TOTAL FINANCIAL SOLUTIONS
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Financial Services Guide (Part One)

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About this Financial Services Guide

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This Financial Services Guide (FSG) is designed to help you to decide whether to use our services as set out in this FSG. It comes in two parts. This is Part One. Part One contains information about the financial planning and advisory services that Total Financial Solutions Australia Limited (TFSA) provides. It also describes how we and your Adviser are paid and what you can do if you are unhappy with our services.

It should be read in conjunction with FSG Part Two which contains information about your individual Adviser and the services that they can provide to you. If you do not receive Part Two with this document, please ask your Adviser to provide it to you or contact us.

About Total Financial Solutions

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Who is TFSA?

Total Financial Solutions Australia Limited (TFSA) is an Australian Financial Services Licensee established in 2010 with a network of over 80 financial planners distributed across 50 self-employed practices throughout Australia, providing financial services to around 50,000 Australians. TFSA practices have the experience, knowledge and resources to help manage and grow your wealth.

TFSA believes our practices are uniquely positioned to offer superior advice and service to our clients, by providing choice and flexibility. Our practices offer personal advice tailored for each client who is treated as a valuable customer.

TFSA holds an Australian Financial Services Licence Number 224954. TFSA and TFSA's operating company, TFS Operations Pty Ltd, are wholly owned subsidiaries of Countplus FS Holdings Pty Ltd (Countplus Holdings). All entities are domiciled in Australia.

Who is your Adviser?

Your Adviser is the person named in FSG Part Two.

TFSA has appointed your Adviser as its Authorised Representative to provide financial advice and services to you. TFSA is responsible for the services that your Adviser provides.

Both TFSA and your Adviser act for you when providing financial advice and recommending financial products.

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About Our Services

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What financial services can we offer?

We hold an Australian Financial Services Licence that authorises us to provide advice and deal in the following products:

- Deposit and payment products
- Debentures, stocks or bonds issued by a government
- Life products (including life risk insurance and investment life insurance products)
- Managed investment schemes (including investor directed portfolio services)
- Retirement savings accounts
- Securities
- Standard margin loans
- Superannuation.

How will we provide you with financial advice that is in your best interests?

We have a 7 step process for providing you with financial advice that is in your best interests:

1. **Meet with you for an initial consultation.** During this meeting we will make enquiries about your expectations, provide you with full details of the services we are authorised to provide, identify if we are not able to deliver services to you and inform you of our pricing policy.

2. **Collect all the information needed from you.** We call this fact finding. This involves asking questions about your personal circumstances including helping you to determine your attitude towards risk (where appropriate). You are not required to provide any information to us if you do not wish to do so. However, if you do not, it may be difficult for us to provide advice that is in your best interests.

3. **Help you identify your goals and current financial position.** This includes detailing any constraints which may affect our advice to you.

4. **Consider appropriate financial strategies and issues.** We may analyse and review your wealth accumulation, retirement, pension, taxation, social security and estate planning requirements**.** We may also review your existing investment, superannuation or insurance products. We will develop recommendations and deliver these to you in a Statement of Advice.

5. **Discuss the recommendations with you.** We will help you to understand our recommendations and seek your approval to implement the recommendations that you wish to proceed with.

6. **Implement the recommendations**. We will assist in the completion of application forms and other documents required to implement our recommendations.

7. **Review** your objectives, financial situation and needs, if this service has been agreed to with your Adviser.

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What documents might you receive?

Statement of Advice (SoA)

If we provide you with advice about your personal financial circumstances, we will normally give you a SoA. This will confirm the advice we have given and is designed to assist you to decide whether to act on our recommendations. The SoA will also explain our fees for giving the advice and arranging the financial products that we have recommended. A copy of your SoA will be retained on your file for 7 years, and you can request a copy during this time.

Record of Advice (RoA)

On an ongoing basis, a RoA may be provided instead of a SoA if there have been no significant changes in your personal circumstances or, the basis of the advice has not significantly changed since your last SoA was provided. A copy of your RoA will be retained on your file for 7 years, and you can request a copy during this time.

Fee Disclosure Statement (FDS)

If you have entered into an ongoing fee arrangement with your Adviser for a period of more than 12 months, you will also receive a Fee Disclosure Statement (FDS) on an annual basis. The FDS will contain details of the services you were entitled to receive, the services you actually received and the fees which were paid, during the previous 12 months.

Product Disclosure Statement (PDS)

If we recommend or arrange for the issue of a financial product (other than ASX listed securities), we will provide you with a PDS containing information about the product, such as its features and risks.

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How will we provide you these documents?

We will generally provide these documents to you electronically (via your nominated email address), unless you tell your Adviser otherwise.

How can you provide instructions?

We prefer you to provide your instructions to your Adviser in writing (including email). However, if the matter is urgent you may provide instructions by telephone and confirm them in writing.

