



# Financial Services Guide

**Licensee:**

Paxton Bridge Pty Ltd (AFSL 493251 ABN 45 615 334 293)

**Authorised Representatives:**

Paxton Bridge Financial Pty Ltd ATF Paxton Bridge Trust  
(ASIC# 470273)  
David Murdoch (ASIC# 341901)

**Address:**

89-91 Hornby Street  
Windsor VIC 3181

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**Authorised for distribution by Paxton Bridge Pty Ltd**

## Why am I receiving this document?

This Financial Services Guide (FSG) will help you decide whether to use the services that we\* offer. It contains information about:

- Paxton Bridge
- Paxton Bridge Financial & Your Financial Advisor
- 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.

When we provide you with financial planning services you may receive:

- A Statement of Advice (SoA) or Record of Advice (RoA) which documents the advice we provide to you.
- A Product Disclosure Statement (PDS) which explains the products we have recommended.

\* In this document 'we' refers to Paxton Bridge Financial ATF Paxton Bridge Trust and Your Financial Advisor (David Murdoch).

## Paxton Bridge

Paxton Bridge Pty Ltd holds an Australian Financial Services Licence (493251) which has been issued by the Australian Securities and Investments Commission (ASIC).

Paxton Bridge is required to comply with the obligations of the Corporations Act and the conditions of its licence. This includes the need to have adequate compensation arrangements in place with a Professional Indemnity insurer for the financial services that it and its representatives provide.

## Paxton Bridge Financial and Your Financial Advisor

Paxton Bridge Financial Pty Ltd ATF Paxton Bridge Trust has been appointed as a Corporate Authorised Representative of Paxton Bridge.

David Murdoch has been appointed as an Authorised Representative of Paxton Bridge and will be your Financial Advisor.

We act on behalf of Paxton Bridge who is responsible for the services that we provide.

## What services are available?

Paxton Bridge Pty Ltd holds an Australian Financial Services License No 493251 which authorises us to carry on a financial services business to:

(a) Provide financial product advice for the following classes of financial products:

- i. Deposit and payment products limited to:
  - (A) basic deposit products, and
  - (B) deposit products other than basic deposit products;
- ii. Life products including:
  - (A) Investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and
  - (B) Life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
- iii. Interests in managed investment schemes including:
  - (A) investor directed portfolio services;
- iv. Retirement Savings Accounts (RSA's) products (within the meaning of the Retirement Savings Account Act 1997);
- v. Securities; and
- vi. Superannuation; and

(b) Deal in a financial product by:

- i. applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
  - (A) deposit and payment products limited to:
    - (1) basic deposit products;
    - (2) deposit products other than basic deposit products;
  - (B) life products including:
    - (1) investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds; and
    - (2) life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds;
  - (C) interests in managed investment schemes including:
    - (1) investor directed portfolio services;
  - (D) retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997);
  - (E) securities; and
  - (F) superannuation;

to retail and wholesale clients.

## The financial advice process

We recognise that the objectives and personal circumstances of each client are different. What is right for one client may not be right for another.

Personal advice would generally include a range of issues including estate planning, superannuation advice, direct share investments wealth creation strategies, retirement advice. This list is an example only and each client's circumstances are individually assessed.

Business advice may include regular 'Board of Advice' meetings, a review of the financial and non-financial position of the business and strategies for improvement.

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 address all issues.

When we first provide personal advice to you it will be explained thoroughly and documented in a Statement of Advice which you can take away and read.

The Statement of Advice 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.

For managed funds and personal risk insurance we will provide you with a Product Disclosure Statement (PDS). This contains information to help you understand the product being recommended.

At all times you are able to contact us and ask questions about the advice and investments recommended.

You can provide instructions to us in writing, via phone or via email/fax. Please note you are responsible for ensuring your instructions do however reach us.

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 typically be documented in a Record of Advice (RoA) which we 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

### Annual Fee

A fee is charged for the provision of our ongoing advice service. This includes the preparation of Statement of Advice documents, implementation of our recommendations, reviewing your strategies and investments and making any necessary adjustments throughout the year. The fee will be based on the scope and complexity of the services to be provided to you and will be quoted in our Letter of Engagement which is issued after an outcomes meeting with you.

All ongoing advice fees are due 7 days from the date of invoice and will be paid to the Paxton Bridge Trust.

David Murdoch is a beneficiary of the trust and shares in the profits that the business makes.

### Ongoing Fee Arrangements

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. Additionally, every two years 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 30 days of that notice in order for us by law to continue to provide services to you.

## Personal Insurance

We will not accept any commissions for the implementation or ongoing management of insurance products for you (*Life, Total & Permanent Disability, Income Protection or Trauma*). Where or if commissions are received (generally after implementation of the policy) they will be rebated back to you. Our annual ongoing fee will include the work required in implementing these policies. If a policy does not proceed due to medical or other reasons the fee for the work involved would still be payable.

## Existing Clients prior to 1st July 2015

We may receive an ongoing commission in relation to life insurance policies implemented prior to 1st July 2015 while the policy is in force. Ongoing commissions range from 10% to 30% pa. However where a level commission was chosen the ongoing commission may be as high as 35% (\$700 from a \$2,000 annual premium).



Asset based Fees may be received for investments managed by us that were implemented prior to 1st July 2015. These are generally 1% of the assets managed, or \$1,000 for a \$100,000 investment. All payments are received by the Paxton Bridge Trust.

## Conflicts of Interest

Your financial Advisor may recommend investments in shares that they hold or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

## 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 telephone us or put your complaint in writing to our office.

If you are not satisfied with our response you can refer it to the Australian Financial Complaints Authority (AFCA). You can contact AFCA on 1800 931 678. This service is provided to you free of charge.

## Our obligations under the AML/CTF Act

As a financial 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. We cannot provide you with services if you are unwilling to provide this information.

## 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.

We will collect personal information from you so that we can understand your personal situation and provide you with advice which meets your needs and objectives.

We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you however in some cases we will seek your

authority to collect it from other parties such as your accountant or your superannuation fund.

If you do not provide us with all of the information that we request, we may not be able to provide our services to you.

We will hold and use your personal information so that we can continue to provide our advice to you. We will only disclose your personal information to external parties where:

- The law requires us to do so
- You consent for us to do so

Our Privacy Policy contains further information on how we collect, hold, use and disclose your personal information. Our full Privacy Policy is available on our website at [www.paxtonbridge.com](http://www.paxtonbridge.com)