

## Financial Services Guide

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### Licensee:

EMR Services Pty Ltd  
(AFSL 521666)

This Financial Services Guide (FSG) is authorised for distribution by EMR Services.

### Authorised Representatives:

Flynn Sprake Financial Services Pty Ltd  
trading as Flynn Sprake Financial Planning  
(ASIC# 251038 ABN 57 067 567 435)

Andrew Tucker (ASIC# 249767)

Gwendolen Fellows (ASIC# 311025)

Marie Suthern (ASIC# 310991)

The Authorised Representatives act on behalf of EMR Services who is responsible for the services that they provide.

In this document 'we' refers to the Authorised Representatives as set out above.

### Contact Details

17 Gurwood Street  
Wagga Wagga NSW 2650  
(02) 6921 1999  
admin@fsfp.com.au

### Not Independent

We are not independent, impartial or unbiased because we receive commissions for the advice we provide on life risk insurance products.

In all other cases we charge a fee for our advice and do not receive commissions or other payments from product providers.

## Purpose of this FSG

This FSG will help you decide whether to use the services that we offer. It contains information about:

- The services we offer and their cost
- Any conflicts of interest which may impact the services
- How we are remunerated
- How we deal with complaints if you are not satisfied with our services.

## Our services

We are authorised to provide general advice, personal advice and dealing services in the following areas:

- Portfolio management
- Retirement planning
- Superannuation and SMSF
- Managed investments
- Securities (direct shares)
- Deposit products
- Personal risk insurance
- Margin lending

## The financial advice process

We recognise that the objectives and personal circumstances of each client are different.

Where we provide personal advice, we will listen to you to understand your objectives and circumstances. We will also ask questions to make sure we provide advice which is in your best interests.

When we first provide personal advice to you, your plan will be explained thoroughly and documented in a Statement of Advice (SoA) which you can take away and read.

The SoA will explain the basis for our advice, the main risks associated with the advice, the cost to you of implementing the advice, the benefits we receive and any conflicts of interest which may influence the advice.

We will provide you with a Product Disclosure Statement for any products we recommend other than securities.

This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about our advice and the products we recommend. You can provide instructions to us in writing, via phone or via email. In some cases, we may require you to provide signed instructions.

We may provide further advice to you to keep your plan up to date for changes in your circumstances, changes in the law and changes in the economy and products.

If we provide further advice it will be documented in a Record of Advice (RoA) which we will provide to you or retain on file. You can request a copy of the RoA document at any time up to 7 years after the advice is provided.

## **Fees**

All fees are payable to Flynn Sprake Financial Services.

### **Initial Fees**

The advice preparation fee includes meeting with you, the time we take to determine our advice and the production of the SoA. It is based on the scope and complexity of advice provided to you. We will agree the fee with you before providing you with advice.

If you decide to proceed with our advice, we may charge an implementation fee for the time we spend assisting you with implementation. We will let you know what the fee will be in the SoA.

### **Ongoing Services Fees**

Our ongoing service fees depend on the ongoing service that we provide to you. They may be an agreed fixed fee or a percentage of your account balance.

The services and fees will be set out in the SoA and ongoing service agreement.

## **Insurance Commissions**

We receive a one-off upfront commission when you take out an insurance policy we recommend.

We also receive a monthly or annual commission payment for as long as you continue to hold the policy. The commission will vary depending on the recommended product and will be documented in the SoA or RoA.

## **Other Benefits**

We may receive other benefits from product providers such as training, meals and entertainment. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

## **Adviser Remuneration**

Andrew, Gwendolen and Marie are the owners of the practice and they share in the profits that the practice makes.

## **Making a Complaint**

We endeavour to provide you with the best advice and service at all times. If you are not satisfied with our services, then we encourage you to contact us. Please call us or put your complaint in writing to our office.

If you are not satisfied with our response you can refer our complaint to the Australian Financial Complaints Authority. You can contact AFCA on 1800 931 678 or via their website [www.afca.org.au](http://www.afca.org.au). AFCA provides a fair and independent complaint resolution service which is provided to you free of charge.

EMR Services is required to hold adequate Professional Indemnity insurance for the financial services that it and its current and past representatives provide.

## **Your Privacy**

We are committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our Privacy Policy is available on request and on our website.