement Planning
- Estate Planning Advice
- Insurance Advice

We provide advice on and deal in managed funds, shares, Exchange Traded Funds (ETFs), debentures, superannuation and insurance products.

Product recommendations are only made after considering their suitability for your individual investment objectives, financial situation and needs. We provide regular reviews of your portfolio.

On an ongoing basis after the initial SOA has been provided to you, your adviser will provide you with verbal advice where the basis of advice does not significantly differ from the initial advice. In this instance your adviser will record the recommendation in a Record of Advice (ROA) instead of a Statement of Advice (SOA).

A ROA document consists of recommendations made, remuneration disclosure and critical issues relating to the advice. The ROA will be kept on file for 7 years from the date of the advice. You have a right to request a copy of these documents at any time.

### **How will I pay for these services?**

Oakwood and their Authorised Representatives are remunerated in three simple ways.

**Financial Advice** – An advisory fee incorporating preparation, production and implementation of your SoA and project driven advice is determined by the complexity of the advice being provided. A quote of my fees will be discussed and agreed with you prior to the commencement of your plan.

**Asset Management** – Portfolio Management charged at 0.66% to 0.33% per annum depending on portfolio size. This management fee is deducted automatically monthly from your portfolio.

**Insurance Brokerage** - Upfront and ongoing commissions from insurance companies for insurance policies issued. Initial commission may be up to 66% of the initial annual premium. Ongoing commission may be up to 30% of the ongoing annual premium. Alternatively, a fee for service arrangement can be agreed upon by you and will always be quoted to you upfront.

**The calculation of fees is dependent on the level of service you choose.**

### **Do you receive remuneration, commission, fees or other benefits in relation to providing the financial services to me and how is that calculated?**

We fully disclose all fees, commissions and remuneration received by Oakwood and Authorised Representatives. You receive a SOA detailing remuneration prior to deciding on recommendations. The SOA fully discloses ongoing remuneration and any changes or deviation will be provided in writing via a new SOA. We require your written consent to acceptance of all fees.

You have a right to request further information in relation to the remuneration received by Oakwood and its Authorised Representatives at any time.

Oakwood does not receive “soft-dollar” compensation from product providers in the form of holidays or gifts to incentivise Authorised Representatives. However, for product training or required Continuing Professional Development (CPD) requirements Oakwood or its Authorised Representatives may receive a disclosed benefit from product providers by way of educational seminars, conferences or training days. Details of benefits above \$300 are maintained on a register at Oakwood and can be requested at any time.

By law, if your adviser holds a financial interest in a financial product or any interest or ownership in a financial product or recommendation to you, it must be declared and recorded in a register and where appropriate, this holding will be disclosed to you in the SOA or ROA. Where such holding is material or will create a potential conflict of interest, please note that under the FASEA Code of Ethics your adviser will be required to decline providing services to you.

Oakwood is not owned by a bank, fund manager, insurance company or financial institution and there are no relationships to influence the advice provided by its Authorised Representatives.

## **When you get our advice**

### **Do I get detailed information about actual commissions and other benefits my adviser gets from making the recommendations?**

Yes. As explained above, you have the right to know about details of remunerations and other benefits your adviser receives for recommending investments or insurance products. All remuneration and other benefits received by the adviser from providing advice are clearly detailed in writing and given to you in the SOA at the time of advice and require your prior consent.

### **Will you give me advice that is suitable to my investment needs and financial circumstances?**

Yes. To ensure the most suitable advice we need to find out your individual investment objectives, financial situation and needs before we provide our advice. In addition, under the requirements of the FASEA Code of Ethics we may also seek information about broader needs and objectives which may include information about family members and / or other relevant individuals where this information is essential to us providing advice in your best interest. Where the Authorised Representative cannot recommend any appropriate products or advises your best interest will not be served by him/her, they have a right to refuse provision of advice or services.

You have the right not to divulge this information to us, if you do not wish to do so. However, please note under the FASEA Code of Ethics as a service provider we may deny providing services to you should you fail to provide this relevant information.

### **What should I know about any risks of the investments or investment strategies recommended to me?**

We will explain to you any significant risks of investments and strategies that we recommend to you. As part of this process we may seek to ensure you clearly understand the advice and implications of the decision process.

### **What information do you maintain in my file and can I examine my file?**

We maintain a record of recommendations made to you and your personal profile that includes details of your investment objectives, financial situation and needs along with working papers and file notes. You may examine your file at any time.

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Financing Act 2006 to verify your identity and source of funds.

This means that we will ask you to present identification documents such as passports, driver's licence and proof of address. We retain copies of this information and assure you that this information is stored securely.

### **What about your privacy?**

Security of your personal and financial information is of the utmost importance and Oakwood maintains industry standards for the collection and storage of your information.

### **Can I tell you how I wish to instruct you to buy or sell my investment?**

Yes. You may specify how you would like to give us instructions. For example; by telephone, email or in person. In all cases we must receive a written confirmation of these instructions by email, fax or delivered letter for record.

### **Compensation Arrangements & Professional Indemnity**

Oakwood maintains Professional Indemnity Insurance in accordance with s.912B of the Corporations Act 2001 (as amended).

Our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum insured for Oakwood and our Authorised Representatives and employees in respect of our authorisations and obligations under our AFSL.

This insurance will continue to provide coverage for any work completed by Authorised Representatives or employees during their tenure but have since ceased work with Oakwood.

## **Complaints**

### **Who can I speak to if I have a complaint about the advisory service?**

We are committed to providing quality advice and services to our clients. If you have a complaint you may address it here.

Contact your adviser.

- If your complaint is not satisfactorily resolved within 7 days please contact Oakwood Lifestyle Advisers Pty Ltd on (02) 9410 2022 or put your complaint in writing and send it to Oakwood Lifestyle Advisers, 4/9 Narabang Way, Belrose NSW 2085. We will look to resolve your complaint.
- If we cannot reach a satisfactory resolution, you can raise your concerns with the AFCA on 1800 931 678. Oakwood is a member of this complaints resolution service. The Australian Securities & Investments Commission (ASIC) also has a free call Infoline on 1300 300 630 which you may use to file a complaint or obtain information about your rights.