What information will we keep about you and can you access it?

Your privacy is important to us. We use the information you provide to advise you about your financial circumstances, goals and strategies. We only provide your information to the product providers with whom you choose to deal (and their representatives). We do not trade, rent or sell your information.

If you would like to examine your file, we will make arrangements for you to do so, and advise you of the costs (if any).

To learn more about how we collect and use your personal information in accordance with privacy legislation, please see our Privacy Policy, a copy of which can be obtained by visiting our website https://www.totalfinancialsolutions.com.au/assets/Uploads/Privacy-Policy-Feb-2018-New-Logo3.pdf .

Separately, as a financial services provider, TFSA has an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act 2006 (Cth) to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as a passport and driver's licence. We will also retain copies of this information.

Your personal information will be held securely. We cannot provide you with services if you are unwilling to provide this information.

Remuneration

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How are we paid and remunerated?

Your Adviser and TFSA will be remunerated for the financial services we provide to you through any of the methods or a combination of the methods detailed below:

1. A fee for the initial and/or ongoing services provide to you. These may be charged directly to you, or deducted from a product.
2. Other remuneration and benefits paid directly by the product providers whose products we recommend; and/or
3. A small share of the fees charged by the platform that administers your investments.

Your Adviser will discuss and agree their pricing policy, remuneration methodology and payment expectations with you before you accept their recommendations. The remuneration will be fully set out in your SoA. TFSA's operating company, TFS Operations Pty Ltd (TFS Operations), distributes several investment administration platforms on behalf of product and platform providers.

Fee for Service

Your Adviser may charge a fee or hourly rate for services provided to you. This will be agreed with you and your Adviser before the services are provided. For investment products an adviser may agree an initial fee with you of up to 5.5% (GST inclusive) of your initial investment. If this pricing methodology is applied to you, the initial fee will be deducted from your investment. Where an asset based service fee is agreed, your adviser may charge an agreed dollar amount or a fee defined as a percentage of your funds under advice, to be debited from your investments on an ongoing basis.

Example: If your Adviser recommends an investment of $10,000 with initial remuneration of 4.4% (GST inclusive) and ongoing remuneration of 0.55% per annum (GST inclusive), TFSA will receive $440 as an initial payment, of which 100% will be passed on to your Adviser. Also, TFSA will receive ongoing payments of $55 per annum, of which 100% will be passed on to your Adviser (assuming the investment remains at the same amount). Your Adviser will specifically ask you to agree to pay these fees before they are charged.

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Other Remuneration and Benefits

Insurance Products

For an insurance product written between 1 January 2019 and 31 December 2019 we may receive initial remuneration between 0 - 77% (including GST) and ongoing remuneration of up to 33% p.a. (including GST) of the annual premium.

Example: If your Adviser recommends an insurance product with an annual premium of $400 per annum, TFSA may receive an initial payment of up to $308 (including GST), of which 100% will be passed on to your Adviser. Also, TFSA will receive ongoing payments of up to $132 per annum (including GST), of which 100% will be passed on to your Adviser.

TFSA is a member of the Partnership Programs of One Life, Macquarie Life, TAL, Navigator and CommInsure Life. Whilst each program is different, our participation entitles TFSA to receive additional commission should we meet specific new business, in-force and client retention targets for policies prior to 1 January 2018. The TFSA bonus could vary between 0% to 15% of the premium value of in-force policies.

For example, if the maximum payment was achieved, and with in-force policy premiums of $100,000 TFS Operations Pty Ltd would receive $15,000. Your Statement of Advice will contain more specific disclosure if our recommendation to you is part of a life company partnership program.

