

FINANCIAL SERVICES GUIDE

EFFECTIVE 1 November 2018

ESSSuper has an arrangement with Adviser Network (AFSL No. 232729) to provide financial product advice to ESSSuper members.

This Financial Services Guide (FSG) is an important document. Please ensure that you read this FSG carefully. It is provided by Adviser Network Pty Ltd, ABN 25 056 310 699 ("Adviser Network"). Adviser Network holds a current Australian Financial Services Licence No. 232729 and is responsible for the financial services provided to you. Adviser Network has authorised the issue of this FSG for distribution by ESSSuper.

This FSG is important, so please read it carefully. It is designed to clarify who Adviser Network is, what Adviser Network do and help you decide if you want to use the advice services. It covers:

- › WHO IS MY ADVISER?
- › WHO IS RESPONSIBLE FOR THE ADVICE GIVEN?
- › WHAT FINANCIAL SERVICES ARE AVAILABLE?
- › HOW WILL I PAY FOR THIS SERVICE?
- › THE ADVICE PROCESS
- › TYPES OF ADVICE
- › PRIVACY
- › PROFESSIONAL INDEMNITY INSURANCE
- › POTENTIAL CONFLICTS OF INTEREST
- › COMPLAINTS

WHO IS AN ADVISER?

Your adviser is an employee of ESSSuper authorised by Adviser Network to provide personal financial advice, to ESSSuper Members, under Adviser Network's AFSL. Your adviser's details, including their Authorised Representative number, are detailed on their business card attached to this Financial Services Guide.

WHO IS RESPONSIBLE FOR THE ADVICE GIVEN?

Because Adviser Network authorises qualified ESSSuper advisers to provide financial services to ESSSuper members, Adviser Network is responsible for the financial advice services provided to you.

WHAT FINANCIAL SERVICES ARE AVAILABLE?

Adviser Network authorises ESSSuper advisers to provide financial product advice and deal in the following:

- › deposit and payment products
- › non-cash payment products
- › debentures, stocks and bonds (proposed to be) issued by a government
- › life investment and life risk products
- › interests in managed investment schemes, including investor directed portfolio services
- › securities
- › superannuation.

WHAT CAN'T YOU DISCUSS?

ESSSuper's license states that their advisers cannot provide advice on direct property, margin lending or gearing strategies.

HOW WILL I PAY FOR THIS SERVICE?

Fees for personal advice will range from \$1,100 - \$5,000 depending on the type of advice provided to you. However, a higher fee may apply depending on the complexity of your situation.

This fee will be agreed with you before the preparation of your Statement of Advice (SOA). The fee will be either invoiced to you or may be paid by ESSSuper via a debit to your eligible superannuation account.

As not all fees can be debited to your account, you should ask your adviser about your payment options.

ESSSuper's advisers are paid a salary. They don't receive any commission or special payments for providing financial advice or products to you.

They may receive a bonus based on their overall performance across a range of metrics which doesn't exceed 10% of their remuneration.

ESSSuper has contracted Adviser Network to provide authorisation under the Adviser Network AFSL for the provision of personal financial advice services to ESSSuper members. Adviser Network is paid a fee by ESSSuper for this service.

THE ADVICE PROCESS

ESSSuper's advisers, authorised by Adviser Network, will follow the process below when providing financial advice. Understanding the advice process means you know what is needed from you and what is provided to you.

STEP 1

When you meet an ESSSuper adviser for the first time they'll give you this FSG and ask you about your financial goals.

Depending on what advice you want, you will receive a document setting out what was discussed and possibly other brochures or Product Disclosure Statements about ESSSuper's funds and/or other financial services products.

STEP 2

You and your ESSSuper adviser will complete a Fact Find. A Fact Find will help capture your personal financial position and personal details and identify your financial goals.

You may also complete a Risk Profile, this can help your adviser understand what level of risk is right for you.

Before proceeding your ESSSuper adviser will discuss the costs associated with providing the Statement of Advice (SOA).

STEP 3

Your ESSSuper adviser will use information about you, your personal financial situation and risk profile to develop strategies and options aligned with your needs.

