

Financial Services Guide

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About GEM Capital Financial Advice

Before seeking our advice, you probably have a number of questions you would like to ask about GEM Capital Financial Advice Pty Ltd AFSL 502836 ABN 40 620 781 526. Draper Financial Services Pty Ltd ABN 21 097 853 195 is a Corporate Authorised Representative (CAR number 240440). You have the right to ask us about our charges, the type of advice we will give you and what you can do if you have a complaint about our services. Key information is set out in answer to the questions below. If you need more information or clarification, please ask us.

This Financial Services Guide is issued with the authority of GEM Capital Financial Advice Pty Ltd.

You should also be aware that you are entitled to receive a Statement of Advice (SOA) whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The Statement of Advice will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice. On an ongoing basis, if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided, a Record of Advice (ROA) will be provided instead of an SOA. You have the right to request a copy of your ROA at any time.

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

BEFORE YOU GET OUR ADVICE

Who are our advisers?

Mark Draper (Authorised Representative Number 239382)

Mark is a Certified Financial Planner and holds a Diploma in Financial Planning. Mark has been authorised to provide financial advice since the late 1980's.

Mark has an interest in IT and oversees the technology at GEM Capital.

Melissa Draper (Authorised Representative Number 239383)

Melissa is a Certified Financial Planner and holds a Diploma in Financial Planning.

Melissa has been authorised to provide financial advice since the early 1990's

Shannon Corcoran (Authorised Representative Number 239369)

Shannon holds a Bachelor of Business Financial Planning and is a Fellow Chartered Financial Practitioner.

Shannon has worked in the financial services profession since 1998, prior to which he was a professional athlete.

What advisory services are available to me?

Deposit and Payment Products – Basic Deposit
Deposit and Payment Products – Non-basic Deposit
Government Debentures, Stocks and Bonds
Life Products – Investment Life Insurance Products
Life Products – Life Risk Insurance Products
Managed Investment Schemes including IDPS
Retirement Saving Account Products
Securities
Superannuation

When providing you with these advisory services, we act on your behalf.

Product recommendations are only made after considering their suitability for your individual investment objectives, financial situation and needs. Under the Future of Financial Advice Reforms the advice provider is obligated to act in your best interest and this requires the advice provider to collect all required information about your financial situation and needs and objectives, make inquiries into the information provided, and investigate appropriate products and strategies that will meet your needs and objectives. From time to time where the advice provider cannot recommend any appropriate products or where the advice provider feels your best interest will not be served by him/her, the advice provider has a right to refuse provision of advice or services.

We can provide regular reviews of your portfolio. If you choose to use this service, you will pay a fee that is tailored to your individual preference and circumstances.

How will I pay for the service?

Your initial consultation is complimentary and is designed to provide you with a lot of information to assist you in making a sound financial decision.

A full description of our services and fees are set out in our “Service and Fee information guide”.

Do you receive remuneration, commission, fees or other benefits in relation to providing the financial services to me and how is that commission calculated?

Where a fee is charged you will be invoiced directly for the cost of the services provided. OR The fee will be deducted from your portfolio service account.

All other payments or incentives will be paid from the fund manager’s own resources.

We operate on a full disclosure policy for any fees received by the Licensee and Authorised Representatives. You will receive a Statement of Advice (SOA) detailing remuneration received by GEM Capital Financial Advice Pty Ltd and its representatives prior to making a decision on recommendations in the SOA. On an ongoing basis, remuneration disclosure will be provided via a Record of Advice.

Not Independent

GEM Capital Financial Advice are receiving commissions on the sale of life risk insurance products that are not rebated in full to clients: s923A(2)(a)(i).

If we have an ongoing fee arrangement with you which exceeds 12 months, then you will receive from us a Fee Disclosure Statement annually setting out the fees you have paid to us, the services that we contracted to provide and what we did provide to you over that period.

