



Financial Services Guide

Golfin Pty Ltd

ABN 98 658 842 963

Australian Financial Service Licence Number 545328

Version 2.0

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About Us

Golfin Pty Ltd (Golfin) is a privately owned financial services firm that provides personalised advice. Whether planning for retirement, investing for the future, or managing your wealth, we're here to help you confidently make informed financial decisions.

As a client of Golfin, we will work with you to develop a personalised financial plan that considers your goals, objectives, risk tolerance, and time horizon.

About this Document

Golfin has produced this Financial Services Guide (FSG). References to 'we', 'us', 'their' and 'our' should be read as either Golfin, your Representative or their company as a Corporate Authorised Representative of Golfin.

This FSG contains the following important information to help you decide whether to use any of the services offered by Golfin and includes details of:

- Who we are
- The financial services we offer
- Processes we follow when providing advice
- How we and our associates are paid
- How we handle your personal information
- Any potential conflicts of interest
- How complaints are resolved

Please take a moment to thoroughly read the FSG and retain it for future reference.

Our Services

Golfin holds the Australian Financial Services Licence (AFSL No 545328) and is authorised to provide financial product advice and deal in the following financial products to wholesale and retail clients:

- Basic Deposit Products
- Non-Basic Deposit Products
- Debentures, Stocks or Bonds
- Life Insurance Investment Products
- Life Insurance Risk Insurance Products
- Managed Investment Schemes, including IDPS
- Retirement Savings Account Products
- Securities
- Standard Margin Lending Products
- Superannuation

Not Independent

Because Golfin receives commissions from life insurance companies, neither it nor its Representatives are independent, impartial or unbiased. The Corporations Act states that if a licensee receives commissions from a product issuer, it cannot claim to be independent, impartial or unbiased.

Your Representative

Guan Un (ASIC AR No. 381337) is an Authorised Representative of Golfin, and Anxin Pty Ltd (ASIC CAR No. 381338) is a Corporate Authorised Representative of Golfin. Guan has been providing advice to clients since 2010.

Guan is a member of the Financial Advice Association Australia (FAAA) and the Self-Managed Superannuation Funds Association (SMSFA). He is a CERTIFIED FINANCIAL PLANNER® (Financial Planning Association of Malaysia, FPAM) and holds a Diploma of Financial Services (Financial Planning) and a Bachelor of Commerce (UNSW).

Financial Advice Process

The financial advice process begins with an initial consultation to obtain an accurate picture of your current situation, identify your goals, and examine broad strategies for achieving those goals. After our initial consultation, you will need to decide whether you wish to engage our services, which may include advice, implementation or other services designed to meet your individual needs. Any advice we provide will be presented in an advice document.

Before proceeding with implementation, it is important for you to understand and accept the various risks inherent in the recommended investments and strategies.

The final stage of the process is to ensure your strategies continue to meet your changing needs and circumstances. This involves considering financial markets, product developments, and any legislative changes by undertaking regular portfolio and strategic reviews.

Advice Documents

Our initial advice will be provided in a Statement of Advice (SoA). The SoA contains a summary of your goals and the strategies and financial products we will recommend to achieve your goals. It also provides you with detailed information about the fees and costs we will receive as a result of the advice we have provided. The SoA will detail the financial advice being provided and the basis of how that advice has been developed. It will also disclose all other benefits and potential conflicts of interest you must know to make an informed decision.

We regularly meet with our clients to update them on their personal and financial circumstances and adjust our recommendations to ensure they continue to meet their goals and objectives. If we provide further financial advice, providing your circumstances have not changed significantly since your previous SoA and the further advice is related to the previous SoA, a Record of Advice (RoA) will be provided. You can contact Golfin to request a copy of these documents up to 7 years after the advice was provided.

Product Disclosure Statement (PDS)

You will receive a Product Disclosure Statement (PDS) if we recommend a financial product. The purpose of the PDS information is to explain to you all the features, benefits, fees, and risks. Therefore, you must read and understand any PDS provided by your Representative before you make any decisions relating to a financial product recommendation.

Your Instructions

You may specify how you would like to provide us with your instructions, for example, by email, telephone, or other means. Any changes to these instructions should be provided to us in writing.

To protect your interests, we need your ongoing instructions and authority before we can implement any advice. You must consent, usually by completing an 'Authority to Proceed', to confirm you understand the advice and the benefits, risks, and costs involved. If no personal advice is given, we can act on your written instructions and send you a 'No Advice Letter' to confirm this.

Ongoing Services

To ensure you remain on track to achieving your financial goals, we offer ongoing services, which include an annual review of your financial situation. This service will ensure that your financial situation is still appropriate with any legislative changes, market changes and/or changes to your personal circumstances.

Where you have entered an ongoing service arrangement with us, we will require your annual consent to continue the services. This renewal requires you to elect to renew or terminate the ongoing services with your Representative.

Complimenting Services

We may provide services other than financial planning services under another business. For example, they may also act as your accountant or legal adviser or advise you on real estate investments or finance needs. Where they may provide these other services, you should understand that they are not provided under Golfin's AFSL. You should always make enquiries about any services referred to you by us that are outside Golfin's responsibility.

