

The image features a large, light blue arrow pointing from the top-left towards the bottom-right, set against a background of a city skyline. The skyline is composed of various skyscrapers and buildings, with a prominent circular structure in the lower-left quadrant. The overall color palette is dominated by blues and greys, with some warmer tones from the buildings' facades.

**K A M Financial**

**FINANCIAL  
SERVICES GUIDE**

Updated: 22 January 2020  
Version 1.2

## AUTHORISED FOR DISTRIBUTION BY:

**KAM FINANCIAL PTY LTD**  
**ABN: 16 631 462 014**  
**AUSTRALIAN FINANCIAL SERVICES LICENSEE (AFSL) No. 516133**  
**ADDRESS: SUITE 2, LEVEL 3, 828 PACIFIC HIGHWAY GORDON NSW 2072**  
**POSTAL: PO BOX 62 GORDON NSW 2072**  
**PHONE: 02 9416 0606**  
**EMAIL: DIRECTORS@KAMFINANCIAL.COM.AU**

## PURPOSE OF THE FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use the financial services we provide. It contains important information about:

- KAM Financial Pty Ltd (referred to in this document as (“KAM Financial”, “we”, “us” or “our”));
- The financial services and products we offer;
- The fees we charge and any other remuneration we may receive;
- Any potential conflicts of interest which may affect our services;
- How your personal information is handled; and
- What to do in the event of a concern or complaint.

This FSG is given to you by KAM Financial. Please take the time to read it carefully.

Sound financial advice is based on open communication. Understanding our services and fees is the cornerstone of this communication. If you have any questions please contact us.

When we provide you with financial planning services you may receive:

- A Statement of Advice (SoA), which outlines the personal advice we have provided to you;
- A Record of Advice (RoA), which documents any further advice provided to you;
- A Product Disclosure Statement (‘PDS’) which contains information about a financial product we have recommended;
- An annual Fee Disclosure Statement (“FDS”) which details the fees paid and the services received in the previous 12 months if you have an on-going fee arrangement with us.

## ABOUT KAM FINANCIAL PTY LTD

KAM Financial is a business which is privately owned by the financial advisers who operate under the Licence held by KAM Financial.

KAM holds an Australian Financial Services License (AFSL) No 516133 which was granted by the Australian Securities and Investments Commission (ASIC).

As a Licensee, KAM Financial must comply with the requirements of the Corporations Act and the obligations imposed by our AFSL. We have compensation arrangements in place, in particular professional indemnity insurance, that comply with those requirements.

The details of our financial advisers are available on the ASIC Register of Advisers located on the website [www.moneysmart.gov.au](http://www.moneysmart.gov.au)

The Register also includes details of any person controlling a corporate Licensee, such as KAM Financial.

## YOUR FINANCIAL ADVISER

Your Financial Adviser is a Director and employee of either BPM Financial Pty Limited ("BPM Financial") or Prudentia Financial Planning Pty Limited ("Prudentia Financial Planning").

BPM Financial and Prudentia Financial Planning are Corporate Authorised Representatives of KAM Financial. Your Financial Adviser acts on behalf of KAM Financial, which is responsible for the financial services provided to you by your Adviser.

Further information about your Financial Adviser and their relationship with KAM Financial is included in the Adviser Profile which forms part of this FSG.

Your Adviser is required to hold relevant qualifications and to undertake Continuing Professional Development each year.

Your Adviser is able to assist you by providing you with various service offerings from the following range of listed services:

- Comprehensive Financial Planning
- Wealth Accumulation
- Superannuation (Including Self Managed Superannuation Funds)
- Retirement Planning (Pre and Post Retirement)
- Life insurance (Income and Asset Protection)
- Aged Care Planning
- Estate Planning
- Social Security
- Cash Flow and personal budgeting
- Redundancy planning
- Tax (financial) advice service on matters related to the financial planning advice

KAM Financial is authorised by its AFSL to provide financial product advice (personal or general) on and deal in the following financial products:

- Deposit and Payment Products
- Government Debentures, Stocks and Bonds
- Life Risk Insurance Products (Life, TPD, Trauma, Income Protection and Business Expense Insurance)
- Investment Products offered by life insurance companies (Annuities and Investment Bonds)
- Securities including ASX listed Direct shares and ASX listed Exchange Traded Funds (ETF's)
- Managed Funds
- Investor Directed Portfolio Services ("IDPS")
- Managed Discretionary Account ("MDA") Services
- Retirement Savings Accounts ("RSA")
- Superannuation, including Self Managed Superannuation Funds ("SMSF")
- Standard Margin Lending products.

