



CU Financial Planning

FINANCIAL SERVICES & CREDIT GUIDE

CU Financial Planning Pty Ltd

ABN 52 665 879 685 AFS & AC Licence No: 547 554

Suite 4B, Level 4, 428 George St, Sydney NSW 2000

CU Financial Planning Pty Ltd ("CUFP") was established to provide financial planning and mortgage services that are truly in the best interests of our clients.

This guide contains important information about:

1. The financial and credit 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.

In addition to financial services, we are also authorised to assist you with advising and implementing loan products and consumer leases.

Credit documents you may receive: When we provide credit assistance, we will conduct a preliminary assessment to determine the suitability of a particular product. This is normally documented and provided to you in a Credit Proposal. We will retain this document and you may request it by contacting our office within seven years of the assessment. We will only provide recommendations to apply for a particular credit contract with a certain lender or increase the credit limit of a particular credit contract where the contract meets your needs and objectives and is not unsuitable to your circumstances.

When we give credit assistance to you, we will conduct a preliminary assessment to determine the suitability of a particular product. This is normally documented and provided to you in a Credit Proposal. We will retain this document, and you may request it by contacting our office within seven years of the assessment. We will only provide recommendations to apply for a particular credit contract with a certain lender or increase the credit limit of a particular credit contract where the contract meets your needs and objectives and is not unsuitable to your circumstances.

Lack of Independence disclosure
CU Financial Planning Pty Ltd receives commission payments on Life Insurance 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 however, we are not allowed to use the words Independent, Impartial or Unbiased when describing our business. For more information on this please ask your adviser.

Do any relationships or associations exist which might influence you in providing me with the financial service?

CU Financial Planning Pty Ltd is not controlled by any financial institution such as a fund manager, bank, insurance company or trade/credit union. None of these institutions have a vested interest in our business.

About your adviser

Your adviser acts on behalf of **CUFP**, who is the holder of Australian Financial Services and Credit licence no 547554. Under the Corporations Act, our primary responsibility is to you, our client.

Your adviser can provide a wide range of services from strategic advice, to investment advice, to advice on a wide range of insurance products such as life, trauma and income protection and credit related services. Further details of your adviser's background along with the payments we receive are as per the profile which forms part of this FSG.

Who is responsible for the financial services provided?

CUFP is responsible for the financial and credit services provided including the distribution of this FS and CSG.

What kinds of Financial Products are we authorised to advise and deal in?

- Deposit and payment products (basic and non-basic);
- Government debentures, stocks and bonds;
- Life products (investment and risk);
- Managed investment schemes (including IDPS);
- Retirement savings accounts;
- Securities; and
- Superannuation
- Credit Advice

We are authorised to engage in credit activities and therefore provide assistance to obtain loans for you from the panel of credit providers. The following or some of the credit providers through which we generally conduct business.

CBA
NAB
ANZ
Macquarie
ING

What information we need from you

We expect that you will provide us with accurate information that we request including your personal objectives, details of your current financial situation and any other relevant information, so that we have a reasonable basis on which to provide you with advice.

We expect that you will use our advice to enable you to make informed financial decisions.

As a financial and credit 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.

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 recommendations we make may not be 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.

How can you give us instructions?

You may tell us how you would like to give us instruction. For example by telephone, fax or other means such as e-mail.

If we provide you with execution related telephone advice, you may request a record of the execution related telephone advice, at that time or up to 90 days after providing the advice.

What remuneration, commission, fees or other benefits do we receive in relation to providing financial services and how are they calculated?

CUFP advisers are remunerated through the fees and commissions that you are charged. To assist you in making an informed decision, your adviser 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 (**CUFP**). Details of the fees and commission for each product are contained in the Product Disclosure Statements (PDS) that your adviser will provide. Your adviser will also provide full details of fees and commissions in your Statement of Advice.

