

# Financial Services Guide

**Version:** 14 March 2025

## Licensee:

Optimal AFSL Pty Ltd (AFSL 431258)

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

## Authorised Representatives:

Optimal Financial Services Pty Limited  
(ASIC# 315586 ABN 76 105 994 778)

James Oliver (ASIC# 255230)

Lachlan Mill (ASIC# 1263949)

Peter Lewis (ASIC# 1005184)

Hayley Cook (ASIC# 1309081)

Hayley Cook is a Provisional Financial Adviser completing her professional year. She provides services under the supervision of James Oliver.

Level 13, 431 King William St  
Adelaide SA 5000

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

## 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.

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

## Our services

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

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

Except that Lachlan and Hayley are not authorised to provide advice for margin lending.

### Not Independent

We do not charge you a fee for our advice on risk insurance policies as we are paid a commission by the product provider. Our advice on risk insurance is therefore not independent, impartial or unbiased. In all other cases, we charge a fee for our advice services and do not receive commissions or other payments from product providers.

## 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 it will be explained thoroughly and documented in a Statement of Advice 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 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 typically be documented in a Record of Advice 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**

### **Initial Advice Fee**

Our initial advice fee includes meeting with you, the time we take to determine our advice and the production of the SoA. It will be 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.

### **Annual Service Fee**

Our annual fee depend on the services that we provide to you. The fee will be an agreed fixed fee, a percentage of your portfolio value. Our services and fee will be set out in an agreement with you.

## **Transaction Fees**

We charge a fee on some transactions such as share trades. We will advise you of the fee before each transaction.

## **Insurance Commissions**

We receive a one-off upfront commission when you take out an insurance policy that we have recommended. We also receive a monthly 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.

## **Referral Fees and Commissions**

In some situations, we pay referral fees or commissions to external parties who have referred you to us. We will disclose the referral arrangements to you when we provide you with a Statement of Advice

## **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**

James Oliver is the owner of the practice and is remunerated through the profits that the practice makes.

The other Authorised Representatives are employee of the practice and are paid a salary. They may also receive a performance bonus depending on the financial success of the practice.

## **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, send an email or put your complaint in writing to our office.

If you are not satisfied with our response, then you can refer your complaint to the Australian Financial Complaints Authority. You can contact AFCA on 1800 931 678 or [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.

Optimal AFSL holds Professional Indemnity insurance which satisfies the requirements for compensation arrangements under section 912B of the Corporations Act. It covers the financial services provided by current and past representatives.

## **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.