We are able to offer the above services and products to both retail and wholesale clients.

KAM Financial is able to offer both personal investment advice and general investment advice to clients:

**Personal advice** is advice where your Adviser in giving the advice has taken into consideration of one or more of your relevant personal circumstances.

**General advice** is advice where the advice given has not taken into account any of your relevant personal circumstances. You will be advised that you should consider the appropriateness of the advice, in light of your relevant personal circumstances before acting upon the advice.

To ensure that your Adviser provides advice that matches your personal circumstances the Adviser needs to understand your financial situation, objectives and needs.

- Your Adviser will meet with you for an initial consultation. Your adviser will collect all the relevant information they need from you, including details on your personal financial position, objectives and needs. They may request you bring any relevant background documentation to this initial meeting.
- During this meeting they will discuss your needs and expectations and provide you with details on the services they can offer and the likely costs to provide these services. They will help you identify your goals and discuss any areas they feel may warrant further investigation.

The Adviser is able to help you to:

- Identify your short, medium and long-term goals
  - Better manage your money
  - Develop an investment plan
  - Choose tax-effective investments
  - Make the most of your superannuation
  - Find out if you are eligible for any government assistance
  - Plan for your retirement
  - Consider your estate planning needs.
- The Adviser will review your circumstance and your financial situation - your assets, liabilities, insurance coverage and investment or tax strategies. Your Adviser will consider appropriate financial strategies and assess any existing or potential financial products that may be suitable for your financial plan
  - The Adviser when first providing advice to you will prepare a written document, a Statement of Advice (SoA). The SoA will explain the basis for any advice, the benefits and considerations you should be aware of regarding this advice, and any remuneration and/or benefits your planner may be entitled to based on the advice they have provided to you. If your Adviser recommends a financial product, you will be given a Product Disclosure Statement (PDS), or other disclosure document. This contains information about the product being recommended and will assist you make an informed decision about whether to proceed.
  - Your Adviser will present the advice to you. You will have the opportunity to ask questions, discuss the recommendations and make any changes you require prior to your approval.
  - On receipt of your approval, your Adviser will implement the recommendations.
  - Should you wish to receive ongoing financial advice, your Adviser will request you enter into an ongoing advice service arrangement. Under an ongoing advice arrangement they will meet with you periodically to review your financial circumstances and document any ongoing advice. Your adviser is required to renew this arrangement every two years.
  - Your Adviser may provide you with further advice to keep your financial plan up to date with changes in your circumstances, changes in the economy and products and regulatory change. Any further advice will be documented in a Record of Advice (RoA). You may request a copy of the RoA up to seven years after the date the advice was given.

It is important to remember that the best financial advice adapts to meet your changing needs and priorities over time. Continually reviewing your strategy is essential.

We are committed to a fair and transparent fee arrangement for the advice and services we provide. We offer flexible payment options to suit your needs.

All fees are payable to KAM Financial. KAM Financial may pay the majority of the fees and any commissions received to its Corporate Authorised Representatives.

## Fees you pay us (all GST inclusive)

Your Adviser will explain, and agree with you, the fees and payment options before providing advice and services to you.

**Consultation fee:** The first hour of any initial meeting is generally offered at your advisers own expense. Any extended consultation or time spent providing general advice is based on an hourly rate of \$330 per hour.

**Advice fee:** You may be charged a fee based on the time we spend or the complexity of developing your plan. The currently hourly base rate is \$330 per hour. The Statement of Advice fee ranges from \$3,300 to \$9,900.

**Implementation fee:** You may be charged a fee based on the time spent implementing your recommendations and strategies. The current hourly base rate is \$330 per hour. The implementation fee ranges from \$1,650 to \$12,375.

**On-going service fees:** You may be charged an ongoing service fee. This fee will be dependent on the service levels required to provide ongoing advice, regular reviews and professionally manage your financial plan / portfolio to ensure that you are kept up to date and your strategies remain current. On-going service fee starts from \$1,320 p.a. to \$11,000 p.a.

**Life Insurance Claims Assistance:** In the event we provide assistance to you in relation to an insurance claim we may charge you a claims management fee, generally up to 5% of any eventual lump sum claim, or up to 5% of the initial 12 months income protection claim amount paid. We would confirm the claims assistance fee with you before providing this service to you. This fee starts at \$1,320 up to \$25,000.