A service agreement will be supplied clearly defining the services provided and the fees involved at time of engagement. The ongoing service fee is calculated on the funds under advice at the time of appointment and updated at each Annual Review.

Every year we will send you a renewal notice requesting your consent for us to continue to provide services to you. We must have your consent within 120 days of that notice in order for us by law to continue to provide services to you

You have a right to request further information in relation to the remuneration received by GEM Capital Financial Advice Pty Ltd and its authorised representatives.

GEM Capital Financial Advice Pty Ltd may from time to time receive a benefit from preferred product providers by way of sponsorship of educational seminars, conferences or training days. Non-cash benefits with a cash value of greater than \$300 is not permitted. Details of benefits between \$100 and \$300 will be maintained on a register

GEM Capital Financial Advice Pty Ltd is not owned by any Fund Manager or institution and there are no relationships that will influence the advice that you receive from them.

Your adviser may hold an interest in a financial product. Any significant interest/ownership will be recorded in a register of financial product holding and where appropriate, this holding will be disclosed to you in the SOA or ROA.

What about your privacy?

GEM Capital Financial Advice Pty Ltd is committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy statement is on our website, but if you would like a copy please let us know.

WHEN YOU GET OUR ADVICE

Do I get detailed information about actual commissions and other benefits my adviser gets from making the recommendations?

Yes. You have the right to know about details of commissions and other benefits your adviser receives for recommending investments. All commissions, fees and other benefits received by the adviser as a result of providing advice are clearly detailed in writing. A Statement of Advice will also be given to you in writing at the time the advice is given.

Will you give me advice that is suitable to my investment needs and financial circumstances?

Yes. However, to do so we need to find out your individual investment objectives, financial situation and needs before we recommend any investment to you. You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

What should I know about any risks of the investments or investment strategies recommended to me?

We will explain to you any significant risks of investments and strategies that we recommend to you. If we do not do so, you should ask us for further clarification.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations made to you. If you wish to examine your file, we will make arrangements for you to do so.

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism 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 licence. We will also retain copies of this information. We assure you that this information will be held securely.

Can I tell you how I wish to instruct you to buy or sell my investment?

Yes. You may specify how you would like to give us instructions. For example, by telephone, fax or other means.

But in all cases we must receive a written confirmation of these instructions.

Compensation Arrangements / Professional Indemnity

GEM Capital Financial Advice Pty Ltd confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity Insurance in accordance with s.912B of the Corporations Act 2001 (as amended). In particular our Professional Indemnity insurance, subject to its terms and conditions, provide indemnity up to the Sum insured for GEM Capital Financial Advice Pty Ltd and our authorised representatives / representatives / employees in respect of our authorisations and obligations under our Australian Financial Services Licence.

This insurance will continue to provide such coverage for any authorised representatives / representatives / employee who has ceased work with GEM Capital Financial Advice Pty Ltd for work done whilst engaged with us.

IF YOU HAVE ANY COMPLAINTS

Who can I speak to if I have a complaint about the advisory service?

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:

Contact your adviser and tell your adviser about your complaint.

- If your complaint is not satisfactorily resolved within 7 days please contact GEM Capital Financial Advice Pty Ltd on (08) 8273 3222 or put your complaint in writing and send it to us at PO Box 194, GOODWOOD SA 5034. We will try and resolve your complaint quickly and fairly.
- If we cannot reach a satisfactory resolution, you can raise your concerns by writing and sending it to Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001 or via

Online: www.afc.org.au
Email: info@afc.org.au
Phone: 1800 931 678

- GEM Capital Financial Advice Pty Ltd is a member of this complaints resolution service. The Australian Securities & Investments Commission (ASIC) also has a free call Infoline on 1300 300 630 which you may use to make a complaint or obtain information about your rights.
- If your concerns involve unethical conduct, you may wish to consider raising these concerns with the Financial Planning Association of Australia (FPA). They can be contacted on 1300 337 301 or at PO Box 109 Collins Street West, MELBOURNE VIC 8007.