



Bongiorno Financial Advisers Pty Ltd

ABN 33 058 918 595

Australian Financial Services Licence No. 238977

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Financial Services Guide

Bongiorno Financial Advisers Pty Ltd ("BFA") is the licensee responsible for the provision of financial services and has authorised the distribution of this Financial Services Guide ("FSG").

This FSG is made up of Part 1, *A Guide To Our Relationship With You*, which should be read in conjunction with Part 2, *Adviser Profile*, which includes a summary of your adviser and the services they can offer.

Financial Services Guide Part 1

A Guide To Our Relationship with you

The purpose of this Financial Services Guide is to help you better understand our company and to assist you in deciding whether to use our services. It contains important information about:

- The services we offer our clients
- Our service commitment to you
- Our team
- How advice is documented
- Associations we have with product issuers
- Payments, fees, commissions or other benefits received by us and other related parties
- Our dispute resolution process

What other documents might BFA provide to you?

The process of financial planning involves translating your current personal and financial circumstances, together with your life goals, into a written plan called a Statement of Advice. A Statement of Advice is designed to help you determine whether and how you can meet your financial and lifestyle goals through the co-ordinated management of your financial resources.

Your adviser will give you a written advice document, before proceeding to act on your instructions. If you receive advice in a time critical situation, the advice document will be provided within five days of the advice.

If your personal circumstances have not significantly changed, we may also provide you with additional ongoing advice orally and record that advice in a Record of Advice (ROA). You may request a copy of the ROA by calling or writing to us within 7 years of the date we gave you the advice.

When we recommend a particular Financial Product we will give you a Product Disclosure Statement (PDS). A PDS contains information prescribed by law to help you to make an informed decision about a Financial Product.

lack of independence

The Corporations Act 2001 prescribes the use of the word independent and forbids its use by a business that receives commissions for advice on life risk insurance products, or that limits the number of financial products it can recommend.

Bongiorno Financial Advisers Pty Ltd cannot be considered as independent, impartial or unbiased because

- (a) we receive commissions for the advice we provide on life risk insurance products; and
- (b) with thousands of financial products available in the market, we have elected to use an approved product list that limits the range of financial products we or our representatives can recommend when providing advice to you.

About the Bongiorno Group

Founded in 1964, the Bongiorno Group of companies is the largest and most established network of its kind in Australia. The Bongiorno Group specialises in managing the financial affairs of high net worth professionals, especially those in the medical profession.

With over 50 years of experience, the Bongiorno Group is proud to offer a comprehensive range of services. The Bongiorno Group's vision is to deliver first class advice and excellent client service to help its clients achieve financial security and their lifestyle dreams. The services include:

Financial Planning Advice

Bongiorno Financial Advisers Pty Ltd ("BFA"), part of the Bongiorno Group of companies, is the licensee responsible for the provision of financial services by BFA and our representatives and has authorised the distribution of this Financial Services Guide ("FSG"). We offer advice in relation to superannuation, estate and multi-generation asset planning, wealth accumulation, managed discretionary accounts and portfolio advice, debt management and wealth protection, including life, trauma and income protection.

Accounting and Taxation Services

Bongiorno & Partners (VIC) Pty Ltd and Bongiorno & Partners (N.S.W.) Pty. Ltd. are responsible for the provision of Accounting and Taxation Services through an experienced team of professionally accredited accountants. Please visit www.bongiorno.com.au or www.bongiorno.net.au for further details.

Credit Services

Bongiorno Private Clients Finance Pty Ltd, Bongiorno Finance Pty Ltd and ProLoan (Aust) Pty Ltd each hold an Australian Credit Licence. Bongiorno Private Clients Finance Pty Ltd and Bongiorno Finance Pty Ltd are credit assistance providers required to meet responsible lending obligations. This includes conducting a preliminary assessment to determine a client's ability to afford a proposed loan. Each business has a partnership relationship with Westpac. Their agreement with Westpac is to refer clients for the purposes of obtaining residential, commercial, business and personal investment loans. ProLoan (Aust) Pty Ltd provides training and support to credit licensees.

Associations BFA has with product issuers

BFA is associated with Australian Credit Licensees Bongiorno Private Clients Finance Pty Ltd ACN 612 938 771, Bongiorno Finance Pty Ltd ABN 60 113 136 379 and ProLoan (Aust) Pty Ltd ABN 98 005 189 097. Each of these companies are part of the Bongiorno Group of companies.

We can arrange the issue of financial products from an extensive range of approved financial product issuers. However, your adviser will only recommend products approved by Bongiorno Financial Advisers Pty Ltd.

Information you need to provide to us to receive appropriate personal financial advice

You need to provide us with details about yourself, your family, your life goals and your current financial situation. We may also need details about your health, your current investments, risk protection and your attitude towards investing, including the level of financial risk you are comfortable with. Good advice relies on good information. Your information helps us offer you the most appropriate advice possible.

You have the right not to provide this information. However, if you do not, we are required to warn you about the possible consequences, and that the advice you receive may not be appropriate to your individual needs, lifestyle objectives and financial goals.

We hope you will agree that it makes sense for you to provide us with complete and accurate information about your personal circumstances so that we can provide you with appropriate advice.

How can you give us instructions about your financial products?

You may tell us how you would prefer to provide instructions. They can be given in writing via fax, email or letter, or another method as agreed by us.

We will explain the risks associated with the strategies and financial products we recommend to you

We will explain all significant risks associated with the strategies and financial products we recommend to you. If you do not fully understand the risks, you should ask us to explain them further.

What payments, fees, commissions or other benefits are received by us?

Fees

BFA and its authorised representatives may charge you a fee for advice and services provided. The fees may be charged directly to you or collected by the Financial Product issuer based on your agreement with us.

Commissions

BFA and its authorised representatives may receive initial or ongoing commission based on the payment of your insurance premium. These amounts are paid to Bongiorno Financial Advisers Pty Ltd by the life company.

Non-Monetary Benefits

All known non-monetary benefits received in relation to a financial product recommendation will be disclosed in our Advice Document. We are not entitled to receive such benefits if they are greater than \$300 in value. We also maintain an Alternative Remuneration Register. This register lists non-monetary benefits greater than \$100 and less than \$300 in value and is publicly available to view at your request.

How are fees, commission or other benefits calculated?

We may charge you a fee, based on the time we spend developing your advice, or depending on the value of funds you invest. We will advise you of our fee prior to you engaging our services. We will issue a tax invoice for the agreed fee.

We may also agree that you will pay us a management fee annually, or as negotiated, by instalments. Additionally you may instruct us to collect your fee directly from the Financial Product issuer.

You may agree to an **Adviser Review Fee**, which will be collected by the Financial Product issuer and paid to us in accordance with your agreement. Further details of our fees are set out in Part 2 of this FSG.

As part of the Government's Life Insurance Reforms, since 1 January 2020, **initial commission** on risk products are capped at 66% (GST inclusive) of the first year's premium. **Ongoing commission** on risk products is capped at 22% (GST inclusive) of the ongoing annual premium.

When you receive personal advice, your adviser will tell you about any administration platform payments, fees, commissions and any other benefits, where possible in actual dollar amounts, in the advice document.

Privacy Statement

BFA is committed to ensuring the confidentiality and security of your personal information. Our Privacy Policy, which details our handling of information, is available upon request or by accessing our website <http://www.bongiorno.com.au>.

The entity collecting the information

The identity and contact details of Bongiorno are:

Privacy Officer
Bongiorno Financial Advisers Pty Ltd
Level 2, 431 St Kilda Road
Melbourne VIC 3004
Phone: +61 3 9863 3111
Email: privacy@bongiorno.com.au

Circumstances of Collection

Generally, we collect your personal information from you directly (for example, when we deal with you in person or over the phone, when you send us correspondence (including via email), when you complete a questionnaire, form or survey, or when you subscribe to our publications).

Sometimes it may be necessary for us to collect your personal information from a third party. For example, we may collect your personal information from your personal representative or a publicly available record, amongst other sources. We may also collect personal information about you from your use of our websites and information you provide to us through contact mailboxes or through the registration process on our websites.

We may also obtain credit information about you from credit providers and credit reporting bodies on your behalf if necessary for us to provide our services to you

Purposes of Collection

BFA collects and holds personal information for the purposes set out in the BFA Privacy Policy.

Consequences of Not Providing Us with the Information

If you do not provide some or all of the personal information requested by us, we may be unable to provide you with our products or services.

Use and Disclosure of Information

We may use and disclose the personal information we collect about you for the following purposes:

- to assist BFA in providing a product or service to you;
- completion of documentation and application forms;
- to consider and assess your request for a product or service;
- to provide you with information about our products or services, industry developments and invite you to seminars and marketing events;
- to maintain contact with our clients and other contacts (including alumni);
- for recruitment purposes;
- to protect our business and other clients from fraudulent or unlawful activity;
- to conduct our business and perform other management and administration tasks;
- to consider any concerns or complaints you may have;
- to manage any legal actions involving Bongiorno;
- to comply with relevant laws, regulations and other legal obligations; and
- to help us improve the products and services offered to our clients, and to enhance our overall business.

Who Will The Information Be Disclosed To?

The types of organisations to whom we may need to disclose your personal information to include:

- an entity within the Bongiorno group or a related entity;
- an agent, contractor or service provider we engage to carry out our functions and activities, such as our lawyers, accountants, or other advisors;
- organisations involved in a transfer or sale of all or part of our assets or business;
- organisations involved in managing our payments, payment merchants and other financial institutions such as banks;
- if you are an employee, a contractor or supplier of services to a client, then we may disclose your personal information as part of providing services to that client;
- regulatory bodies, government agencies, law enforcement bodies and courts;
- your guarantor, referee(s), employer or co-account holder;
- financial product issuers and credit providers;
- a debt collector; and
- anyone else to whom you authorise us to disclose it.

Overseas Disclosure

We may disclose personal information to recipients that are located outside Australia in some circumstances. Any disclosure of personal information to overseas recipients will be in accordance with our Privacy Policy. These recipients may be located in India, Sri Lanka, the Philippines, Singapore, South Africa, Thailand, the United States of America and the European Economic Area (EEA).

Your Rights

Our Privacy Policy contains information about how:

- you may access the personal information we hold about you;
- you may seek the correction of your personal information; and
- you may complain about a breach of the Privacy Act, including the APPs; and
- Bongiorno will deal with a privacy complaint.

Marketing Material

We may use personal information we collect from you to send marketing material from time to time, unless you elect not to receive the material. We will not provide your personal information to any third party other than in accordance with our Privacy Policy.

Anti-Money Laundering and Counter-Terrorism Financing

In 2006, the Australian Government introduced the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF Act). It is designed to assist in combating money laundering and the financing of terrorism.

In line with this Act, BFA conducts applicable customer identification procedures when we make arrangements for you to receive a designated service.

If you would like to learn more about the AML/CTF laws, you can contact the Australian Transaction Reports and Analysis Centre (AUSTRAC). Please call their Customer Information Line on 1300 021 037, e-mail help_desk@austrac.gov.au or visit www.austrac.gov.au

What should you do if you have a complaint?

There are various avenues open to you if a dispute or complaint arises. But we hope that you will raise any query or complaint with us first and that it can be resolved to your satisfaction promptly.

If you have a complaint about the service provided to you, you should take the following steps:

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within 5 days, please contact the Compliance Manager on (03) 9863 3128 or put your complaint in writing and send it to Bongiorno Financial Advisers Pty Ltd, Level 2, 431 St Kilda Road, Melbourne VIC 3004. We will try and resolve your complaint quickly and fairly.
3. If the complaint cannot be resolved to your satisfaction within 45 days you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). They can be contacted on 1800 931 678 between 9.00 am and 5.00 pm AEST, Monday to Friday. You can also write to AFCA at Australian Financial Complaints Authority Limited, GPO Box 3, Melbourne VIC 3001.

Professional Indemnity Insurance

We hold a Professional Indemnity Policy that satisfies the requirements for compensation arrangements under Section 912B of the Corporations Act 2001. This Policy also covers representatives who no longer work for BFA (but did at the time of the relevant conduct).

Our Service Commitment to You

Our philosophy is to deliver first class advice and excellent client services to help our clients achieve financial security and their lifestyle dreams. We are committed to this promise.

If, however, you consider our relationship is not progressing satisfactorily, please contact us to discuss an alternative course of action.

We welcome any comments or queries you may have.

Part 2 Adviser Profile

Antoinette Bongiorno
Authorised Representative No 250847

Bongiorno Private Clients Pty Ltd ACN 127 294 955
Authorised Representative No 317404

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Melbourne, VIC 3004
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E-mail: abongiorno@bongiorno.com.au

Important Information

This Financial Services Guide is an important document. It provides you with information to help you decide whether to use the financial services we offer.

You should read Part 1, *A Guide To Our Relationship With You*, in conjunction with Part 2, *Adviser Profile*, which provides a short bio on your licensed adviser, their qualifications and the financial services they are authorised to provide under the BFA Australian Financial Services Licence.

Who is my adviser?

Antoinette Bongiorno, CFP® 
Authorised Representative No 250847

Antoinette has more than 20 years' experience in the financial services industry. Her formal qualifications include Bachelors of Commerce and Law from Melbourne University, the Diploma of Financial Planning from Deakin University and the Certificate IV in Finance & Mortgage Broking.

Antoinette has also completed the education requirements set out by the Financial Adviser Standards and Ethics Authority (FASEA). FASEA was established by the Federal Government in 2017 to set the education, training and ethical standards of licensed financial advisers in Australia. Antoinette has completed the FASEA approved subject "Ethics for Professional Advisers" and the FASEA Financial Adviser Exam.

As a qualified solicitor, CERTIFIED FINANCIAL PLANNER® professional, and member of the Financial Planning Association of Australia (FPA), she is well qualified to advise on the financial needs of investors.

Who is responsible for the financial services provided?

Antoinette is an authorised representative of BFA. She will act on your behalf and in your best interests. BFA is responsible for the financial services we and our authorised representatives provide to you under our licence.

Financial services we are authorised to provide to you

All our advisers complete assessments and an annual training program to maintain their knowledge. BFA ensures your financial adviser:

- Only provides services for which he/she has the appropriate qualifications
- Stays up to date with relevant industry and legal changes, helping maintain their qualifications
- Is given the necessary technical support and tools to deliver superior financial planning advice
- Is provided with high quality financial product research
- Is monitored and supervised to ensure compliance with the law and the high standards set by BFA

BFA and the Authorised Representative listed above are able to offer strategic, investment and risk product advice on all BFA Authorised and Approved products including:

- Superannuation – Self Managed, Corporate & Personal
- Investment Life Insurance and Life Risk Products
- Managed Investments
- Managed Discretionary Accounts
- Derivatives
- Shares and other listed investment products
- Retirement Savings Accounts
- Retirement Income Streams
- Debentures, Stocks & Bonds issued by a government
- Deposit Products

If you do not wish to receive personal financial advice, we are also able to act on your behalf by carrying out your execution instructions. Please understand that if you do not obtain advice, the Financial Product(s) you select may not be in line with your objectives, financial situation or needs.

Your financial adviser may provide other services independently of BFA

Your financial adviser may provide services other than financial planning services. For example they may also act as your tax adviser or accountant or assist you with finance. While your adviser may provide these services, you should understand that they are not provided under the BFA Licence. Examples of the services which BFA is not responsible for include:

- Taxation services, such as completion of tax returns
- Accounting services
- Self-Managed Superannuation Fund returns
- Credit Assistance

What will be the cost to you for the provision of financial services and products?

There are various methods of payment for charges you incur. You may pay us directly. Alternatively, we may collect our fee directly from the Financial Product issuer(s). We may also be entitled to receive a payment called commission, which is paid to us by the Financial Product issuer(s). Details of the range of commissions we may receive are set out on page 6 of Part 1 of this FSG.

You may agree to pay us an annual Fee for Service which will be paid directly by you to Bongiorno Financial Advisers Pty Ltd.

Bongiorno Financial Advisers Pty Ltd, the licensee, receives 100% of all fees and commission. Bongiorno Private Clients Pty Ltd receives up to 95% of all fees and commission paid to the licensee (BFA). Antoinette Bongiorno is a director of Bongiorno Private Clients Pty Ltd and is entitled to receive a share of the profit of Bongiorno Private Clients Pty Ltd.

If we provide personal financial advice we will give you an advice document containing details of our fees and any commission payments made to us by any relevant Financial Product issuers.

Will anyone be paid for referring you to BFA?

Where you have been referred to us by someone else, if we pay them a fee or commission in relation to that referral, we will advise you in the advice document who will receive that fee or commission and the amount they will receive.

If you have any further questions about the financial services Antoinette Bongiorno, Bongiorno Private Clients Pty Ltd provide, please contact us on 03 9863 3111.

Please retain this document for your reference and any future dealings with Antoinette Bongiorno, Bongiorno Private Clients Pty Ltd and Bongiorno Financial Advisers Pty Ltd.