**Special requirements:** Our fees may exceed the ranges outlined above if you have usual circumstances or special requirements.

## Benefits received from others

**Benefits referable to insurance:** Where advice is provided in relation to insurance, we may receive payments directly from the company that issues the insurance policy. The amount of this payment is factored into the annual premium of the insurance. The payments we may receive will be outlined in your SoA / RoA.

We may receive an upfront one off payment from the insurance provider of between 0 to 66% of your premium (inclusive of GST) when you commence a policy we recommended. For any policies put into force prior to 31 December 2019 the upfront payment from the insurance provider may be between 0 to 77%.

We may also receive a further payment from the insurance provider of between 0 to 33% of your renewal premium (inclusive of GST), while you continue to hold the policy.

## **Benefits referable to superannuation and investments**

KAM Financial and its Advisers receive majority of the remuneration received from fees agreed with and paid by clients. KAM Financial does receive some remuneration from superannuation and investments products that were in place before 1 July 2013.

Please refer to the original disclosure document for the product for details of these payments.

## **Other benefits**

KAM Financial does not accept volume payments or additional payments from financial product providers.

We may receive benefits occasionally, by way of attendance at industry events and support for training days and educational / technical seminars.

Details of any benefits valued from \$100 to \$300 will be included on a register. A copy of this register is available to you on request. Benefits of over \$300 will not generally be permitted.

## **Referral fees**

KAM Financial does not receive any fees or other benefits where we may refer you to an external party. Should this position ever change in the future, any fee or benefit received by KAM Financial would be fully disclosed to you in writing.

## CONFLICTS OF INTERESTS

We will always work in your best interests. We aim to build enduring relationships with all our clients by providing quality financial planning advice and a broad range of products that suit each client's financial situation, objectives and needs.

Your Adviser may at times provide advice on investments which they hold in their portfolios. The size and nature of these investments are not significant and will not create a conflict of interest with the advice you are given.

## HOW CAN YOU INSTRUCT US

You may instruct us verbally, (by phone or in person) or in writing (email, letter or fax) using the adviser contact details set out in the business / adviser profile section at the rear of this FSG.

Where you provide instructions verbally, we request that instructions are also confirmed in writing.

## YOUR PRIVACY

The privacy of your personal information is important to us. We collect your personal information so that we provide the services outlined in this FSG. If we are not able to collect the information we request, we may not be able to ensure we provide the services, in particular financial advice, most appropriate to your needs.

We collect, handle, use and disclose your personal information in accordance with the KAM Financial Privacy Policy.

We may collect personal information, including some sensitive information such as details of your health directly from you, or with your authority by other means, in accordance with the *Privacy Act*.

We will maintain a record of your personal information, in compliance with regulatory obligations.

We will only disclose personal information to third parties in the following circumstances:

- with your approval, on application forms and/or personal insurance forms for products you agree to use;
- if you provide us with consent to do so;
- as required by law.

If you wish to access or correct personal information we hold please call us or write to us using the adviser contact details set out in the business / adviser profile section at the rear of this FSG. We will make arrangements to provide the information requested.

If you would like to complain about a breach of the Privacy Act, including the Australian Privacy Principles, please put your complaint in writing and send it to the KAM Financial Privacy Officer, whose contact details are listed on the first page of this FSG.

The Office of the Australian Information Commissioner can also assist you with further information on privacy and any complaint about a breach of privacy:

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Telephone: 1300 363 992



KAM Financial is committed to providing our clients a quality service and we welcome suggestions as to how we may improve our service.

We will act in your best interests and endeavour to provide you with advice that is appropriate to your goals and circumstances.

If you have any concerns or a complaint about the service provided to you, please contact your Adviser.

If you are dissatisfied with the response we ask you to contact our KAM Financial Advice Resolution Team:

Phone: 02 9416 0606

Email: [directors@kamfinancial.com.au](mailto:directors@kamfinancial.com.au)

Mail: KAM Financial  
PO Box 62  
Gordon NSW 2072

KAM Financial has a dispute resolution process for the management of complaints from clients. We will endeavour to research the matter and respond with an acceptable resolution to your complaint, as soon as possible. The time taken is likely to be impacted by the complexity of the matter.

If you are dissatisfied with how KAM Financial has handled your complaint you may refer the matter to the Australian Financial Complaints Authority (AFCA), an External Disputes Resolution Scheme, of which KAM Financial is a member. The service is free of charge.

