



# Financial Services Guide (Part One)

Version 5 | June 2023

## Purpose of this Document

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services and information on how to engage with one of our advisers.

Part 1 of the FSG should be read in conjunction with Part 2, the Adviser Profile and covers the following:

- Information about Your Beacon Pty Ltd as a licensee
- Details on how you may instruct your adviser
- Who will be responsible for providing the financial service?
- Details of the financial services and/or products Your Beacon Pty Ltd can provide
- Remuneration received by your adviser
- Other forms of remuneration or benefits
- The complaints procedure

Please take the time to review this document before engaging our services.

Throughout this FSG, Your Beacon Pty Ltd is referred to as “Your Beacon”, “we”, “us”, “our” or any variations. The term “adviser” refers to Your Beacon’s authorised representatives.

Your Beacon (ABN 88 637 106 908), is an Australian Financial Services Licensee (AFSL No. 519834).

## You, Your adviser and Your Beacon

You have decided that you would like the services of a financial adviser. Regulatory requirements and the Law require all financial planning advisers to either hold an Australian Financial Service License (AFSL for short) or to be authorised by an AFSL holder. This is where Your Beacon comes in. Your adviser has chosen to be associated and appointed as an Authorised Representative of Your Beacon and is therefore able to provide you with financial advice under the Your Beacon AFSL.

Your Beacon provides your adviser with Training, Research, Compliance, Technical and Operational support, professional indemnity insurance and access to a free dispute resolution service. Your Beacon is ultimately responsible for the advice provided by your financial adviser and has obligations to fulfill to maintain the AFSL, one of these obligations includes monitoring the advice financial advisers provide to you their client.

### Our responsibility

Your Beacon is committed to ensuring that your adviser is providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

If your adviser is unable to provide services Your Beacon will step in to assist you find a new adviser to provide you with the service, you require.

### Licensee Authorisations

We are licensed to provide financial advice on the following services:

- Wealth creation strategies
- Life insurance advice
- Superannuation/Retirement Planning
- Cash flow and Debt reduction strategies
- Cash flow management
- Estate planning and Aged care strategies
- Tax (financial) advice

We can advise in the following products:

- Basic deposit products
- Debentures, stocks and bonds
- Life insurance (personal and business)

- Managed investments
- Investor Directed Portfolio Services (IDPS)
- Retirement Savings Accounts (RSA)
- Superannuation, Annuities and Pensions
- Securities
- Self-managed superannuation

### Lack of Independence

Your Beacon and its representatives are not independent, impartial, or unbiased because we receive commissions for the advice, we provide on life risk insurance products.

### How to give instructions

Your adviser may accept your instructions by phone, letter, email or fax. In some instances, your adviser can only accept written instructions from you, and they will let you know when this occurs.

### Documents you may receive

When your adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS) Annually
- Renewal Notice (every 2 years)

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

### Adviser remuneration

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever your adviser provides a recommendation for a financial product or service, your adviser may be remunerated through either:

- An initial adviser service fee; or
- An ongoing adviser service fee; or
- A contribution fee; or
- Implementation fee; or
- Commission payments from product providers where applicable; or
- A combination of any of the above.

All fees or commissions are initially paid to Your Beacon before being distributed in full to QSA Financial Services (Corporate Authorised Representative).

## Other forms of remuneration or benefits

Your Beacon and/or its advisers may receive non-monetary benefits where:

- The amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

## Sponsorship

Your Beacon and its related companies may receive payments or benefits from product providers in return for granting rights such as being recognised as a sponsor and the right to promote their product and give presentations at conferences and/or professional development training days.

Your Beacon may use these payments to pay for costs associated with such conferences, training or professional development days.

## Related companies

The following is a listing of related companies that your adviser may recommend:

- QSA Accounting Pty Ltd
- QSA Financial Services Pty Ltd
- Expression Realty Pty Ltd

Your adviser may hold shares in other companies related to these companies which may influence, or be seen to influence, the advice that they

provide you. Your adviser will disclose any relevant shareholding and any other potential conflicts within the Adviser Profile and/or advice document.

## Referrals

Should you be referred to your adviser by a third party, if you are referred by your Adviser to external professional services such as a Mortgage Broker or Accounting, they will not receive any fee's for the referral of business.

## Reporting your concerns

If you have a complaint about any financial service provided to you by your adviser, you should take the following steps:

1. Contact the Professional Standards team at Your Beacon to discuss your complaint.

Phone: 07 5570 4600  
Email: [compliance@yourbeacon.net.au](mailto:compliance@yourbeacon.net.au)  
Mail: Professional Standards Manager  
PO Box 4939  
GCMC, QLD 9726

2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA), an External Disputes Resolution Scheme, of which Your Beacon is a member.

The contact details for AFCA are:

Phone: 1800 931 678 (free of charge)  
Fax: 03 9613 6399  
Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Mail: GPO Box 3, Melbourne VIC 3001