



Total Licensing Solutions Pty Ltd

FINANCIAL SERVICES GUIDE

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ABOUT THIS DOCUMENT

This Financial Services Guide describes Financial Solutions Victoria Pty Ltd's financial planning and advisory services to assist you to decide whether to use our services. It describes who we are, the services and types of products we are able to offer you, how we and our associates are paid or benefits we may receive, any conflicts of interest we may have and how we deal with any disputes including what to do if you have one.

Not Independent

Total Licensing Solutions Pty Ltd, Financial Solutions Victoria Pty Ltd and our Advisers are unable to describe themselves as 'independent', 'impartial' or 'unbiased', because of the following:

- We do not charge you a fee for our advice on risk insurance policies as we have made a business decision to be paid commission directly by the product providers.
- Our advice on risk insurance is therefore considered to be 'not independent, impartial or unbiased'.
- In all other cases, we charge a fee for our advice services and do not receive commissions or other payments from product providers.

See below for further details.

WHAT OTHER DOCUMENTS ARE THERE?

When we provide you with personal financial product advice, you will receive an advice document. In the first instance this will be a Statement of Advice (SoA) which describes our recommendations and how they will assist you achieve your goals. The SoA will also explain the risks of our advice, any associations we have with financial product providers or other parties that may influence that advice, and any fees or commissions we may receive if our recommendations are implemented.

When we provide further advice, we may provide you with another Statement of Advice (SoA) or give you (or keep our own) Record of Advice (RoA). Should you require additional copies of advice documents or a copy of the RoA, you can request a copy of this by contacting us at any time within 7 years from the date the advice was provided.

If we recommend that you acquire a financial product, we will also provide you with a Product Disclosure Statement containing information about the product's features and risks. In combination, these documents will assist you in making an informed decision about whether to proceed with our recommendations.

WHAT ARE WE AUTHORISED TO DO?

At the heart of our business is our passion to provide personalised, successful, long term strategic financial planning to our clients, customised to your needs.

We can provide a tailored and highly focussed financial service offering to individuals seeking expertise around a co-ordinated service capturing all aspects of a sound financial strategy including appropriate structures, financial coaching and cash flow management, estate planning, risk management, and investment portfolio design and implementation.

To coordinate this across your personal, family and business interests, your adviser can liaise with your other professional advisers in relation to matters such as tax, insurance, risk management and estate planning. Alternately, we may offer a referral to one of our best of breed professionals to assist.

We are not, however, accountants, nor are we registered tax agents or lawyers.

To give you appropriate financial advice, your adviser will work with you to determine your individual financial objectives and needs. To enable your adviser to work with you, you will need to provide relevant information as requested by your adviser. You are not obligated to provide this information, but if you decline to do so your adviser either may not be able to provide advice or the advice may not be entirely appropriate.

TOTAL LICENSING SOLUTIONS PTY LTD

Total Licensing Solutions Pty Ltd holds an Australian Financial Services License (495 981) which was issued by the Australian Securities and Investment Commission (ASIC) in July 2017.

In our role as an Australian Financial Service Licensee we are required to comply with the obligations of the Corporations Act and conditions of our License. This includes the need to have compensation arrangement in place with a Professional Indemnity Insurer for the services that we and our authorised representatives provide.

THE DETAILS AND THE SERVICES WE PROVIDE

Financial Solutions Victoria is an authorised representative of Total Licensing Solutions Pty Ltd, and can provide advice to and apply on your behalf for the issue, variation or disposal of the following kinds of financial products:

- Life insurance
- Superannuation
- Securities
- Managed investment schemes
- Investor directed portfolio services
- Retirement Planning Advice
- Separately Managed account services
- Retirement savings accounts
- Deposit and payment products
- Government debentures, stocks or bonds.
- Aged Care Advice
- Cashflow and Budgeting Advice

OUR ADVICE PROCESS

This will begin with initial meetings with you to assess if your personal and financial goals and objectives can be met through our professional services. The discussions will also help you to determine if you wish to engage us to assist you to achieve those goals and objectives.

It is important for you to understand that the discussions in our initial meetings will only be in general terms. This means you should not act or make any decisions until you receive your personal advice in an SOA or ROA. This will occur after we have thoroughly investigated and considered strategies and products that aim to meet your goals and objectives as agreed with you.

REVIEWS

We cannot promise recommended strategies and your product solutions will remain suitable for you over time. Things change, your personal circumstances, the economic environment, legislation and/or product developments may create a need to change what we recommend from time to time.

For this reason, your adviser may recommend that you engage us to review your advice on an ongoing basis and we strongly recommend you consider this. Likewise, we encourage you to contact your adviser whenever your circumstances change to see if your strategy or the products that underpin that strategy need to be adjusted.

HOW DO YOU INSTRUCT US?

We act for you when providing our services. You may give us instructions in writing, by post or email. Sometimes your adviser will be happy for you to tell them what you want to do over the phone or in person.

FEES AND COSTS

Fees for our Service and Advice

The work undertaken to explore your current financial situation, your goals and objectives, and assessing the suitability of options for you is extensive. As well as personal financial advice, this may include the delivery of a range of specific services agreed with you to get you financially organised even before we are able to provide personal financial advice.

