

# FINANCIAL SERVICES GUIDE

Date: 28 November 2018

This Financial Services Guide (**FSG**) is provided by:

- **Rawson Verco Need Pty Ltd** (Authorised Representative No. 001251817) ("**RVN**");
- **Christopher Lazarus Velliaris** (Authorised Representative No. 001251821);
- **Richard John Verco** (Authorised Representative No. 001251820);
- **Peter Craig Need** (Authorised Representative No. 001251819);

(together "**we**" or "**us**").

We are authorised representatives of RVN Advisory Pty Ltd ABN 49 610 918 191 (AFSL No. 487603) ("**Licensee**").

The distribution of this FSG is authorised by the Licensee.

## Purpose of FSG

This FSG sets out key information about the financial services we may provide to you. It also sets out information about your rights with respect to the financial services we provide.

We strongly recommend that you read and understand this FSG before you engage us to provide you with any financial services. If you have any questions, please contact us.

## Documents you may receive

If we provide you with personal financial advice, we will provide that advice to you in a statement of advice (**SOA**). The SOA will contain our advice, the basis upon which we provide the advice and specific information about the remuneration we receive.

In some circumstances, we may also record our advice through preparing a record of advice (**ROA**) instead of providing you with a SOA. If you have not been provided with the ROA, you may request a copy of it free of charge at any time within 7 years after the advice was provided to you, by contacting us.

If you enter into an ongoing arrangement with us, you will receive a fee disclosure statement each year and a renewal notice every two years.

If we provide you with advice to establish a self-managed superannuation fund (**SMSF**) or commence a pension or arrange for those services to be provided to you, we will not provide you with a product disclosure statement (**PDS**) unless we consider that you have already not received or have access to all of the information that would have been contained in the PDS. The PDS is provided on behalf of the insurer, or provider of the financial product and is designed to provide you with information to make an informed decision about whether to acquire an interest in the SMSF. The PDS will include details about the significant risks and benefits, costs, charges and other significant characteristics or features of the SMSF.

These details are usually provided in a SOA.

## Financial services we are authorised to provide

The Licensee has authorised us to provide the following financial services:

- provide financial product advice on SMSFs.
- provide financial product advice on your existing superannuation products, but only to the extent required for:
  - making a recommendation that you establish a SMSF; or
  - providing advice to you on contributions or pensions under a superannuation product.
- deal (issue, acquire, dispose) or arrange to deal in a SMSF.
- provide class of product advice with respect to:
  - superannuation products;
  - general insurance products;
  - securities;
  - simple managed investment schemes;
  - life risk insurance products; and
  - basic deposit products.

Class of product advice allows us to consider your personal circumstances in determining the appropriate class of financial product that is suitable to you.

However it does not allow us to recommend any particular financial product.

RVN is a corporate authorised representative. Any personal advice will be provided by RVN and its advisers as listed in the Adviser Profile section. More details about them, including the personal advice that they are authorised to provide, is included in the Adviser Profile section.

### **How can you provide us with instructions?**

You can give us instructions by phone, email or any other means that we agree with you from time to time. Please see your engagement letter for further information on this.

### **Who does the Licensee act for?**

As authorised representatives, we provide financial services on behalf of the Licensee. In providing those financial services, the Licensee acts on its own behalf. The Licensee is independent, and is not aligned with any product issuer or re-seller.

### **Fees and charges**

#### *General advice*

We may charge you a fee for any general advice we provide to you. That fee may either be a fixed fee or based on the amount of hours it takes us to prepare and provide you with the general advice.

Details of these fees will be provided to you in an engagement letter or fee disclosure statement.

You may request particulars of these fees within a reasonable time after receiving this FSG, but before you are provided with any general advice.

#### *Personal advice*

We will charge you a fee for any personal advice we provide to you. That fee may either be a fixed fee or based on the amount of hours it takes us to prepare and provide you with the personal advice. These fees will be included in the SOA or ROA which will be provided to you.

We do not receive any commissions from product issuers or re-sellers.

Our advisers do not receive any commission payments. They are paid a salary which does not change depending on the amount of financial services they have provided.

### *Ongoing*

If you enter into an ongoing service arrangement with us, we will charge you a yearly fee. This will be disclosed in the SOA or ROA, engagement letter or fee disclosure statement.

### *Accounting*

RVN may charge you additional fees, which arise as a result of:

- the implementation of any advice we provide you; or
- the implementation of any 'execution only' instructions that you provide to us.

This may include fees for preparing SMSF establishment documents, or ongoing audit or compliance fees in relation to a SMSF. These fees are not related to the financial services we provide you, and will either be a fixed fee or based on the amount of hours it takes us to prepare the necessary documentation. These fees will be set out in the engagement letter you enter into with RVN.

Please contact us if you require any further information about how we are remunerated.

### **Associations**

We are required to disclose any associations or relationships between us, our related entities, the Licensee and product issuers that could reasonably be capable of influencing the financial services we provide to you. No such associations or relationships exist. If such associations or relationships do come into existence, we will disclose to you in writing.

### **Complaints**

We are fully committed to providing quality financial services. However if you are unhappy with our services, then you should follow the procedure which is set out below.

#### *Step 1*

Please contact the Licensee by:

Telephone: (08) 8201 8900

Email: [rvn@rvn.com.au](mailto:rvn@rvn.com.au)

Mail: PO Box 6627  
Halifax Street  
Adelaide SA 5000

Please provide the Licensee with as much information about the complaint as you can. The Licensee will then attend to your complaint, and may contact you for more information. Once the Licensee have enough information, they will endeavour to resolve your complaint in 5 business days.

