

# **FINANCIAL SERVICES GUIDE Part 1**

## **Issue Date:**

The Financial Service Guide (FSG) is dated 30<sup>th</sup> June 2021 and replaces all previous versions. Laverne Capital Pty Ltd AFSL 482937 authorises the distribution of this FSG.

## **The financial services referred to in this guide are offered by:**

### **Laverne Capital Pty Ltd**

<b>ABN</b>	: 20 609 554 485
<b>AFSL No.</b>	: 482937
<b>Principal Business Address</b>	: Suit 6/96 Wigram Street, Harris Park NSW 2150
<b>Compliance Phone</b>	: 0425 308 313
<b>Email</b>	: <a href="mailto:compliance@lavernecapital.com.au">compliance@lavernecapital.com.au</a>

### **Not independent**

Laverne Capital Pty Ltd (AFSL 482937) and its Authorised Representatives receives commission payment commission or other benefits when we provide personal advice on Life Insurance products and other financial products.

This allows us to advise and place your insurance without charging you, the client, directly but rather receiving remuneration from product issuers.

By doing this we are not allowed to use the words Independent, Impartial or Unbiased when describing our business.

For more information on this please contact us.

**Laverne Capital Pty Ltd** is recognized to provide financial planning services that are truly in the best interests of our clients.

## **This guide contains important information about:**

1. The financial services we offer so you can make an informed decision whether to use those services.
2. Information we need from you.
3. The cost of our advisory services and how we pay our representatives.
4. What to do if you have a complaint about our services.
5. How you can contact us

When we give you financial advice - a Statement of Advice - to make sure that advice is appropriate to you we must make reasonable enquiries about your current financial situation and future needs.

In the Statement of Advice we will tell you about:

- Our fees and commissions
- Any associations we have with financial product issuers or other parties which may have influenced the advice we give you.

If we recommend to you a particular Financial Product we will give you information about the particular Financial Product—a *Product Disclosure Statement*—to help you make an informed decision about the Financial Product.

## About Us

**Laverne Capital Pty Ltd** holds an Australian Financial Services License (**AFSL 482937**) and is authorized to provide financial services under this license.

**Laverne Capital Pty Ltd** ACN 609 554 485 (“Laverne Capital”, “we”, “our”, or “us”) is a financial planning and investment advisory firm specializing in listed securities and managed investments. Our advisors’ record of achievements and reliability is based on providing some of the best investment advice and service in Australia. We offer extensive skills which mirror the different needs of clients with great emphasis placed on research and quality service to support the advice and the financial product provided.

Collectively we can provide financial product advice, arrange and deal in the financial product covering:

- Deposit & Payment Products
- Government Debentures, Stocks or Bonds
- Life Products
- Managed Investment Schemes
- Retirement Saving Account Products
- Securities
- Superannuation including SMSF.

## General Advice

**Laverne Capital Pty Ltd** may only offer you general financial product advice, including where Authorized Representatives are only authorized to give General Financial Product Advice. You should note that general financial advice does not relate specifically to you and therefore may not be appropriate to your particular financial needs, objectives, financial circumstances and best interests. You need to take this into account before deciding whether or not to act on this advice. We strongly consider you to take Financial Planner or Related Professional for advice.

## Personal Financial Advice

**Laverne Capital Pty Ltd** recommends that you should always seek the advice of a qualified Financial Adviser. If our Financial Advisers provide you with personal financial advice your initial discussions with a Financial Adviser should be treated as a Fact Find and you may be required to complete a questionnaire that includes personal information(\* Privacy Policy). This is important as every situation is unique to the individual and the advice you receive should be tailored to your specific needs and at all times be in your best interest.

This information will allow your Financial Planner to prepare a Statement of Advice (“SoA”) which you will receive at the time or as soon as is practical. This statement will set out the advice, the basis on which the advice was given and any remuneration or other benefit that we, including your financial adviser and associates, may receive. We will also include details of any matter that might reasonably be expected to be capable of influencing us in providing this advice.

If you maintain a personal advice relationship with us, then generally we will not provide a SOA for further advice situations unless there have been significant changes to either your personal circumstances or the basis of the advice since your last SOA was provided. In these circumstances however, we are still required to keep a Record of Advice (“ROA”). You have the right to request a copy of the ROA at any time.

You will receive an annual statement disclosing any ongoing fees that you have paid along with the services provided to you, this is called our Fee Disclosure Statement. This is an ideal time to discuss the fees you are paying with your adviser; of course this can be done at any time.

You will also receive a renewal notice every 2 years seeking your consent to continue to provide the financial product service to you (this is the Opt-in requirement) where ongoing fees are involved.

## Buying and Selling Shares

We are an intermediately and will buy and sell securities on Australian Securities Exchange (“ASX”) or any other appropriate global exchange. Once your securities have been bought or sold, you will receive a contract note or confirmation from us or the Clearing and Executing broker setting out the details and costs of the transaction. We will not accept orders for ‘short sales’ on ASX. A short sale is where the seller does not presently hold or have the immediate right to hold title to the security.

