

This Financial Services Guide (FSG) is designed to provide you with a clear understanding of what you can expect as a client of Cunningham Financial Services.

This guide contains important information about:

- Cunningham Financial Services and how we can be contacted
- The financial services and products we offer to meet your needs
- How we are paid and fees that may be payable by you
- Any associations or potential conflict of interest we may have
- Our internal and external dispute resolution procedures and how you can access them

About Cunningham Financial Services:

Cunningham Financial Services is owned and operated by Greg Cunningham. Cunningham Financial Services has operated in the Parramatta area since 2003 and provides holistic financial advice with a specialist interest in advice for older Australians. Operating through its own Australian Financial Services License, Cunningham Financial Services has no ownership or financial relationship with any other financial services or product provider.

Greg Cunningham CFP®

Authorised Representative No: 230144

Cunningham Financial Services AFSL No: 227357

423a Church Street

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North Parramatta NSW 2151

North Parramatta NSW 1750

Phone: 02 9890 1288

Email: greg@cunninghamfs.com.au

Lack of Independence

Cunningham Financial Services is not independent, impartial or unbiased because:

- CFS receives commissions on existing life risk insurance products.

What documents can you expect to receive from Cunningham Financial Services?

All financial advice provided by Cunningham Financial Services will be given to you in writing. When we give you financial advice we will take into account your objectives, attitude to risk, current situation and future needs.

- The scope of the advice to be provided, an outline of the fees payable and our general terms of business will be outlined in an **Initial Engagement to Provide Advice Agreement**.
- Our initial financial advice will be provided to you in writing in a **Statement of Advice (SoA)**. The SoA is a record of the personal advice and recommendations for you and will also include complete details of any costs, remuneration, and fees payable as well as other financial & non-financial benefits we may receive.
- Ongoing advice that we provide where your personal circumstances have not changed will be documented in a **Record of Advice (RoA)**.
- If we make a specific recommendation to acquire a particular financial product, you will also be provided with a **Product Disclosure Statement (PDS)**. The PDS will contain the information about the particular product that will enable you to make an informed decision in relation to the acquisition of that product.
- You will also be provided with an **Annual Fee Disclosure Statement (FDS)** which outlines the ongoing fee arrangements you have agreed with Cunningham Financial Services. The FDS will also outline the services you received or were entitled to receive.

Questions you may have before obtaining our advice?

Who is responsible for the financial services provided?

Cunningham Financial Services is responsible for the financial services provided including the distribution of this Financial Services Guide (FSG).

Cunningham Financial Services - ABN 68 103 688 160

Australian Financial Services Licensee - AFSL No: 227357

Principal Member of the Financial Planning Association of Australia - Number: 333801

Who will be my adviser?

Your Financial Planner will be Greg Cunningham CFP®

Greg is an Authorised Representative of Cunningham Financial Services.

His Australian Securities and Investments Commission (ASIC) Authorised Representative number is 230144.

He has a Degree in Economics, a Diploma in Financial Planning as well as a Masters of Management and Master of Education. Greg Cunningham is a Certified Financial Planner (CFP®) member of the Financial Planning Association of Australia (FPA).

Greg has over 25 years' experience in the Financial Services Industry and has been providing personal financial advice since 1996. Greg also lectures and provides academic services specialising in the area of personal financial planning advice.

What kinds of financial services do you provide?

Greg Cunningham is able to offer you a wide range of personal financial services including:

- Risk & Insurance Analysis
 - Guidance on Budgeting & Debt Management
 - Investment & Wealth Accumulation Strategies
 - Superannuation & Pre-Retirement Planning Strategies
 - Retirement Income Stream Strategies
 - Centrelink & Veterans Affairs Planning
 - Aged Care Advice
 - Self-Managed Superannuation Funds
 - Share Portfolio Advice & Administration
 - Ongoing Advisory Services
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What kind of Financial Products do these services relate to?

