

# financial services guide



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By Super Group Holdings Pty Ltd No: 246309

## Background

The *Financial Services Reform Act 2002* defines superannuation - including an interest in a self managed superannuation fund - as a financial product. The Act also defines many of the investments that would normally be held within a superannuation fund as financial products.

The Act dictates that anyone who deals in, or provides advice in relation to financial products is required to be licensed.

It is apparent, therefore, that anyone who deals or provides advice in relation to self managed superannuation funds or their investments would need to be licensed.

As a specialist administrator and consultant to self managed superannuation funds, The Super Group Pty Limited ("The Super Group") has obtained, through its wholly owned subsidiary, Super Group Holdings Pty Ltd ("Super Group Holdings"), an Australian Financial Services License. (**Licence Number: 246309**).

## Why receive a Financial Services Guide?

It is a legal requirement that all Licensees prepare and disseminate a Financial Services Guide ("FSG").

The FSG is regarded as an important document that provides you with information about The Super Group and Super Group Holdings.

The FSG's intended purpose is to assist you in making an informed decision about whether to use the financial services we offer. Specifically, this document provides you with information relating to:

- Who we are;
- What services we are licensed to provide;
- How advice is given;
- Our costs and how we are remunerated;
- What potential conflicts may exist;
- How you can contact us; and
- Our complaint handling procedures.



## Who are we?

The Super Group is an independent, privately owned entity that was founded in 1996 to specialise in the establishment, administration and consulting to self managed superannuation funds ("SMSF").

Super Group Holdings was established in 2003 to provide those financial services that now require licensing.

Collectively, the two companies offer a complete solution to trustees (and members) of self managed superannuation funds.

Our services range from establishing and running a SMSF to paying benefits in various forms and winding up a SMSF. The running of a SMSF would include (but is not limited to):

- The coordination and acceptance of contributions and rollovers;
- Portfolio administration and reporting;
- Secretarial services to trustees;
- Completion of ad hoc, quarterly and annual statutory documentation;
- Annual Financial Statements and Accounts;
- Taxation Returns;
- Arranging an Independent Audit; and,
- Benefit payments including pensions.

Moreover, we understand that a SMSF has two quite distinct limbs - an **Investment Limb** and a **Regulatory Limb**. It has been this recognition that has defined how we offer our services.

Broadly, the Regulatory Limb relates to ensuring the compliance/legal requirements of a SMSF are always met, thus ensuring eligibility for concessional tax status. The Investment Limb relates to the management of SMSF assets. The administration of a SMSF invariably overlaps both limbs.

Super Group Holdings, being the Australian Financial Services Licensee, is authorised to provide financial product advice and deal in a financial product by arranging for it to be acquired, disposed or varied.

We are licensed to provide advice on and deal in the following financial products:

- Deposit and payment products
- Government debentures, stocks and bonds
- Life insurance products
- Interests in managed investment schemes
- Retirement saving account products (RSA)
- Securities and
- Superannuation products

We may also provide the following advisory services:

- Establishing a SMSF;
- Running a SMSF; and
- Retirement Planning including Pensions.

## What financial services do we offer?



## What financial services do we offer? (Cont'd)

Although we are licensed to provide financial product advice, it has been our practice not to be involved in the asset allocation nor product selection process. We are predominantly Regulatory Limb specialists. However, we have recognized that many trustees are often in need of Investment Limb assistance. Through our business partners we are able to offer asset allocation and product selection services if specialist advice is required.

## How advice is given?

Under the *Financial Services Reform Act* there are two broad forms of advice - General Advice and Personal Advice.

General Advice may include information or a recommendation or an opinion about financial products and the markets to which they relate. General advice does not include any direct or implied recommendation that the financial product referred to is appropriate for the person's financial or lifestyle needs or investment objectives.

In contrast, a person who seeks Personal Advice will be asked to provide details of their financial position, lifestyle needs and investment objectives. They will then receive a Statement of Advice, which will contain:

- The advice;
- The basis on which it was given;
- Information about commissions and remuneration; and,
- Any Relationships that may have influenced the provision of advice.

Often when financial product advice is given it is accompanied with a Product Disclosure Statement ("PDS").

A PDS is a document that provides you with information about the specific financial product recommended. The PDS details product features, benefits, fees and associated risks. The intended purpose of the PDS is to enable you to make an informed decision whether to acquire the financial product.

## Our fees and how are we remunerated?

**The Super Group** offers administrative, secretarial and reporting services to trustees of SMSF. These Regulatory Limb services are detailed in an Administration Agreement that also sets out the associated costs. You may contact us at any time for a copy of our administration charges.



**Our fees and how are we remunerated?  
(Cont'd)**

**Super Group Holdings** offers financial product advice and services. Super Group Holdings may receive on-going commissions from issuers of financial products it recommends. Where Super Group Holdings recommends a commissionable financial product it will disclose any fees or commissions it may receive in a Statement of Advice.

Where Super Group Holdings recommends cash management trust products, it will receive an ongoing commission, which can vary depending on the product and manager. The commission ranges between 0% and 0.275% p.a on the cash balance of your account and is paid each month to Super Group Holdings at no extra cost to you.

Where Super Group Holdings offers advice other than commissionable product advice, it will offer it on a fee-for-service basis. For this and other consulting and retirement planning services, fees will be charged at a rate of \$250 per hour plus gst.

Where The Super Group establishes a SMSF, a fee of \$450 plus gst will apply. This excludes any advice that may be given in connection to the establishment.

Representatives of Super Group Holdings are salaried employees who do not receive any commissions, 'soft dollar' or other incentive payments.

**Do any relationships or associations exist that might influence our advice?**

An overriding objective of The Super Group and Super Group Holdings is to steadfastly maintain independence and transparency. Consequently, neither, The Super Group, Super Group Holdings nor any of its employees have any relationship or association with any financial product issuer that could be expected to influence the provision of financial services.

**How you can contact us?**

You can contact us by:

**Telephone:** (02) 9328 9328

**Facsimile:** (02) 9328 9327

**Email:** enquiries@supergroup.com.au

**Mail:** Locked Bag 171  
Edgecliff NSW 2027

**In Person:** Suite 201, Edgecliff Centre  
203-233 New South Head Road  
Edgecliff NSW 2027



## Our complaint handling procedures?

We pride ourselves in our customer focus and therefore take any criticism or complaint seriously. So seriously in fact that should you have a complaint please:

1. Telephone Scott Marcellos – Managing Director – on 040207 9328. Should your complaint not be satisfactorily resolved within 3 days of that telephone call then:
2. Write to The Complaints Manager, Super Group Holdings, Locked Bag 171 Edgecliff NSW 2027, setting out the terms of your complaint. If your complaint is still not resolved to your satisfaction within 20 days then:
3. Telephone the Financial Industry Complaints Services on 1800 335 405. This service is an independent complaint resolution facility that is available to you free of charge. Super Group Holdings is required to be a member of FICS.

## Why Choose The Super Group?

- Professionalism;
- Integrity;
- Independence;
- Transparency;
- Technical Proficiency;
- Customer Focus;
- Business Network;
- Value;
- Experience.

