



Financial Services Guide

Prime Time Advisory Pty Ltd | 2018

Prime Time Advisory Pty Ltd is a FPA Professional Practice.

This Financial Services Guide (FSG) has been prepared and issued by Prime Time Advisory P/L

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Purpose of this Financial Service Guide

The purpose of this Financial Services Guide (FSG) is intended to inform you of certain basic matters relating to our relationship with you and how we can help you, prior to us providing you with a financial service. It is intended that this FSG should assist you in determining whether to use any of the services described. Also attached at the end of this document, is the Prime Time Advisory Use and Disclosure Privacy Statement.

You have the right to ask us any questions regarding our services. This FSG contains key information set out in question/answer form. If you need more information or clarification, please contact us or refer to our website (contact details at top of this page)

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Who we are

Prime Time Advisory Pty Ltd is an Australian Financial Services Licensee No 316972, Australian Credit Licensee 316972 & Life Insurance Broker who is:

- A Financial Planning Association (FPA) Professional Practice**
- A member of the Australian Financial Complaints Authority**
- A member of the Mortgage & Finance Association of Australia (MFAA)**

The Directors of Prime Time Advisory are:

Mike Taylor, Nick Pantu, Chris Pantu & Kris Nedelkovski

Prime Time Advisory's first responsibility is to you, the client. Your adviser has no responsibility to any organisation other than the Licensee and will be acting on behalf of the Licensee. Prime Time Advisory is therefore responsible to you for any advisory service your adviser provides.

Prime Time Advisory is a professional member of the Financial Planning Association (FPA) of Australia and must comply with the FPA Code of Professional Practice Framework regulations. Prime Time Advisory complies with section 961B of the Corporations Act, also known as the best interest obligation, which ensures advice we give is in your best interest.

What services we are authorised to provide to you

Advice from Prime Time Advisory specialists is available in the following areas:

Financial Planning	Personal Superannuation
Accounting and Bookkeeping	Self-Managed Super Funds
Centrelink & DVA Assistance	Corporate Super
Business Succession Planning	Pension Planning
Business Valuations	Life Risk Protection
Estate Planning	Lending/Credit Advice
Aged Care Advice	General Insurance

We are licenced to provide financial product advice and deal in some or all of the following financial products:

Managed Investments	Stocks and Bonds
Deposit Products	Risk Insurance Products i.e. Life Cover, Income Protection, Trauma, TPD etc.
Listed Securities	Account Based Pensions & Annuities
Term Deposits	Unit Trusts

An Investment or Risk product will only be recommended to you after considering its suitability for your individual Lifestyle investment objectives, financial situation and needs

Prime Time Advisory complies with the Anti-Hawking provisions of the Corporations Act 2001 and does not allow the practice of pressure selling. If we provide personal advice to you, we are required by law to act in your best interest and prioritise your interest ahead of our own.

Our clients have time to make informed decisions. A 14-day cooling off period applies to some financial products and if applicable the details are clearly defined in the relevant prospectus.

The documents you may receive

If you decide to obtain personal financial advice, your adviser will need to determine your needs, objectives and relevant financial circumstances.

At the initial advice appointment, your adviser will typically gather the relevant information by using a client data collection form. You will be asked to provide accurate information about your personal and financial situation and keep your adviser informed of any changes to your relevant circumstances.

Your adviser will also need to verify your identity.

When your adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Statement of Further Advice (SoFA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)
- Renewal Notice

The SoA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable.

Where you receive ongoing or further advice a SoFA and RoA may be provided.

A PDS will be provided if a product recommendation is made and includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

An FDS will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your adviser for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you actually received and the fees you paid during the period. The FDS will be provided to you annually. Should you commence an ongoing fee arrangement for the first time after 1 July 2013 (or in circumstances where the ongoing fee arrangement is significantly varied after 1 July 2013), your adviser will also issue a Renewal Notice every 2 years. The Renewal Notice will give you the option of renewing the ongoing fee arrangement. You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

How we are remunerated

You have the right to know the details of fees, commissions and other benefits the Licensee, the Authorised Representative, and if applicable, a referrer receives. Our employee Authorised Representatives are remunerated by a fixed monthly retainer and bonuses. Principals are remunerated by distribution. All fees, brokerage and commissions relevant to the recommendations will be declared in your SoA for you to view and sign off prior to implementation. All fees are adjusted annually to keep pace with Consumer Price Index (CPI).