#### *Step 2*

If you are not happy with the outcome, you may request that the Licensee's compliance officer review your complaint and the Licensee's proposed resolutions. The compliance officer may contact you for more information. The compliance officer will contact you with his or her decision.

#### *Step 3*

If you are still not satisfied with the decision or the Licensee does not respond to you within 45 days after you make the initial complaint to the Licensee, you can contact the Licensee's external dispute resolution provider, Australian Financial Complaints Authority (**AFCA**). AFCA's details are:

Telephone: 1800 931 678  
Website: [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

You may only contact AFCA once you have followed the procedure above.

#### **Compensation arrangements**

The Licensee holds professional indemnity insurance in respect of the financial services we provide. This professional indemnity insurance complies with the *Corporations Act 2001* (Cth). The professional indemnity insurance covers all of the financial services we are authorised by the Licensee to provide to you.

#### **Further Information**

If you have any further queries about our financial services, please do not hesitate to contact us.

#### **Contact us**

##### **Rawson Verco Need Pty Ltd**

38 Greenhill Road  
Wayville SA 5034

Phone: (08) 8201 8900

Email: [rvn@rvn.com.au](mailto:rvn@rvn.com.au)

##### **Christopher Lazarus Velliaris**

38 Greenhill Road  
Wayville SA 5034

Phone: (08) 8201 8900

Email: [cveliari@rvn.com.au](mailto:cveliari@rvn.com.au)

##### **Richard John Verco**

38 Greenhill Road  
Wayville SA 5034

Phone: (08) 8201 8900

Email: [rverco@rvn.com.au](mailto:rverco@rvn.com.au)

##### **Peter Craig Need**

38 Greenhill Road  
Wayville SA 5034

Phone: (08) 8201 8900

Email: [cneed@rvn.com.au](mailto:cneed@rvn.com.au)

## Adviser profiles

This adviser profile forms part of the FSG dated 14 September 2017.

### About Christopher Lazarus Velliaris

Christopher's expertise lies in timely and accurate business management and advice, solutions for various personal taxation and business scenarios, and the development, growth and wealth creation through profit creation strategies for individuals, families and businesses.

#### Qualifications

- Bachelor of Accountancy, University of South Australia (1996).
- Graduate Certificate in Financial Planning, Finsia (2008).
- RG146 SMSF for Accountants, Financial Education Professionals (2016).

#### Memberships

- Chartered Accountants Australia and New Zealand.
- Taxation Institute of Australia.
- Taxation Practitioners Board.
- The Tax Institute.
- Registered ASIC SMSF auditor.

### Financial services Christopher Lazarus Velliaris is authorised to provide

The Licensee has authorised Christopher Lazarus Velliaris to provide the following financial services:

- provide financial product advice on selfmanaged superannuation funds ("**SMSF**").
- provide financial product advice on your existing superannuation products, but only to the extent required for:
  - making a recommendation that you establish a SMSF; or
  - providing advice to you on contributions or pensions under a superannuation product.
- deal (issue, acquire, dispose) or arrange to deal in a SMSF.
- provide class of product advice with respect to:
  - superannuation products;
  - general insurance products;

- simple managed investment schemes; and
- life risk insurance products.

### About Richard John Verco

Richard has experience in all aspects of running a business, extending far beyond tax and accounting. Richard also has a keen interest in making sure that successful business operators build and protect their wealth generated by their business, including the use of Self Managed Superannuation. Other areas of specific skills include;- Structuring of Property transactions, GST advice, and Banking and Finance arrangements.

#### Qualifications

- Bachelor of Accountancy, University of South Australia (1996).
- Financial Planning Proper Authority Course, Securities Institute (2000).
- Certified Financial Planner, Financial Planning Association of Australia (2002).
- RG146 SMSF for Accountants Financial Education Professionals (2016).
- Deposit Products and Non-cash Payment Products, Financial Education Professionals (2016).

#### Memberships

- Chartered Accountants Australia and New Zealand.
- Taxation Institute of Australia.
- The Tax Institute.
- Registered ASIC SMSF auditor.

### Financial services Richard John Verco is authorised to provide

The Licensee has authorised Richard John Verco to provide the following financial services:

- provide financial product advice on selfmanaged superannuation funds ("**SMSF**").
- provide financial product advice on your existing superannuation products, but only to the extent required for:
  - making a recommendation that you establish a SMSF; or
  - providing advice to you on contributions or pensions under a superannuation product.

- deal (issue, acquire, dispose) or arrange to deal in a SMSF.
- provide class of product advice with respect to:
  - superannuation products;
  - basic deposit products.
- provide class of product advice with respect to:
  - superannuation products;
  - basic deposit products.

### **About Peter Craig Need**

Craig has a passion to assist his clients to succeed. He strives to educate clients to establish themselves in the correct structures to minimise risk and allow for long term flexibility. Craig regularly speaks on the topics of business structures, property transactions, taxation implications and GST.

### **Qualifications**

- Bachelor of Economics, Flinders University of South Australia (1991).
- Diploma of Accounting, Flinders University of South Australia (1994).
- RG146 SMSF for Accountants, Financial Education Professionals (2016).
- Deposit Products and Non-cash Payment Products, Financial Education Professionals (2016).

### **Memberships**

- Chartered Accountants Australia and New Zealand.
- Tax Institute Australia.
- Tax Practitioners Board.

### **Financial services Peter Craig Need is authorised to provide**

The Licensee has authorised Peter Craig Need to provide the following financial services:

- provide financial product advice on selfmanaged superannuation funds (“**SMSF**”).
- provide financial product advice on your existing superannuation products, but only to the extent required for:
  - making a recommendation that you establish a SMSF; or
  - providing advice to you on contributions or pensions under a superannuation product.
- deal (issue, acquire, dispose) or arrange to deal in a SMSF.