Fees are calculated based on your individual needs and requirements, and the extent of any services provided to you. Before commencing work for you, we will discuss and agree with you the scope of the services to provide, the cost of providing those services and the method of payment. We confirm this fee and gain your acceptance before proceeding with any financial advice services.

Other fees for any advice or work carried out by other professionals, after consultation and agreement with you, will be separately invoiced to you by that other professional.

The minimum fee for our Initial Advice is \$3,300 including GST.

Implementation

Once we have provided our initial advice, we may charge a fee to cover the cost of implementation which can be extensive. The fee will vary depending on the level and complexity of work involved. This fee, if applicable, is a minimum of \$1,100 including GST.

Ongoing Service and Advice

Establishing your financial strategy is important. Equally important is ongoing advice to cater for changes in your personal circumstances, legislation, economic and financial conditions.

The Ongoing Services and Advice we provide to you will depend on your situation. We charge a minimum fee of \$2,200 per annum (including GST) or \$183 per month (including GST) for our basic ongoing bronze package ranging up to \$7,700 per annum for the Platinum Package. The different service packages are available to cater for the unique situation of every client.

These fees will increase in line with CPI or a maximum of 3%p.a., all fees will be documented in the Ongoing Service Engagement Agreement.

Personal Insurance Services

We accept commissions from the insurers for the personal insurance advice and services we provide to you. The amount varies between insurers. As an indication, we may receive up to 66% of the first year's premium to reflect the amount of work we undertake when advising on and arranging the insurance and up to 33% of the ongoing annual premium thereafter, both excluding taxes and statutory charges. This is subject to which commission structure is selected and the product provider.

The table below illustrates how our commission would currently be calculated for a policy on a level commission structure costing \$2,000 in year 1 and increasing to \$2,200 in year 2.

	Year 1		Year 2	
Premium	\$2,000		\$2,200	
Upfront Commission	66%	\$1,320	-	-
Ongoing Commission	-	-	33%	\$726

Where these commissions can be negotiated with the product provider your adviser will agree the amount of up-front and ongoing commissions with you. These will also be set out in your advice document.

Referral Fees

We chose not to receive or pay fees or commissions for referrals

ADVISER REMUNERATION

As an employee of Financial Solutions Victoria Pty Ltd , Romi Bitar receives a salary. In addition, Romi Bitar is beneficially entitled to receive a share of dividends and profits.

RELATIONSHIPS AND ASSOCIATIONS

Our Authorising Licensee

We pay fees to our authorising licensee, Total Licensing Solutions Pty Ltd of a flat monthly fee of \$5,500 GST Inclusive, this can change regularly depending on the associated costs with professional indemnity insurance and other direct expenses pertaining to the ongoing operating costs of the Australian Financial Service License.

Alternative Remuneration

From time to time we may accept alternative forms of remuneration from product providers or other parties, such as hospitality or support connected with our professional development (e.g. training or sponsorship to attend conferences). We maintain a register detailing any benefit we receive which is valued at between \$100 and \$300, and other benefits that relate to information technology, software or support provided by a product issuer, or that relate to educational and training purposes. A copy of the register is available on request.

WHAT ELSE SHOULD YOU UNDERSTAND?

Privacy

We are committed to protecting your privacy. We use the information you provide us to advise you on your financial circumstances, goals and strategies. We provide your information to the product issuers with whom you choose to deal with (and their representatives). We do not trade, rent or sell your information. We will only disclose your information to recipients who are either regulated by laws which protect your information similar to the *Privacy Act 1988* (Cth) or who agree to protect your information in that way.

For more information about how to access the information we hold about you, how to have it corrected and how to complain if you think we have breached the privacy law, ask us for a copy of our Privacy Policy by contacting your Adviser or visiting our website at www.finsolvic.com.au

Anti-Money Laundering and Counter-Terrorism Financing

As a reporting entity under the Anti-Money Laundering and Counter-Terrorism Financing Act, we are committed to ensuring our services do not facilitate or are associated with money laundering or terrorism financing practices. Before we arrange a financial product for you, we will need to verify your identity by viewing your identification documents (e.g. passport, driver's licence). We will retain copies of this information and assure you that this information will be held securely.

Complaints

Your satisfaction is very important to us and we have procedures in place to resolve any concerns promptly and fairly. If you are unhappy about any advice or service provided, you should let your financial adviser know in the first instance. If you cannot resolve this with your adviser, please call us or put your complaint in writing. Please contact us as follows:

Compliance Manager
Total Licensing Solutions Pty Ltd

Phone: 03 51 532507
Email: accounts@afsltls.com.au
Mail: PO BOX 1184
BAIRNSDALE VIC 3850

If you are dissatisfied with the response, you may raise the matter directly with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers if you have a complaint that is not satisfied within 45 days of raising it. AFCA contact details are:

Telephone: 1800 931 678
Email: info@afca.org.au
Web: www.afca.org.au
Post: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

There are some complaints which AFCA are unable to deal with and AFCA will tell you if this is the case