Lending Commissions:

Our aggregator (AFG) receives commissions from the lenders and then pays us commission in relation to the loan contracts (such as home and investment property loans) for providing credit assistance.

An upfront commission is payable by lenders in relation to settled (drawn down) loans and is calculated as a percentage of the loan amount. Its is usually paid after the loan is settled.

Trail Commission is payable by lenders in relation to settled (drawn down) loans. It is calculated monthly on the outstanding loan balance and is paid in arrears.

The upfront and the trail commission that we are paid by the lenders are not payable by you. Details of commission to be received will be included in the Credit Proposal Document that we will provide you with when credit assistance is provided.

Alternative remuneration (Non-monetary benefits)

From time to time advisers 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 CUFPP for any benefits received by them that exceed \$300, and each individual adviser 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 we maintain on file and for how long?

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. For additional information please refer to our Privacy Policy.

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

It should be noted that CU Financial Planning Pty Ltd has Professional Indemnity Insurance in place to cover us for the financial and credit services that we provide. We understand that it is adequate to meet our requirements as a financial and credit 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).

We will provide you with the associated risks of certain financial products/strategies?

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 available upon request.

What should you do if you 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 adviser immediately.
2. If your complaint is not satisfactorily resolved within 7 days, please contact CUFPP via phone no: 02 9231 3080 or put it in writing and send to Suite 4B, Level 4, 428 George St, Sydney NSW 2000.

If an issue has not been resolved to your satisfaction within a further 45 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Telephone: 1800 931 678 (free call)

Email: info@afca.org.au

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

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.

Adviser Profile

Adviser Name

Anjan Das
CU Financial Planning Pty Ltd
Suite 4B, Level 4, 428 George Street, Dymocks Building
Sydney NSW 2000

Authorised Representative No: 313698

CFP® Graduate Dip FP

- Certified Financial Planner- FPA
- Senior Fellow- FINSIA
- Tax (Financial) Adviser- TPB
- Graduate Diploma of Financial Planning
- Margin Lending
- Self Managed Superannuation Fund (SMSF)

I am authorised by CUFP to offer you the following services:

Provide financial product advice and to deal in a financial product by arranging for a financial product to be acquired, varied or disposed of in respect of the following financial products:

- Deposit and payment products (basic and non-basic);
- Government debentures, stocks and bonds;
- Life products (investment and risk);
- Managed investment schemes (including IDPS);
- Retirement savings accounts;
- Securities; and
- Superannuation

We offer clients a selected range of payment options.

**** All fees and charges will be clearly disclosed to you in writing by your adviser at the time the advice is provided in your Statement of Advice. ****

Adviser Name

John George Albert Menezes
CU Financial Planning Pty Ltd
Suite 4B, Level 4, 428 George Street, Dymocks Building
Sydney NSW 2000

Authorised Representative No:1273015**Credit Representative No: 438683**

- Bachelor of Commerce 1993
- Chartered Accountant (India) 1998
- Certified Public Accountant (CPA) 2009
- Personal Financial Planning and Superannuation - CPA Australia Client Relationship Essential Program 2012
- Diploma of Finance and Mortgage Broking Management 2012
- Diploma of Financial Planning 2018
- Self-Managed Superannuation Fund (SMSF) 2019
-

I am authorised by CUFPP to offer you the following services:

Provide financial product advice and to deal in a financial product by arranging for a financial product to be acquired, varied or disposed of in respect of the following financial products:

- Deposit and payment products (basic and non-basic);
- Government debentures, stocks and bonds;
- Life products (investment and risk);
- Managed investment schemes (including IDPS);
- Retirement savings accounts;
- Securities; and
- Superannuation

I am also an Accredited Mortgage Consultant. I am authorised to provide mortgage and finance broking activities, including advising and assisting you to implement loan products and consumer leases.

We offer clients a selected range of payment options.

**** All fees and charges will be clearly disclosed to you in writing by your adviser at the time the advice is provided in your Statement of Advice. ****