[www.afca.org.au](http://www.afca.org.au)

Phone: 1800 931 678

Email: [info@afca.org.au](mailto:info@afca.org.au)

Mail: Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001



BPM Financial Pty Ltd - Corporate Authorised Representative # 344410

Ben Maw, CFP® - Authorised Representative # 253314

BPM Financial is a Corporate Authorised Representative of KAM Financial Pty Ltd. Ben Maw is an Authorised Representative and director of KAM Financial Pty Ltd. Contact details for BPM Financial and Ben Maw are noted as follows:

ADDRESS: Level 17, 40 Mount Street NORTH SYDNEY NSW 2059

POSTAL ADDRESS: PO Box 1920 NORTH SYDNEY NSW 2059

Phone: 1300 276 346

Fax: 02 8079 6606

Email: [ben@bpmfinancial.com.au](mailto:ben@bpmfinancial.com.au)

Website: [www.bpmfinancial.com.au](http://www.bpmfinancial.com.au)

## Adviser profile

Ben has been working in the financial services industry since 1999, and running his own business since 2006. Ben holds the following qualifications:

- Diploma of Financial Services (Financial Planning)
- Advanced Diploma of Financial Services (Financial Planning)
- Financial Planning Association - Certified Financial Planner

BPM Financial is a boutique financial planning business that provides tailored counsel to people who wish to build a secure financial future.

We assist individuals who are looking to maximise their financial potential, effectively prepare for retirement, protect their existing wealth or restructure their affairs following a significant life event.

## Fee Options

Ben offers an initial consultation up to one hour at his own expense, to get to know you and to identify how he can help you meet your goals. At the initial consultation, he will explain how he operates, what you can expect and his payment options.

All fees and commissions payable by you will be explained to you at the time the advice is given and fully detailed in the SoA, RoA and PDS. You will have the ability to confirm your preferred payment option prior to the provision of any personal advice.

Below is a summary of our payment options, which are inclusive of GST. The below payments will be made as agreed with you or to the extent permitted by law.

**Extended Consultation:** You may be charged a fee based on the time spent providing you general advice based on an hourly rate of \$330p/h.

**Advice Fee:** You may be charged a fee based on either the time we spend or the complexity of developing your plan. The current hourly base rate is \$330 per hour. The Statement of Advice base fee ranges upward from \$3,300. You can choose to either be invoiced directly or fees can be debited directly from funds invested.

**Implementation Fee:** You may be charged a fee based on the time spent implementing your recommendations and strategies. The current hourly base rate is \$330 per hour. The implementation fee ranges upwards from \$1,650 minimum fee or 1.65% brokerage on first \$750,000 (Nil thereafter). The price varies depending on the complexity and facilitation required to ensure correct and accurate action has been undertaken on your behalf.

**Ongoing Service Fee:** You may be charged an ongoing service fee. This fee will be dependent on the service levels required to provide ongoing advice, regular reviews and professionally manage your financial plan / portfolio to ensure that you are kept up to date and your strategies remain current.

Ongoing service fee starts from \$1,650 and/or a 0.77% per annum of funds under management for portfolio management. This fee can be paid via monthly direct debit from your bank or investments.

**Initial & Ongoing Investment Commissions (Grandfathered Products only):** If ongoing investment commission is paid, this will be disclosed to you in your Statement of Advice.

**Initial & Ongoing Insurance Commission:** Where risk insurance products are recommended the insurance provider may pay us an initial commission based on the value of your premium as detailed previously in this FSG.

There may be ongoing commission. This is factored into the cost of the policy and is not an additional cost to you as previously detailed in this FSG. The amounts paid will depend on the insurance premium and will continue for the duration of the insurance product.

Insurance commissions and/or Insurance fees are based on revenue expected to be received from any insurance policies. If you cancel your insurance policy within 2 years we reserve the right to invoice you and claim back any pro rata loss of income incurred as a result during that period.

**Life Insurance Claims Assistance:** In the event we provide assistance to you in relation to an insurance claim we may charge you a claims management fee, generally up to 5% of any eventual lump sum claim, or up to 5% of the initial 12 months income protection claim amount paid. We will confirm this fee with you before we provide this service to you.

## Your Payment Options

Fees may be paid either directly as invoiced (cheque or EFT payments only, we do not accept any cash payments), via direct debit from your investment or superannuation account or a combination of the above.