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Administration Fees

Product Provider	Fee	Dollar example	Received by
Dominion Master Trust on Behalf of Oasis Asset Management (Oasis)	If your Adviser recommends that you use the Dominion platform to administer your investments, Oasis will pay up to 0.61% of the funds under management in administration fees. TFS Operations Pty Ltd receives 5% in remuneration for any life insurance premium that you pay through the Oasis platforms. This will be paid by the insurer.	For example, if TFS Operations Pty Ltd has funds under management of $100,000 Oasis may pay TFS Operations Pty Ltd $610.	TFS Operations Pty Ltd
TotalView SuperWrap on behalf of BT Financial Group	If your Adviser recommends that you use the TotalView platform to administer your investments, BT Financial Group will pay TFSA Ltd up to 37% of the administration fees that you pay for the administration service.	For example, if your administration fee is $100 then BT may pay TFSA Ltd $37.	TFSA Ltd
BT SuperWrap	If your Adviser recommends that you use the BT SuperWrap and BT Wrap platforms to administer your investments, BT Financial Group will pay TFSA Ltd up to 0.17% of total funds under management.	For example, if TFSA Ltd has funds under management of $100,000 TFSA Ltd may receive $170.	TFSA Ltd
Privilege platforms on behalf of HUB24	TFS Operations Pty Ltd also distributes the Privilege Portfolio administration platforms on behalf of HUB24 Custodial Services Limited. If your Adviser recommends that you use the Privilege Portfolio administration platforms, HUB24 Custodial Services Limited will pay an amount up to 0.232% of the funds under management as an administration fee. Our parent entity, Countplus Holdings Pty Ltd will also receive up to 0.60% of the Funds Under Advice under Privilege Portfolios as an investment management fee.	For example, if TFS Operations Ltd has funds under management of $250,000 then TFS Operations Pty Ltd may receive $580. Countplus Holdings Pty Ltd may receive a maximum of $1,200 as an investment management fee from HUB24 Custodial Services Ltd.	TFS Operations Pty Ltd
MLC Navigator	If your Adviser recommends that you use the MLC Navigator Personal Retirement Plan or MLC Navigator Personal Investment Plan platform to administer your investments, TFSA Ltd may receive up to 35% of the administration fee, depending on funds under management.	For example, if your administration fee is $1,000 then TFSA Ltd may receive $350.	TFSA Ltd
Colonial First State	If your Adviser recommends that you use a Colonial First State product to administer your investments, Colonial First State may pay TFSA Ltd up to 25% of the administration fee, depending on funds under management.	For example, if your administration fee is $1,000 then TFSA Ltd may receive $250.	TFSA Ltd
OnePath	If your Adviser recommends that you use a OneAnswer – Select, OneAnswer Payment or OneAnswer Frontier product to administer your investments, OnePath may pay TFSA Ltd up to 0.20% of funds under administration.	For example, if TFSA Ltd has funds under administration of $1,000,000 then TFSA Ltd may receive $2,000.	TFSA Ltd
Recreo Financial Services	If your Adviser recommends that you use Recreo Financial Services (Recreo) to administer your Self-Managed Super Fund (SMSF) then Recreo may pay TFSA Ltd up to $672 of the annual fee.	For example, if your administration annual fee is $1,470 then TFSA Ltd may receive $672.	TFSA Ltd

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Investment Products

Product Provider	Fee	Dollar example	Received by
Russell Investments	If your Adviser recommends that you invest in Russell Class A Funds, then Russell Investments Group may pay TFS Operations Pty Ltd 0.10% of total assets invested in the funds.	For example, if there is $100,000 invested in Russell Class A funds then TFS Operations Pty Ltd may receive $100.	TFS Operations Pty Ltd

Other Benefits

Your adviser may receive alternative forms of remuneration from time to time. Non-monetary benefits received by your adviser from $100 to $300 in value will be recorded by TFSA in a register. Non-monetary benefits worth more than $300 may be considered "conflicted remuneration" under Future of Financial Advice legislation unless they are covered by an exception e.g. for education and training.

You have a right to request further information in relation to the remuneration, the range of amounts or rates of remuneration, and non-monetary benefits received by TFS Operations Pty Ltd and/or Adviser.

If our remuneration differs in any way from the arrangements set out above, further information will be provided in Part Two of this FSG and full details of all remuneration will be provided in the SoA issued to you by your Adviser.

Referral fees

If a third party refers you to your Adviser, the referrer may receive a referral fee, rebate or non-monetary benefit. Similarly your Adviser may receive benefits if they refer you onto another party.

This is not an additional cost to you. All referral relationships and payments will be disclosed in Part Two of this FSG and/or the SoA.

The fees outlined above are paid directly from product providers to TFS Operations Pty Ltd or TFSA Ltd. These fees are not direct client fees payable by you.

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Compensation Arrangements

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What insurance arrangements do we have in place for claims?

Where claims are made, TFSA may need to rely on professional indemnity insurance cover that it holds. This insurance is in place between TFSA and its insurers and is intended to (and is able to) respond to claims for compensation made against TFSA or its authorised representative (including Advisers) for the financial services provided to our clients.

Our compensation arrangements meet the requirements of s.912B of the Corporations Act 2001 (Cth) (as amended).

Complaints

What should you do if you have a complaint?

If you have any complaint about the financial services provided to you, we will try to resolve your complaint quickly and fairly. You should take the following steps to enable us to do so:

1. Contact your Adviser and provide details of your complaint.

2. If your complaint is not satisfactorily resolved with your adviser within five business days, you may contact TFSA's Compliance Manager using the contact details on the front cover of Part One of this FSG.

3. If we are unable to resolve your complaint to your satisfaction within 45 days, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA), an independent external dispute resolution scheme of which TFSA is a member. AFCA's services are available to you free of charge.

The contact details for FOS are:
Australian Financial Complaints Authority Limited
GPO Box 3
Melbourne VIC 3001
Phone: 1800 931 678

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