Initial and Ongoing Fee for Service and Commissions

Initial Interview – Initial one hour consultation is at our cost.

Statement of Advice (SoA) Fee - Based on the scope and degree of complexity of your financial plan, we will calculate the appropriate fee for service for the preparation of your SoA. No work will commence until you accept the quote and sign a Terms of Engagement agreement. This fee will be due and payable at the time you receive your SoA.

Implementation fees will be disclosed in the SoA if products are recommended.

Products that may be used to implement the SoA recommendations

▪ Investment Products

Some products allow you to instruct the Fund Manager to pay the initial SoA fee from your account.

▪ Life Insurance Products

The Insurance Company with whom the insurance is placed, will pay the Licensee a commission. This is to cover the significant input required to implement these products and follow them through to completion.

Commission on Life Insurance products:

Initial Commission is a once off payment which varies and is a percentage from the first year's premium. Example: For an insurance premium of \$500 paid annually in advance, a commission of 75% would provide a \$375 (including GST) payment to us. If premium is paid monthly then the commission can also be paid monthly, that is 1/12 received monthly over the first year.

Ongoing Commissions of 10% to 34.75% of premiums received are paid as service commissions. Example: \$375 premium a commission of 10% we would receive \$37.50 including GST per annum or 1/12 per month.

Risks Associated with recommended products

Any significant risks related to recommended products will be explained to you regarding products and strategies, which we recommend to you. It is important you understand those risks, so if this is not to your satisfaction, you should ask us to explain those risks to you again.

Ongoing Service package – Each Service package will be tailored to your needs and documented in your SoA to be signed off by you. The ongoing service fee can be paid via various methods including monthly bank transfer into our bank account or via the product provider or a combination of these methods. This fee may be tax deductible.

Privacy and Data Collection

We provide you with advice which is tailored to your needs and financial situation but to do so, your individual circumstances, financial situation and lifestyle needs and objectives must be ascertained before we recommend any strategy or products suitable to you.

You have the right not to divulge information to us, however if you do not provide all relevant information, we are required to warn you about the possible consequences.

- 1) Withholding information without the adviser's knowledge can result in advice being given or a product being recommended which is unsuitable to your needs.
- 2) Should you fail to provide information that is requested by the adviser which is considered critical, the adviser may have to decline to provide the advice

Client Data Maintenance

A record is maintained of your personal profile, which includes details of your investment objectives financial situation, and needs plus any recommendations made to you. On your request, we can provide you with a copy of your personal information and advice documents, which we keep on record no less than 7 years. Full details on data maintenance to your information are detailed in our privacy policy.

Access to your portfolio

Your adviser and his support staff will always be available to assist you. Electronic access to your account details can be made available to you via our website portal as prescribed in your ongoing service agreement.

Further Advice

If you are provided with further advice with respect to financial products you will receive a "record of the advice", a copy of which can be requested up to seven years after the advice was provided.

Other matters you may want to know

Method of instruction

You may specify how you would like to give us instructions on method to use to buy and sell your investments, for example by telephone, email, fax or other means. But in all cases, we must receive a written confirmation of these instructions, where this is the case we will inform you.

Associations of Prime Time Advisory

The Licensee has agreements with several firms, to provide planning advice to their clients, where the referrer may receive a share of fees generated by Prime Time Advisory.

The client should be made aware of this arrangement by the referrer prior to meeting a Prime Time Advisory adviser. Where it's applicable, relevant details will be declared in your SoA.

The Licensee may receive additional benefits in the form of bonuses, rebates, software support, marketing allowance and training. A register is kept of alternative forms of remuneration and can be made available for inspection upon request.

Prime Time Advisory is a member of Associated Advisory Practices (AAP)

Professional Cover

The Licensee has Professional Indemnity Insurance which covers conduct of both existing and former employees and representatives.