Greg Cunningham CFP® is authorised by Cunningham Financial Services to provide Personal Advice and Deal in:

- Deposit and payment products,
- Government debentures, stocks and bonds,
- Life insurance - risk & investment,
- Managed investments,
- Securities, and
- Superannuation - employer-sponsored, individual and self-managed funds.

Cunningham Financial Services also offers a tailored ongoing monitoring service for your investment portfolio and life insurance program.

<p><i>Do you have any relationships or associations with Financial Product providers that may influence your advice?</i></p>	<p>No.</p> <p>Cunningham Financial Services is wholly owned by its Sole Director, Greg Cunningham.</p> <p>Cunningham Financial Services does not offer any financial products of its own but does maintain an approved product list (APL) with all products on this list subject to periodic review by the Investment Committee. Independent research reports are utilised in compiling and maintaining this approved product list.</p> <p>Cunningham Financial Services does have the discretion to utilise products outside this APL with the approval of its Investment Committee.</p>
<p><i>What information should I provide to receive personalised advice?</i></p>	<p>To ensure that we provide you with the most appropriate advice possible, you should provide us with a list of your personal objectives, details of your current financial situation and any other relevant information. A <i>Fact Find</i> document will be used to collate this information.</p> <p>You do have the right not to tell us, if you do not wish to. However, if you choose not to provide complete information, the advice you receive may not be appropriate to your specific needs, objectives and financial situation.</p> <p>You should read the warnings contained in the <i>Statement of Advice</i> carefully before making any decision relating to financial products.</p> <p>If you do not wish to receive our advice, we may deal on your behalf by carrying out your transaction-only instructions. However, if you do not obtain our advice, you face the risk that the Financial Products you select will not fully take into account your objectives, financial situation or needs.</p> <p>As a provider of financial services, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. We will ask for you to provide identification documents such as your driver's licence or passport to meet our obligations.</p>
<p><i>How can I give you instructions about my Financial Products ?</i></p>	<p>We will require your authorisation to implement or to make any changes to your investments or financial strategies. You may specify how you would like to provide us with these instructions.</p> <p>Instructions may be in writing, via phone, email, SMS or a combination of these.</p>
<p><i>What information do you maintain in my file and can I examine my file?</i></p>	<p>We maintain a record of your personal profile including details of your objectives, financial situation and needs. We also maintain records of recommendations made.</p> <p>We are committed to a robust privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy is available upon request. If you wish to examine your file please ask us.</p>
<p><i>How will I pay for the services provided?</i></p>	<p>Cunningham Financial Services operates on a fee-for-service basis.</p> <p>Any commissions payable by product providers are removed where possible. Where commissions are unable to be removed (such as in the case of existing risk insurance products) any commission received will be disclosed to you and credited towards any fees payable.</p> <p>Your <i>Statement of Advice</i> will contain full details of the fees and charges that apply to the personalised advice we provide for you. All remuneration payable by you either on a fee-for-service basis or via any products and services implemented will be paid to Cunningham Financial Services.</p> <p>Greg Cunningham is paid a salary by Cunningham Financial Services.</p>

How are any fees, commissions or other benefits calculated for providing the financial services?

When you receive personal advice from us, we will tell you the cost of this advice in your ***Statement of Advice***. We have detailed below fees that **may be payable** by you when obtaining financial services and advice from Cunningham Financial Services. Cunningham Financial Services prefers to operate on a fee-for-service basis. All fees outlined here are inclusive of GST.

Initial & Specific-Issue Consultations

We offer an obligation free initial consultation to discuss your financial needs. This meeting will typically be completed within one (1) hour and include a discussion of your needs, objectives, current financial position and a general discussion of possible strategies to meet your needs. In this meeting we will also establish a 'Scope of Advice' upon which our advice to you will be based.

Work undertaken on an hourly basis will be charged at an hourly rate of \$220.

Advice Preparation & Implementation

The fee payable for the preparation of your personal financial advice depends on the complexity of the strategies involved, taking into account the structure of your investments and the amount of time involved researching and preparing the strategies to meet your needs. This fee includes ensuring that all recommended investments and strategies in your ***Statement of Advice*** are implemented correctly.