How We Are Paid

Guan is generally remunerated by fees charged at a fixed rate calculated on a percentage of your investable funds for the services provided. Guan may also receive commissions, payments or other benefits from product providers.

Initial Advice Fees

Guan generally charges fees for preparing, presenting and implementing our advice. These fees will be based on your individual circumstances, and the agreed fee will be determined by the time and complexity involved. Depending on the complexity of the advice you require, we charge a Statement of Advice (SoA) fee from \$3,300 to \$16,500 (including GST). Alternatively, you may also select to retain our services for an hourly fee of \$550.

Where you require non-advisory implementation services, a fee will be pre-agreed based on the time it takes to implement your instructions.

Ongoing Advice Fees

This fee will be agreed upon with you and your Representative and is either set at a fixed amount based on the time cost of the ongoing advice package or a percentage-based fee calculated based on the amount of funds under our advice. The ongoing fee will depend on your situation's complexities and the amount of funds under management.

The ongoing services we provide to you will depend on your situation. Annual ongoing service fees range from \$1,100 (including GST) to 1.1% of funds under management. For example, if your investment amounts to \$100,000, we will receive up to \$1,100 in ongoing fees. Where any changes are significant and require the development of a new SoA, an additional pre-agreed fee may apply in addition to your existing ongoing service fee arrangement.

Payment for Services

We will receive an upfront commission from the product issuer if you decide to buy a life risk insurance product we recommend to you. We will receive an upfront commission of between 0% and 60% of the first year's annual premium and then an annual ongoing commission of between 0% and 20% of the annual premium. We will seek your initial written consent for us to receive the insurance commission payments.

For example, for an insurance product with an annual premium of \$10,000 (excluding GST and stamp duty), where the issuer pays us an upfront commission of 60%, we will receive \$6,000. The issuer will pay us 20% of the annual premium as an ongoing commission for as long as you hold the product. Assuming an annual premium of \$10,000 (excluding GST and stamp duty) equals \$2,000 per year.

Our advice documentation and service agreements fully disclose all advice fees and commissions. Any changes to these fees and commissions will be disclosed to you when you receive further advice, a review of the service agreement, or additional product material.

Representative Remuneration

As an employee of Golfin, Guan receives a salary. In addition, as a Director of Golfin, Guan is also entitled to a share of the profits of Golfin.

Education Support

From time to time, we may receive payment or sponsorship to subsidise the cost of conferences, training or professional development for our Representatives. Product Providers may provide various benefits, including recognition as sponsors, conference attendance, and the right to present to our Representatives.

Remuneration Arrangements

Full remuneration details and other payments are disclosed to you when financial advice is provided. All Representatives must keep an Alternative Remuneration Register, which shows any payment other than cash they may receive from product providers. This Register is available for inspection with 7 days' notice.

You should be aware that if you have been referred to the Representative or if we refer you to another service provider, the referring party may receive a referral fee, commission, or non-monetary benefit as a consequence of the products or services you purchase. Complete details of any such fee will be disclosed in your advice document.

Other Arrangements

Golfin is not owned by any financial institution or product provider.

Complaints Procedure

Golfin is committed to providing quality financial advice and services. If you have a complaint or concern about the financial advice or services provided to you, we encourage you to discuss this with your Representative in the first instance. If you are unhappy with your Representative's response, please make a formal complaint directly to Golfin Complaints Manager by phone at 0416 670 420 or email at admin@anxinwm.com.au.

We will acknowledge your complaint in writing within 1 business day of receipt and will try to resolve your complaint quickly and fairly within 30 days.

If an issue has not been resolved satisfactorily, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). The AFCA provides fair and independent financial services complaint resolution that is free of charge.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

Professional Indemnity Insurance

The law requires Golfin to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by Golfin or its Representatives, including those Representatives who are no longer authorised by us but were so at the time of providing advice.

Golfin has Professional Indemnity Insurance that satisfies the Corporations Act and covers the financial advice and services detailed in this FSG.

Your Privacy

We take the protection of your personal information seriously, and we are committed to protecting your information. The purpose of our Privacy Policy is to ensure that you understand how we collect, maintain, use, and disclose your personal information and how we comply with the Australian Privacy Principles. Golfin's Representatives keep records containing the personal information you have provided, as well as documents and details of your financial objectives, situation and needs. Where you have provided information about another individual, you must make them aware of that fact and the contents of our Privacy Policy.

Golfin is also required, in accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF Act) and its corresponding rules and regulations, to implement certain client identification processes. We are required to obtain information about you when providing financial services to meet our legal obligations. We also keep records of advice documents and recommendations provided to you for 7 years. On request, we will provide you with copies of these documents, although a fee may apply for any costs that we incur in doing so.

A full copy of our Privacy Policy is available at www.anxinwm.com.au. If you have any questions about privacy related matters, you can contact our Privacy Officer.

Contact Us

Telephone: 0416 670 420

Email: admin@anxinwm.com.au

Website: <https://www.anxinwm.com.au>

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