

Integrity Financial (SA) Pty Ltd

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Financial Services Guide

Date: 10 January 2025

Version: 4.0



FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is an important document which we provide to you under our Australian Financial Services Licence (AFSL). It provides you with information about Integrity Financial (SA) Pty Ltd ('Integrity Financial') to help you decide whether to use the financial services we provide. This FSG explains the services we can offer to you and the types of products we may offer. It also explains how we (and other related persons) are remunerated for these services. It includes details of our internal and external complaints handling procedures and how you can access them. Integrity Financial authorises the distribution of this FSG.

If you choose to use our services you may also receive from us a Product Disclosure Statement (PDS), Statement of Advice (SOA) and/or Record of Advice (ROA).

To invest in any financial products as a result of our recommendations you must complete the application form attached to the relevant PDS. The PDS contains information about the particular product and will assist you in making an informed decision about that product.

If we provide you with personal financial advice rather than general financial product advice, we will initially provide you with an SOA. Personal financial advice considers one or more of, your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and any associations Integrity Financial may have.

On an ongoing basis, an ROA will be provided instead of an SOA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided. You have the right to request a copy of your ROA at any time.

If you have a current industry or employer superannuation fund, we will only recommend a rollover to another superannuation fund if it is in your best interest. However please note, we do not recommend specific industry or employer funds as new funds as they are not on our Approved Product List.

We will not provide advice on classes of financial products, other than those identified in the Integrity Financial AFSL.

Integrity Financial is responsible for the advice provided and services offered to clients by an Authorised Representative of the Integrity Financial AFSL.

Who we are?

Established in 2009, the Integrity Financial AFSL offered a range of financial products and services that challenged traditional investment boundaries and offered diverse capabilities. Integrity Financial forms part of the privately-owned financial planning practice Integrity Financial Advisory, which had its origins in Henderson Gregory Forrest, a specialist stockbroking and financial advice firm which was established back in January 2003.

Integrity Financial is a locally owned and operated AFSL holder. David Forrest, as the founding Director of Integrity Financial Advisory, is an authorised representative of Integrity Financial. Our advisers are fully degree qualified and authorised by the licensee to provide financial services advice.

We have clients all over Australia who are using our experience to create wealth and enjoy a comfortable retirement.

Our goal is to help clients use their assets and incomes to achieve their personal goals without adversely affecting their current lifestyle. We are committed to facilitating high quality advice and continued excellence in our service to you.

Why we are not independent?

Integrity Financial receives commissions associated with the issue of life risk insurance products. This is how the licensee is remunerated for the time and expertise involved in researching and advising on the most appropriate solution to suit your particular financial needs. For this reason, we do not represent ourselves as independent, impartial or unbiased.

What services do we offer?

- Financial Planning
- Investment Strategy
- Direct Equities
- Superannuation strategies, including Self-Managed Superannuation (SMSF)
- Life and Disability Insurance, including Investment Life Insurance
- Tax Effective Investments
- Centrelink Benefits Advice
- Aged Care Facility Advice
- Retirement Planning Advice
- Portfolio Review Services
- Ongoing Advisory Services

What are our authorisations?

- Deposit and payment products – basic deposit and non-basic deposit
- Government debentures, stocks and bonds
- Life products – investment life insurance products
- Life products – life risk insurance products
- Managed investment schemes including IDPS
- Retirement saving account products
- Margin lending
- Securities
- Superannuation & Self-Managed Super Funds (SMSF)

To the extent that we authorise an Integrity Financial representative to do so, the representative can help you to apply for the financial products referred to in your advice and can also give you financial product advice in relation to them.

If an Integrity Financial representative is unable to provide you with a financial service or a financial product that you are interested in, the representative may refer you to another representative who can.

What are we unable to do?

We will not provide advice on products that are not on our Approved Products List (APL). Your adviser does not have authority to advise on products that are not approved by Integrity Financial.

We will not provide advice on classes of financial products other than those identified in the Integrity Financial AFSL or detailed above.

What help do we need from you?

We need your help by providing us with accurate information that we request, so that we can provide advice that considers your circumstances and therefore is best suited to your needs.

We hope that you will use our advice to enable you to make informed financial decisions.

Where things change, we need you to inform your adviser of any changes that may influence your future objectives.

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. To do this we will ask you to provide identification documents such as passports and driver's licence. We will also retain copies of this information. We assure you that this information will be held securely. Unfortunately, we cannot provide you with services if you are unwilling to provide this information.

How are we paid for the services we provide?

Our initial meeting is a complimentary service to determine if we can help you. After the first meeting, your adviser will discuss the fees and charges that will be applicable to your individual circumstances.

We are a fee for service practice which is our driving principle on how we should be rewarded. We do, however, receive commission on insurance from product providers. Integrity Financial sets this commission at a consistent level between insurance providers to remove preference between providers based on remuneration. Our professional view is for Integrity Financial to disregard the varying commissions that are permitted to be paid by product providers to remove bias and maintain integrity in our product selection process. Integrity Financial does not rely on commission-type revenues and base our advice solely on what's best for you.

Due to the varying nature of individual client cases, our fee for SOA plan preparation, implementation and our ongoing management service process will be disclosed on an individual basis in writing to you and may include the following:

Initial Advice Fees

SOA Plan Preparation - This fee is based on a written investment proposal (Statement of Advice - SOA) of which the cost will be based on the complexity of the work involved and time required to prepare. The cost could range from \$2,250 to \$5,500 (GST inclusive) or as agreed. We will advise of the cost prior to preparing the SOA.