Cunningham Financial Services charges from \$550 to \$5,500 to prepare and implement initial advice and strategies. Typically, this fee is around \$3,300. An estimate of this fee (or an actual quote) will be provided in the ***Initial Engagement to Provide Advice Agreement*** and agreed with you prior to the development of your ***Statement of Advice***.

Implementation Fees/Commission for Personal Insurances (Risk Products)

Where possible, Cunningham Financial Services will rebate or remove any commission from insurance products. If this is not possible then any commission payable from insurances will be credited towards any advice fees payable by you.

Commission payable by insurance providers for implementing personal insurance recommendations (including life, TPD, trauma and income protection benefits) ranges from 0% to 66% of the initial yearly premium payable. The actual amount payable is dependant upon the specific insurance product. For example, if your initial yearly insurance premium is \$500, Cunningham Financial Services may receive up to \$330 once this insurance has been implemented. Ongoing renewal commission may be paid up to 22% of your ongoing premium.

Ongoing Advice, Portfolio Administration & Review Fees - Directly Invoiced

An ongoing fee may be agreed with you at the time of implementing our advice and may be payable by monthly direct debit instalments or as a lump sum at the time of our review meetings. The level of this fee depends upon the strategies recommended and the level of ongoing involvement of Cunningham Financial Services. This fee ranges from \$660 to \$6,600 per annum.

For clients using this ongoing fee-for-service arrangement, any ongoing commissions or other remuneration payable from recommended financial products will be rebated in full where possible. If we are unable to rebate these payments, the amount we receive will be deducted from any future ongoing service fee. You will be provided with an **Annual Fee Disclosure Statement (FDS)** which outlines the ongoing fee arrangements you have agreed with Cunningham Financial Services.

Are there any other benefits you receive that may influence your advice?

Cunningham Financial Services maintains a register of any other benefits (“Soft-Dollar Benefits”) it or its advisers may receive from fund managers or other product issuers.

These benefits can include adviser briefings and updates, marketing & administration assistance and social events. This register is available for you to inspect at any time.

What should I do if I have a complaint?

Cunningham Financial Services has implemented a Dispute Resolution Process to address any concerns you may have. Our Internal Dispute Resolution Process document is available to you upon request. If you find the need to raise an issue with us, this document will be provided to you as a matter of course.

If we are unable to resolve your complaint to your satisfaction we will refer your case to our External Dispute Resolution provider - the **Australian Financial Complaints Authority (AFCA)**.

If you have a complaint, you should:

1. Contact Greg Cunningham CFP® and notify him of your complaint.
2. If your complaint is not satisfactorily resolved within 3 days, please put your complaint in writing and send it to Cunningham Financial Services at the address noted at the beginning of this FSG.
3. If we are unable to resolve your complaint to your satisfaction you have the right to refer the matter to the **Australian Financial Complaints Authority (AFCA)** for external resolution. Our AFCA membership number is 11396. AFCA can be contacted on 1800 931 678 or via email info@afca.org.au
4. If your complaint is with respect to our professional conduct, you can raise your concerns with the Financial Planning Association of Australia (FPA) on 1300 337 301. Our principal membership number with the FPA is 333801.

Cunningham Financial Services has in place Professional Indemnity Insurance that is required under the Corporations Act and this meets ASIC’s requirements covering present and past representatives.

If you have any further questions about the financial services Cunningham Financial Services provides, contact Greg Cunningham CFP® on 02 9890 1288 or 0419 630 695.

You should retain this FSG document for your future reference.

Date FSG Provided:



Acknowledgement of Financial Services Guide

- I acknowledge that I have been provided with the Financial Services Guide (FSG) for Greg Cunningham CFP® and Cunningham Financial Services
- I confirm that I have read and understood the contents of the FSG and have asked any questions to clarify any issues of concern with respect to the information in the FSG.

Client Name: _____

Signature: _____

Date: _____