If you have a complaint

We are committed to providing you with quality advice. This commitment extends to providing accessible complaint resolution process for you. If you have any complaint about the service provided to you then you should take the following steps:

1. Contact **your adviser** or a Principal of Prime Time Advisory on (03) 9894 3449 or put your complaint in writing and send it to us at P.O. Box 180, Blackburn, 3130. We will try and resolve your complaint within 45 days. We will endeavour to resolve your complaint quickly & fairly.
2. If after 45 days we cannot reach a satisfactory resolution to your complaint, we are a member of the Australian Financial Complaints Authority and you can raise your concerns with them.

Australian Financial Complaints Authority

G.P.O. Box 3, Melbourne, VIC 3001

Phone: 1800 931 678 (free call)

info@afca.org.au

www.afca.org.au

Prime Time Advisory Privacy Statement

Use and Disclosure

The Privacy Act has changed the rules covering all personal information held by organisations. These laws regulate, among other matters, the way organisations collect, use, disclose, keep secure and give people access to personal information.

You can obtain a complete copy of the Prime Time Advisory Privacy Policy through our web-site www.primetimeadvisory.com.au or if you choose to write to us regarding anything relating to our Privacy Policy forward your correspondence to P.O. Box 180, Blackburn, Vic 3130 (Attention: Privacy Officer).

In this Statement “we” or “us” mean any or all of Prime Time Advisory, related and associated persons or companies within Australia.

Purpose and use of personal information.

By establishing and maintaining your relationship with us, you consent to any personal information we collect about you being used and disclosed in the manner set out below.

The main reason we collect your personal information is to enable us to provide you with financial products and services most appropriate to your needs. This includes using your information in the following way:

- For our internal operations (including accounting, risk management, record keeping, archiving, systems development and testing, staff training and compliance monitoring);
- To help us develop, establish and administer arrangements with other organisations in relation to and in the use of products and services which you have asked us to provide;
- To help us develop, identify and inform you of enhancements to the products and services which you have asked us to provide (but not based on any health or other sensitive information we may hold about you);
- For research in relation to financial products and services;
- Where relevant, to enable your adviser to provide you with advice and ongoing service;
- If your employer makes superannuation contributions on your behalf into a product we provide to you, to give your employer any necessary details of their total contributions on your behalf for superannuation guarantee, taxation and fringe benefit reporting purposes.

If you do not provide the personal information we request, or do not consent to its use and disclosure as described above, this may affect our ability to provide you the financial products and services you have asked us to provide.

Access to and correction of your personal information

You may request access to your own personal information that we hold in relation to your investments with us by writing to us.

Where we establish that personal information about you is not accurate, complete or up to date, we will take all steps necessary to correct it.

Personal Information about third parties

Prior to referring or supplying us with information about another person, you will obtain their permission first. Information collected about that person will be used for the primary purpose as set out in this statement.

Personal information collected about that person may be disclosed to third party organisations described in this statement: and

The referred person has the right to access and connect personal information we hold about him or her.

We may disclose your personal information to other financial institutions, persons who carry out functions for us, or to other organisations with whom we have arrangements for promoting or marketing our respective financial products and services (who will be bound by appropriate confidentiality obligations) including the following.

- Your bank or other financial institution, for any direct debits or credits;
- If you are a member of a superannuation product, other entities for the purpose of roll-over or transfer of benefits;
- Entities we use for printing and or mailing your regular statements, reports, newsletters and other correspondence;
- Other entities we may use for out sourcing the administration of the financial products and or services we provide to you;
- Auditors, consultants, legal or accounting firms, re-insurers and financial services industry bodies and regulators;
- Debt collection agencies; and
- Where relevant, your executor, administrator, trustee, guardian or power of attorney
- We may also use and disclose your personal

information for the following additional purposes:

- To help us develop, identify and inform you of other financial products and services that may interest you (but not on the basis of any health or other sensitive information we may hold about you)
- To help us develop, establish and administer arrangements with other organisations in relation to the promotion, administration and use of such other products and services for marketing of financial products and services.

If you do not wish to consent to your personal information being used for these additional purposes it is your responsibility to notify our Privacy Officer.