**Laverne Capital Pty Ltd** is not a participant of ASX and will always engage an executing broker to effect transactions. Executing brokers are clearing participants or engage a clearing participant to settle trades on ASX. **Laverne Capital Pty Ltd** has relationships with several executing brokers who are ASX Market Participants; they are Commsec, Desktop Brokers, Morrison Securities and Macrovue (For a list of Providers and Products available to **Laverne Capital Pty Ltd** clients please visit our Approved Product List.

The executing broker and the clearing participant have the right to refuse to accept orders from any person at any time and do not have to provide a reason for this refusal.

You may specify how you would like to give us instructions to be in writing or through web portal.

Please note that in accordance with industry practice and regulation, we cannot accept cash.

- **Penalties**

Fees will be charged on accounts that do not settle in accordance with industry practice. If you owe us money, we reserve the right to charge interest on any amounts outstanding. Default in payment may result in sale of the securities, including any other securities held in a client's account, to recover costs and may incur fees from executing and clearing providers.

### **What should I do if I have a complaint?**

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

1. Contact your advisor immediately and educate your advisor about your complaint. Most of disputes are been resolved this way.
2. If your complaint is not satisfactorily resolved within 7 days to **The Compliance Officer, Laverne Capital** at **Address:** 6/96-98 Wigram Street, Harris Park NSW 2150 or via call on **Phone No:** 0415 444 162 or by sending an email at **Email Id:** [compliance@lavernecapital.com.au](mailto:compliance@lavernecapital.com.au)
3. If we cannot reach a satisfactory resolution within a further 45 days you can send your complaint to AFCA – Association Financial Complaints Authorities (AFCA Membership No. 37625) on their free call number is 1800 931 678. The Australian Securities and Investments Commission, (ASIC), also has a free call info line on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

### **Product Disclosure Statements**

We will also give you, where appropriate, a Product Disclosure Statement issued by the product provider containing information you would reasonably require to make a decision about whether to acquire the financial product. The PDS will disclose details of any fees and charges payable for that product.

### **What Do We Expect From You?**

We expect that you will provide us with accurate information that we request so that we have a reasonable basis on which to provide you with general advice. We expect that you will use our advice to enable you to make informed financial decisions.

### **What Are The Possible Consequences Of Not Providing This Information?**

You are of course at liberty to decline to provide some or all of this information, but if you do not provide it, any general advice recommendations may not be sufficient for you to determine if the recommendation is appropriate to your needs and objectives. In certain cases, your failure to provide information may place us in a position where we cannot provide any advice or any financial services to you.

## **AML/CTF**

As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's license. We will also retain copies of this information. We assure you that this information will be held securely.

## **How will I pay for the service and what remuneration, commission, fees or other benefits do you receive in relation to providing that financial service to me and how are they calculated?**

**Laverne Capital Pty Ltd** advisor are remunerated through the fees and commissions that you are charged. To assist you in making an informed decision, your advisor will discuss with you and agree on any fees payable before providing a service. The Corporations Act requires us to fully disclose all fees and charges, so if you are in doubt please ask us to explain. You may be charged a fee for the services we provide or we may be paid a commission or brokerage or a combination of the two may apply.

All fees and commissions are payable to the Licensee (Laverne Capital) which will be as per the schedule contained in the adviser profile. Details of the fees and commission for each product are contained in the Product Disclosure Statements (PDS) that your advisor will provide. Your advisor will also provide full details of fees and commissions in your Statement of Advice.

Please note that your advisor will receive fees or commissions received through Licensee.

## **Alternative remuneration (Non-monetary benefits)**

From time to time advisors may receive non-monetary benefits from product providers. This can range from small benefits such as movie or sporting event tickets to more valuable benefits such as sponsorship to attended conferences.

If the value of any of these benefits exceeds \$300 it will be recorded in the Alternative Remuneration Register. A register will be maintained by **Laverne Capital Pty Ltd** for any benefits received by them that exceed \$300, and each individual advisor will maintain a register for any benefits that they receive directly and are valued at more than \$300

A copy of the register will be available for inspection on request.

## **What information do you maintain you maintain in my file and can I examine my file?**

We need to hold all information you give us for a period of 7 years. Yes you can view information held by making a request.

## **What kinds of compensation arrangements are in place and are these arrangements compliant?**

It should be noted that **Laverne Capital Pty Ltd** has Professional Indemnity Insurance in place to cover us for the financial services that we provide. We understand that it is adequate to meet our

requirements as a financial services licensee. The policy includes coverage for claims made in relation to the conduct of representatives/employees who no longer work for us (but who did at the time of the relevant conduct)

**What should I know about any risks of the financial products or strategies you recommend to me?**

We will explain to you any significant risks of financial products and strategies, which we recommend to you. If we do not do so, you should ask us to explain the risks to you.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is enclosed for your information.