



## **Financial Services Guide**

### **Golfin Pty Ltd**

ABN 98 658 842 963

Australian Financial Service Licence Number 545328

Version 1.0

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## About Us

Golfin Pty Ltd (Golfin) is a privately owned financial advisory firm providing strategic, tailored solutions for our client's unique objectives, timelines, and financial circumstances.

As a client of Golfin, we will work with you to develop, implement, and maintain a comprehensive financial strategy to meet your personal and business objectives. This will assist you and your family preserve and grow your wealth, protect against risks, and reach your chosen goals and objectives.

## About this Document

This Financial Services Guide (FSG) is a document required by law to be given to all clients before providing financial advice and services.

This document contains important information about the following:

- Who we are;
- The services we are licensed to provide;
- Processes we follow when providing advice;
- How we and our associates are paid;
- How we handle your personal information;
- Any potential conflicts of interest; and
- How complaints are resolved.

Please take a moment to fully read the FSG and retain this for future reference, as it contains important information required to assist you in making an informed about the services before engaging in them.

References in this Guide to 'me', 'I', 'us', 'we', 'their' and 'our' should be read as either Golfin or your Representative and their company as Authorised Representatives of Golfin.

## Our Licences and Responsibility

Golfin holds the Australian Financial Services Licence No. 545328. Golfin is, therefore, responsible for the financial advice and services its Representatives (Authorised Representatives) provide. Our primary responsibility and priority, and that of your Representative, is to you.

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

- 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 Planning Services

The type of services you receive will depend on your individual objectives, financial situation and needs. You can select from the wide range of financial services offered by Golfin:

- Wealth Creation
- Life and Other Personal Risk Insurance
- Personal and Corporate Superannuation
- Self-Managed Superannuation Funds to meet personal insurance needs
- Cashflow Management
- Estate Planning

## Financial Planning Advice Process

The advice process begins with an initial consultation. This involves getting an accurate picture of where you are now, identifying your goals and looking at broad strategies to help you reach 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.

You need to understand and accept the various risks inherent in the investments and strategies recommended before you proceed with implementation.

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

## Statement of Advice (SoA)

As each client has individual needs which affect the structure and detail of their financial situation, the disclosure of all benefits, commissions or fees specific to your arrangements will be provided to you in a Statement of Advice (SoA). The SoA will confirm the financial advice being given and the basis of how that advice has been developed. It will also include a disclosure of all benefits and potential conflicts of interest that you need to be aware of to make an informed decision.

## Record of Advice (RoA)

If we provide further financial advice to you, and that further advice is related to the advice we provided to you in an SoA and your personal circumstances have not significantly changed, a Record of Advice (RoA) will be utilised. The RoA will be communicated to you and added to your file. You may request a copy of an RoA at any time up to 7 years from the date we gave that further advice to you. You can request the ROA by contacting your Representative or Golfin in writing, by telephone or by email.

## **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 give us instructions, for example, by email, telephone, fax or other means. These instructions and any changes to these instructions should be provided in writing to us. In ensuring your interests are always protected, we require your ongoing instructions and authority before we can proceed with any implementation. In most cases, we will require you to provide us with a signed or expressed authority before we can proceed.

## **Ongoing Service**

We suggest you take advantage of our ongoing service offering to ensure peace of mind. This service is customised to suit your needs and often includes an annual portfolio review and regular reports on investment performance. The review service is designed to ensure that your investment continues to meet your goals within any legislative changes, market changes and changes to your personal circumstances or requirement.

## **Fee Disclosure Statements and Annual Consent**

A Fee Disclosure Statement (FDS) will be issued to you when you have entered into an Ongoing Fee Arrangement (OFA) with your Representative for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you received, and the fees you paid during the preceding 12 months. The FDS will also contain information about the services you can expect to receive and ongoing fees to be paid in the next 12 months. Where you have entered an OFA for a period greater than 12 months, your consent to continue the OFA must be renewed annually. This renewal requires you to elect to renew or terminate the OFA for ongoing advice and services provided and to notify your Representative of this election within 120 days of the anniversary of your agreement.

## **Complimenting Services**

Your Representative may provide services other than financial planning services under another business name or corporate entity. 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 these other services are not provided under Golfin's AFSL. You should always conduct your own enquiries into any services referred to you by your Representative which are outside the responsibility of Golfin.

## **How We Are Paid**

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

## **Initial Advice Fees**

Your Representative 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 starting at \$3,300, including GST. Alternatively, you may also select to retain our services for an hourly fee of \$330.

We may charge an Implementation Fee on Investment Products (maximum 1.1% on new business).

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 an amount based on the amount of funds under our advice. The ongoing fee will depend on the complexities of your affairs and the amount of funds under management.

The Ongoing Advice service we provide to you will depend on your situation. Annual Ongoing Service fee ranging from \$1,100 to 1.1% 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

For insurance risk products, your Representative or their company will receive an upfront commission of up to 66% (including GST) on the annual premium paid by the product providers. This is a one-off, upfront payment and is not an additional cost to you.

Your Representative or their company will also receive an ongoing commission (or trail commission) for insurance up to 22% (including GST) paid by the product provider out of the revenue the product provider earns. This commission is also not an additional cost to you and is payable for the time the product remains in force.

For example, if the annual insurance premium is \$2,500 p.a. (including GST), your Representative or their company may receive a maximum of \$1,650 ( $\$2,500 \times 66\%$ ) as an initial commission payment. Assuming the premium stays the same each year, your Representative or their company may receive a maximum of \$550 p.a. ( $\$2,500 \times 22\%$ ) as an ongoing (trail) commission.

Our advice documentation and service agreements fully disclose all fees and commissions. Any changes to these fees and commissions will be disclosed to you at the time of 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

Occasionally, we may receive payment or sponsorship to subsidise the cost of conferences, training or professional development for our Representatives. Product providers receive a range of benefits, including being recognised as a sponsor, attendance at conferences and the right to present to our Representatives.

## Remuneration Arrangements

Full details of remuneration and other payments are disclosed to you at the time of any advice. Also, all Representatives are required to keep a register of Alternative Remuneration, which shows any payment other than cash that they may receive from product providers. This register is available for inspection with 7 days' notice.

You should be aware that where you have been referred to the Representative or where 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 at the time of your advice, i.e. 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 to the Representative in conjunction with our Complaints Manager on 0416 670 420 or [admin@anxinwm.com.au](mailto: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 of receipt.

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 to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Phone: 1800 931 678  
Mail: Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

## Professional Indemnity Insurance

The law requires Golfin to have arrangements to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by Golfin and its Authorised 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 product advice and services detailed in this FSG.

## Your Privacy

Golfin is committed to protecting your personal information.

The purpose of our Privacy Policy is to ensure that you understand the ways in which 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.

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 in respect of any costs that we incur in doing so.

A copy of our Privacy Policy is available at <https://www.anxinwm.com.au>. You can contact our Privacy Officer if you have any questions about privacy related matters. You can also visit the Australian Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au) for more information about privacy.

## Contact Us

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