Implementation - If you proceed with the recommendations of the prepared SOA and implement the investment strategy, whilst many firms charge separately for implementation, we include this as part of the SOA fee to ensure the plan is implemented correctly for you. Share brokerage may apply to share trades.

Ongoing Advice Fees

The ongoing advice fee will be calculated on the basis of fee for service and may be either a percentage of funds under management and/or flat fee payable on either a monthly or quarterly basis, may also be agreed.

Where applicable, every year in conjunction with your review schedule, we will provide you with a Fee Consent Form requesting your consent for us to deduct fees which will enable us to provide services to you. By law, we must have your consent within 150 days of that notice to ensure we can continue to provide service to you.

Consultancy – Hourly Rate

Our estimation of cost is based on our hourly rates (GST inclusive), which are as follows:

Director	\$330
Financial Adviser	\$275
Administration	\$132

Commissions

We may receive up to 1.50% (GST inclusive) share brokerage on trades undertaken for you.

For new insurance products placed from 1 January 2020, we may receive up to 66% of the premium as a once-off payment for products we recommend. Some companies also pay us ongoing commission of 22%.

Combination of Initial, Ongoing Advice Fees and Insurance Commissions

Full disclosure of all fees will be contained in the Statement of Advice that we prepare for you. However, you will not be charged unless you have agreed to engage our service and this agreement will generally be contained in your Letter of Engagement or Authority to Proceed, which will be provided to you at the initial stage of our engagement or presentation of your SOA.

What commissions, fees or other benefits are received?

The calculation of fees and commissions is dependent on the level of service appropriate to the needs of the client.

Upfront fees are calculated as either a percentage of funds invested or a fixed dollar value and can be debited via the agreed investment platform or by a minimum invoice amount dependent on the level of service chosen.

Ongoing fees can either be a fixed amount or calculated as a percentage of funds under management, this percentage varies dependent on the level of service chosen or agreed with your adviser. All levels of service, their associated calculations for fees and charges and the ongoing services provided are discussed in the initial meetings and subsequently disclosed prior to implementation of any recommendations in the SOA.

You have a right to request further information in relation to our remuneration, the range of amounts or rates of remuneration, and if any soft dollar benefits are received by us. As a rule, Authorised Representatives of Integrity Financial will not accept ancillary benefits, except where of a minor nature.

Integrity Financial and its representatives do not typically receive a benefit from product providers. In the event they do receive non-cash benefits with a cash value less than \$300, the details of benefits between \$100 and \$300 will be maintained on a register. These benefits will normally be one off and will not be received from a product provider on a regular basis.

Do any relationships exist which might influence the service or advice I receive?

Integrity Financial is not owned by any fund manager or institution. It is locally owned and operated. Integrity Financial Advisory is a trading name of the financial advisory firm, the advisers hold their Authorised Representative status through the AFSL of Integrity Financial.

Integrity Financial has a service contract in place with Centrepoin Alliance who provide ongoing support through professional development training for Authorised Representatives which forms part of the Integrity Financial licensing requirements with ASIC. There are no relationships that will influence the advice that you receive from your adviser.

Your adviser may hold an interest in a financial product. Any significant interest/ownership will be recorded in a register of financial product holding and where appropriate, this holding will be disclosed to you in the SOA or ROA.

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

Yes, always. In order to do so, we need to find out your individual investment objectives, financial situation and needs before we recommend any investment or risk products to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully, as it may impact on our ability to provide full and appropriate advice to suit your needs.

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, insurances and strategies that we recommend to you. If you would like further information, please ask us for further clarification.

What information do you maintain in my file and can I review my file?

In order to be able to provide advice to you we maintain a record of your personal profile that includes details of your investment objectives, financial situation, and needs. We also maintain records of any recommendations made to you. If you wish to examine your file, you can ask us, and we will make arrangements for you to do so.

We are committed to implementing and promoting a privacy policy which will ensure the privacy and security of your personal information. A link to our privacy policy is provided as a part of our client induction process and is available for download from our website.

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

Yes. You may specify how you would like to give us instructions. For example, by telephone or email.

Do you meet the professional indemnity requirements?

Integrity Financial confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). In particular, our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum insured for Integrity Financial and our authorised representatives / representatives / employees in respect of our authorisations and obligations under our AFSL.

What should I do if I have a complaint?

We are committed to providing quality advice to our clients and will always attempt to resolve any concern you may have. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, please take the following steps:

1. Contact your Adviser on 08 7078 3000 and raise your concern and we will attempt to resolve it quickly and fairly.
2. If a satisfactory resolution is unable to be found, please put your complaint in writing and send to:-

Integrity Financial (SA) Pty Ltd

Online www.integrityfa.com.au

Email admin@integrityfa.com.au

Mail Suite 1203, Level 12, 147 Pirie Street, Adelaide SA 5000

We will acknowledge receipt of your complaint within one working day. We will then investigate the complaint and respond to you within 30 calendar days. Some complex matters may require an extension to thoroughly investigate the complaint and bring to a resolution. We will notify you if this is applicable.

3. If you are not fully satisfied with our response, you can raise your concerns with the Australian Financial Complaints Authority (AFCA). Integrity Financial (SA) Pty Ltd is a member of AFCA which provides fair and independent financial services complaint resolution.

Phone 1800 931 678

Online www.afca.org.au

Email info@afca.org.au

Mail GPO Box 3, Melbourne VIC 3001

4. The Australian Securities & Investments Commission (ASIC) also has a free call Infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights.