



Financial Services Guide (FSG)

A guide to the services we provide and how we will work with you
to achieve your goals

Prospa Financial Pty Ltd

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Business profile

Financial Services Guide:

Version 2.1

Issue date

1 April 2020

Important

Before we provide you with financial advice, you should read this Financial Services Guide (FSG).

It contains the following important information to help you decide whether to use our services:

- Who we are;
- Initial and ongoing advice we provide;
- How we are paid;
- Who to contact if you have a complaint.

This profile is part of the Financial Services Guide and is only complete when the adviser profiles are attached.

About our practice

Prospa Financial Pty Ltd, corporate authorised representative (CAR) number 252585, trading as Prospa Financial Pty Ltd, is authorised to provide financial services on behalf of Advice Evolution Pty Ltd.

About our team

We have a dedicated team of advisers, paraplanners and support staff to help deliver quality financial planning services to you.

Attached to this document is a profile for each adviser in our practice. The adviser profile provides information about your adviser - their contact details, qualifications, experience and any memberships they may hold. It also outlines the strategies and products your adviser can provide advice on.

Why you should choose Prospa Financial Pty Ltd

We aim to provide personalised and responsible advice suited to your objectives and believe that sound advice and planning is the key to improving your financial position.

We undertake continuous professional development and undertake training programs so we are up to date with legislative changes to superannuation, investment, and social security and tax environments.

We have access to technical, risk and investment research professionals who provide us with additional analysis on strategies and products that become available as a result of these changes.

Our financial advisers will help you determine your goals and weigh up different strategies to achieve them.

Most importantly, we turn your thoughts into action. There are no secret formulas to achieving financial security. We work with you to get the basics right and ensure you have a plan to achieve your goals over time.

Our financial planning process

Everyone has different circumstances, needs and goals. We treat every client as an individual, but follow a defined financial planning process to make sure you know what to expect from us.



Identifying where you want to be

We help you identify your financial and lifestyle goals and explain the services we offer to help you achieve them. The type of advice you need could depend on your life stage, the amount of money you want to invest and the complexity of your affairs.

We will help you to identify the range of issues that need to be addressed to meet your goals. You can't then decide whether you want our advice to meet a single need or a broad range of issues.

Considering opportunities and risks

Good personal advice starts with having an understanding of your current situation. We take a close look at your current financial situation – assets, debts, income, expenses and insurance, and explore the options you could use to reach your goals.

Bridging the gap

Based on the research we have conducted, we will recommend a strategy to bridge the gap between where you are now and where you want to be.

Bringing your plan to life

We work closely with you to implement your financial plan. We help you to complete any necessary paperwork and are available to attend meetings with your accountant and solicitor so that your strategy is implemented efficiently.

Staying on track with periodic ongoing advice

Time goes on and circumstances and needs change. The final step in our advice process helps ensure your financial plan remains on track, by providing you with periodic ongoing advice.

We design an ongoing service programme to help ensure your plan remains up to date as your life changes; and so you can obtain the benefits of ongoing advice.

Sometimes, life takes us in unplanned directions. When you need a little extra help on top of our initial or ongoing advice, just ask us to provide you with some additional advice. We are there to help you – whatever the occasion.

Advice we can provide

Advice Evolution Pty Ltd maintains an approved product list, containing financial products that have been researched by a number of external research houses. A copy of the approved product list can be given to you if requested.

Please refer to your adviser's profile for a list of strategies and products they can recommend.

Documents you may receive

Our initial advice will be provided to you in a financial plan, known as a Statement of Advice (SOA). The financial plan contains a summary of your goals and the strategies and financial products we will recommend to achieve your goals. It also provides you with detailed information about the fees, costs and other benefits we will receive as a result of the advice we have provided.

We will keep a record of any further advice we provide you for seven years. You may request a copy by contacting our office.

If we recommend or arrange a financial product for you, we will make available a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits, and risks as well as the costs you will pay the product provider to professionally manage your investment or insurance.

You should read any warnings contained in your financial plan, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Advice fees

The fees charged for our advice services may be based on:

- A set dollar amount; and/or
- A percentage of the funds that you invest.

Our advice fees may include charges for the following advice services:

Initial advice - The initial advice fee covers the cost of researching and preparing your financial plan. Where this fee applies, it will be outlined in and agreed with you in our initial meeting.

Advice implementation – The advice implementation fee covers the administrative time spent implementing the recommended strategies and products.

Where applicable, the advice implementation fee will be disclosed in your SOA.

Ongoing advice – The ongoing advice fee covers the cost to review the strategies and the products recommended in your SOA. An ongoing review helps you take advantage of opportunities as they become available. The fee for ongoing advice is calculated as either a set dollar amount or a percentage of your investments.

Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or fixed percentage each year. We will advise you if this fee will increase as a result of inflation.

Before providing you with ongoing advice, your adviser will prepare an Ongoing Advice Agreement. This agreement will set out what our ongoing advice will cover, how much it will cost and your payment method.

Where applicable, the ongoing advice fee will be disclosed in your SOA.

Additional advice – For all other advice, an additional advice fee may be charged based on a set dollar amount or an agreed hourly rate. Where this fee applies, it will be discussed and agreed with you before we prepare the additional advice. Any additional advice fee will also be disclosed in your SOA.

Fee for service - alternatively we also operate on a fee for service basis and charge a rate of up to \$330 per hour, depending upon complexity.

Commission - Please note that for services in relation to insurance, loans and investments including superannuation, commissions may be paid as follows:

Initial commission – deducted from your investment contributions or paid from insurance product providers, and

Ongoing commission - a percentage of the value of your investment balance, outstanding loan amount or insurance premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

Your advice fees will be calculated at the time we provide you with personal advice. Your SOA will outline the advice fees and any commission inclusive of GST.

Payment Method & Frequency

We offer you the following payment terms:

- Bpay, direct debit (credit card or savings), cheque
- Deduction from your investment
- Ongoing advice fees may be deducted as an annual instalment or in monthly, quarterly or six monthly instalments.
- Ongoing advice fees may increase each year in line with the Consumer Price Index (CPI) or by a fixed amount or percentage each year. The specific amount will be agreed to by you and outlined in our Ongoing Advice Agreement.

Other benefits we may receive

We may be offered or receive non-commission benefits such as entertainment or sponsorship from some product providers at no extra cost to you. Both Advice Evolution Pty Ltd and Prospa Financial Pty Ltd maintain a register to document benefits received. A copy of this register will be made available within seven days of a request.

- **Product Competitions:** We may participate in short term incentive programmes such as a product provider paying additional commissions during a specified period.
- Due to the temporary nature of these arrangements they have not been included in this document. Details of any short term incentives will be outlined in your financial plan.
- You may be referred to an external specialist to receive further advice. We may receive a referral fee or commission for introducing you to the specialist. This will be disclosed in your financial plan if applicable.

Payments to other professionals

- We may pay a referral fee when clients are referred to us from other professionals. This will be disclosed in your financial plan if applicable.

MyOwn Health Referral Fee

- We may receive a referral fee from MyOwn Health insurance with AIA for eligible policies subject to their terms and conditions. Contact us for more information.

Referral Partners

- We may also receive referral fees from the following referral partners:

Referrer	Upfront (%)	Ongoing (%)
BMK	30%	30%
Burton / Hartley Partners	0%	50%
Goldred	30%	30%
Horvat	33%	33%
JMP	0%	0%
Lifelong Insurance	40%	50%
Octagon Financial Consulting	25%	25%
Owners Capital	40%	0%
Maynard & Barrett	20%	20%
MPT Wealth	40%	40%
Superior Mortgage Solutions	30%	30%
Vuya	50%	0%

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Advice Evolution Pty Ltd has approved the distribution of this FSG.

Privacy

Your privacy is important to us. To learn more about our collection and handling of your personal information and for details on how to access our Privacy Policy please refer to the Appendix to this FSG.

Another financial adviser may be appointed to you if your adviser leaves Advice Evolution Pty Ltd or is unable to attend to your needs due to an extended absence from the business. In these circumstances, Advice Evolution Pty Ltd will write to you advising you of the change. Your personal information will be passed on to the new adviser.

If you choose to appoint a new financial adviser, your new adviser will be provided access to your policy information. They will be responsible for providing you with ongoing advice relating to those policies and all future advice fees deducted from the policy/(ies) will be paid to your new adviser.

Professional indemnity insurance

Professional indemnity insurance is maintained by Advice Evolution Pty Ltd and your adviser to cover advice, actions and recommendations which have been authorised by Advice Evolution Pty Ltd and provided by your adviser. The insurance satisfies the requirements imposed by the Corporations Act 2001 and financial services regulations.

What should you do if you have a complaint

If you have any complaints about the services provided to you, you should take the following steps:

- Contact your financial adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three days, please contact Advice Evolution Pty Ltd on 02 9997 6787 or put your complaint in writing and send it to:

Advice Evolution Pty Ltd
Suite 302, 20 Bungan Street
Mona Vale 2103

Advice Evolution Pty Ltd will try to resolve your complaint quickly and fairly.

If your complaint has not been resolved satisfactorily, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA):

Website: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678 (free call)
In writing to: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

Appendix: Disclosure and Privacy Collection Statement

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as by your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the *Anti-Money-Laundering and counter-Terrorism Financing Act (AML/CTF) 2006* to implement client identification processes. We will need you to present identification documents such as passports and driver's licenses in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised to review customers' needs and circumstances from time to time.

- Your information is only disclosed to other parties as are necessary for us to provide our services to you. Other parties may include fund managers, life companies, other Licensees and related parties who provide services to us. In certain situations, some of the parties that we share information with may be located in, or have operations in, other countries. This means that your information might end up stored or accessed in overseas countries, including countries within the European Union, New Zealand, and The Philippines.

When we send your personal information to overseas recipients, we make sure appropriate data handling and security arrangements are in place. In all such cases, we commit to making reasonable enquiries to ensure that these organisations comply with their local privacy legislation where such legislation is comparable to the Australian legislation and to comply with key components of Australian Privacy legislation in cases where their local legislation is considered inadequate or non-existent. In addition, we will disclose your information where we are required by law.

- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out.)
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your financial adviser and Advice Evolution will continue to take reasonable steps to protect your information from misuse, loss, and unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Licensee holds about you at any time to correct or update it as set out in the Advice Evolution Privacy Policy. The Advice Evolution Privacy Policy also contains information about how to make a complaint about a breach of the *Australian Privacy Principles*. For a copy of Advice Evolution's Privacy Policy visit www.adviceevolution.com.au or you can contact us.

Adviser profile

Adviser profile version: Version 2.1 (Peter Prvulj)
This profile is part of the Financial Services Guide and is only complete when the business profile is attached.

Date issued 1 April 2020

About Peter Prvulj Your financial adviser, Peter Prvulj (ASIC number 250849), is an authorised representative of Advice Evolution Pty Ltd.

Contact details

Telephone: (03) 8807 8000
Mobile: 0419 315 515
Fax: (03) 8807 8020
Email: peter@prospafinancial.com.au

Education and Qualifications

Deakin University - Diploma of Financial Planning.
CERTIFIED FINANCIAL PLANNER™



Experience

Peter has extensive financial services experience, working in the industry since 1985. He is well regarded in the areas of superannuation, investment and risk management.

Memberships

Peter is a member of the Financial Planning Association of Australia (FPA) and plays an active role in the industry.

Advice your adviser can provide Peter can provide you with advice on the following:

Strategies

- Guidance on budgeting and goal setting
- Savings and wealth creation strategies
- Investment planning
- Superannuation planning
- Pre-retirement planning
- Retirement planning
- Estate planning considerations
- Centrelink planning
- Risk and insurance analysis
- Business succession planning
- Salary packaging advice
- Aged care accommodation
- Gearing strategies

Products

- Cash management trusts
- Retirement income streams
- Direct fixed interest
- Retail & wholesale managed investment schemes
- Socially responsible investments
- Hedge funds
- Master trust products
- Superannuation products
- Personal and group insurance
- Business succession insurance
- Margin lending facilities
- Self-managed super funds
- Direct shares

How the adviser is paid Advice Evolution Pty Ltd will retain 2% of the gross revenue received for the recommended financial services and/or products. Advice Evolution Pty Ltd will pay Prospa Financial Pty Ltd 98% of the gross revenue received.
Peter Prvulj owns equity in Prospa Financial Pty Ltd and may receive capital and profits related benefits including a salary.