



Financial Services Guide

Preparation Date: June 2021

THIS GUIDE

This Financial Services Guide is an important document. It describes the financial planning advisory services that we provide and is designed to assist you in deciding whether to engage in our services. It describes how we are remunerated, our professional indemnity insurance and how we will handle any complaints that may arise.

Where we provide you with tailored advice specific to your personal circumstances, you will initially receive a **Statement of Advice (SOA)**. Within this document, we will explain the basis of our advice, the risks associated with our advice and how we are remunerated for the services that we provide. Should any further advice be required, it will typically be documented in a condensed version called a **Record of Advice (ROA)**.

Where we recommend a particular financial product for you, we will also provide you with the relevant **Product Disclosure Statement (PDS)**. This PDS contains all of the relevant information about the product that we are recommending including its features and risks.

Lack of Independence	We are unable to use the terms 'independent', 'impartial' or 'unbiased' under section 923A of the Corporations Act 2001, because: <ul style="list-style-type: none">• We are receiving commissions in relation to the sale of life risk insurance products that are not rebated in full to clients.
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OUR SERVICES

We provide high quality holistic financial planning and advisory services across a broad range of financial products.

Our financial planning services include:

- Assisting you to identify your financial and investment objectives;
- Helping you to develop financial goals and investment strategies;
- Advising you as to how to implement your investment strategies; and
- Arranging financial products that are suitable for your needs.

Barns Financial Services is licensed under AFSL 343239 to offer financial advice in the following areas:

- Superannuation planning – including consolidation and optimisation;
- Retirement planning – including transition to retirement, social security and aged care;
- Investment planning – including a full financial plan or one-off investing;
- Insurances – including personal or business succession;
- Estate Planning – including asset protection, wills and powers of attorney; and
- Cash management – including budgeting salary packaging and debt management.

The financial products that we can arrange for you include:

- Deposit and payment products;
- Managed investments;
- Shares, stocks and bonds;
- Investor directed portfolio services and 'wrap' accounts;
- Superannuation, including SMSFs;
- Retirement savings accounts and income stream products; and
- Life risk and investment products.

We act in your best interest when providing advice and arranging financial products. Our research consists of a broad range of products and we select only those that are worthy of being recommended to our clients. We also review the performance of those products periodically to ensure that they remain competitive and continue to meet your needs.

HOW CAN YOU DEAL WITH US?

You can deal with us in person, by phone or by email. It is important that you provide us with complete and accurate information about your circumstances and you take the time to check the assumptions that we make and the basis for our advice.

Naturally, your personal circumstances may change over time. When this happens, our initial advice and recommendations may no longer be appropriate. For this reason, we can periodically review your financial position, personal circumstances, financial goals and investment strategies to decide whether they remain appropriate. Alternatively, you may contact us at any time to inform us of any change in your circumstances.

HOW ARE WE PAID?

Agreed Fees	<p>We may charge you a fee for the services that we provide to you. We will agree to the fee with you before we provide any services to you. This fee will vary depending on the complexity and time taken to deliver our service to you. Typically, this fee is charged on an ongoing basis as a percentage of the funds that we manage. Our traditional fee scale is shown below:</p> <table><tbody><tr><td>➤ \$0 - \$250,000</td><td>1.10%</td></tr><tr><td>➤ \$250,001 - \$500,000</td><td>1.00%</td></tr><tr><td>➤ \$500,001 - \$1,000,000</td><td>0.90%</td></tr><tr><td>➤ \$1,000,001 - \$2,000,000</td><td>0.70%</td></tr><tr><td>➤ \$2,000,001 - \$5,000,000</td><td>0.40%</td></tr><tr><td>➤ Above \$5,000,000</td><td>0.00%</td></tr></tbody></table> <p>Alternatively, we may charge a set annual fee or a once off fee.</p>	➤ \$0 - \$250,000	1.10%	➤ \$250,001 - \$500,000	1.00%	➤ \$500,001 - \$1,000,000	0.90%	➤ \$1,000,001 - \$2,000,000	0.70%	➤ \$2,000,001 - \$5,000,000	0.40%	➤ Above \$5,000,000	0.00%
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➤ \$2,000,001 - \$5,000,000	0.40%												
➤ Above \$5,000,000	0.00%												
Commission (Insurance Only)	<p>We may receive a commission from the premiums paid from your insurance coverage and as a percentage of your ongoing renewals. This commission is paid by the insurer and is not an additional cost to you.</p> <p>We will calculate and tell you about our remuneration when we recommend a particular insurance product to you.</p>												

WHO WE PAY?

Advisers	Our advisers are paid an annual salary. They do not receive any commissions direct commissions or referral payments.
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REFERRALS

Barns Financial Services is owned and managed by the directors. We are self-licensed and as such are not affiliated with any product providers. We do not pay external parties for their referrals nor do we accept payments for referrals made. This ensures that we remain unbiased in our product advice and you can have complete confidence that we will always act in your best interest.

OUR PROFESSIONAL INDEMNITY INSURANCE

Barns Financial Services is required under the Corporations Act to have professional indemnity insurance. Our professional indemnity insurance covers current representatives of Barns Financial Services for any mistakes or errors made relating to our financial planning services. It also covers representatives who have ceased working for us, however, did at the time of the relevant conduct provided and that we notified the insurer of the claim when it arose, and this is done within the relevant policy period.

HOW WE PROTECT YOUR PRIVACY

At Barns Financial Services, we are committed to protecting your privacy. We use the information that you provide us to advise you on your financial circumstances, goals and strategies. We only provide your information to the product providers with whom you choose to deal. We do not trade, rent or sell your information or disclose it to overseas recipients.

Occasionally, we may use your contact details to send you updates, newsletters, surveys or other information that we think may be useful to you. You will always have the option to unsubscribe from these communications by notifying us.

Your information is held in electronic format in facilities we own or in cloud-based storage systems owned by our providers. We only use providers that have comprehensive data protection technologies and that hold your data within Australia. We may also hold some or all of your data in printed form in our office.

If you do not provide us with complete and accurate information, we cannot properly advise or assist you with your financial services needs. Should you wish to check the information we hold about you at any point in time, please do not hesitate to contact us. For more information about our privacy policy, please ask us for a copy or visit our website at www.barnsfinancial.com.au.

WHAT TO DO IF YOU HAVE A COMPLAINT

At Barns Financial Services, it is important to us that you are happy with the services that we provide. Should you have a complaint about our services, you can either discuss the matter with your adviser or contact our complaints officer on (08) 9256 5504. We will acknowledge the receipt of your complaint within 5 days and attempt to resolve the matter within 30 days.

Additionally, we are a member of the Australian Financial Complaints Authority, an external dispute resolution scheme. If you are not satisfied with the manner in which we handle your complaint, you are entitled to take your complaint to them. Their contact details are located on their website at <https://www.afca.org.au>. You can access this scheme for free and any decision they make is binding on us however, not on you.

HOW CAN YOU CONTACT US?

We can be contacted by:

- Phone: (08) 9256 5504
- Email: enquiry@barnsfinancial.com.au
- Writing: PO BOX 1532, CANNING VALE 6970
- Website: www.barnsfinancial.com.au
- In person: Suite 5, 280 Bannister Road, CANNING VALE 6155

Our business details are:

Barns Financial Services Pty Ltd
ABN: 81140678995
AFSL: 343239

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