STEP 4

You will receive a written SOA from your ESSSuper adviser. This is an important document. You should read it carefully and contact your ESSSuper adviser if there's anything you don't understand or agree with. The SOA will set out the personal information you provided, your adviser's financial recommendations and the strategies and products appropriate for you and in your best interests.

STEP 5

To implement any recommendations from the SOA your adviser will need your signed written authority. You will then be provided with Product Disclosure Statements for any products being implemented. Upon implementation of the agreed strategy your ESSSuper adviser will send you confirmation that the recommendations have been implemented.

STEP 6

If you receive further financial advice from your adviser you may be given another SOA or written Record of Advice. You can request a copy by contacting Adviser Network up to seven years from the date the advice was provided.

TYPES OF ADVICE

PERSONAL ADVICE

ESSSuper advisers, authorised by Adviser Network, can provide you with personal financial advice and will only recommend a product after considering its suitability for your financial needs.

GENERAL ADVICE

ESSSuper advisers, authorised by Adviser Network, can provide you with general advice about the products and options available at ESSSuper. General advice does not take into consideration your personal circumstances or objectives.

PRIVACY

Adviser Network keeps records of your personal information plus any recommendations provided for seven years.

Adviser Network ensures the privacy of your information in line with its privacy policy which can be provided upon request. Alternatively, you can access this Privacy Policy at www.advisernetwork.com.au

You can access your file by making a request in writing to your ESSSuper adviser or Adviser Network.

PROFESSIONAL INDEMNITY INSURANCE

Adviser Network has appropriate professional indemnity insurance.

The policy is also available to ESSSuper advisers as authorised representatives of Adviser Network.

The policy relates to financial services claims and satisfies compensation arrangement requirements under section 912B of the *Corporations Act 2001* (Cth).

POTENTIAL CONFLICTS OF INTEREST

Adviser Network does not have any relationships or associations with any other product issuer that could be expected to influence the financial advice services provided.

COMPLAINTS

Personal financial advice is provided by ESSSuper advisers authorised by Adviser Network. If you're unhappy with the service provided please contact your ESSSuper adviser.

If your adviser is unable to resolve your complaint you can contact Adviser Network. Adviser Network will acknowledge your complaint within 48 hours and, if possible, seek a satisfactory resolution.

If you do not receive a response to your complaint within 45 days, or are not satisfied with the response after going through the internal complaints process, you can raise your complaint with the Australian Financial Complaints Authority ("AFCA") (ABN 38 620 494 340)

PO Box 3, Melbourne VIC 3001

E info@afca.org.au

T 1800 931 678

W www.afca.org.au

AFCA is an external dispute resolution (EDR) scheme which deals with complaints from consumers in the financial system, including the provision of financial products advice. AFCA replaced the three existing EDR schemes of the Financial Ombudsman Service (FOS), the Credit and Investments Ombudsman (CIO) and Superannuation Complaints Tribunal (SCT) so that consumers have access to a single EDR scheme. AFCA may be able to assist you to resolve your complaint but will only become involved after you have made use of the above internal complaints handling process.

ABOUT ADVISER NETWORK

Adviser Network Pty Ltd, Australian Financial Services Licence (AFSL) 232729, is a provider of financial advice services and technology. With clients across Australia, Adviser Network delivers tailored, efficient and scalable solutions through direct advice channels. ESSSuper pays a fee to Adviser Network for these services.

Adviser Network is located at:

- › Level 12, 680 George Street
Sydney NSW 2000
- P 1300 561 006

ABOUT ESSSUPER

ESSSuper is the registered business name of the Emergency Services Superannuation Board, ABN 28 161 296 741 (the Board). The Board is responsible for the management and administration of the Emergency Services Superannuation Scheme (the Fund). The Fund is governed by the *Emergency Services Superannuation Act 1986* (Vic) and provides benefits for current and former Victorian emergency services employees, certain public sector employees and spouses of those members.

To give instructions or enquire about ESSSuper and other superannuation products, contact ESSSuper at:

Level 16, 140 William Street
Melbourne VIC 3000

GPO Box 1974, Melbourne VIC 3001

T 1300 650 161 (for emergency services members)

T 1300 655 476 (for state super members)

F 1300 766 757

W esssuper.com.au

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