

KANEEZ FINANCIAL SERVICES

Version 1
1/9/2020

FINANCIAL SERVICES AND CREDIT GUIDE

Tim Tanim

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accredited by
nest
ADVISORY HQ

This Financial Services and Credit Guide (FSCG) contains information that will help you decide whether to use the financial services we offer. It sets out:

- who we are and how we can be contacted
- the advice and services we provide
- information about our licensee, Nest Advisory HQ
- our fees
- how we manage your private information
- how you can complain about a matter relating to us or Nest Advisory HQ

Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

When we provide personal advice it will normally be documented and provided to you in a Statement of Advice (SOA), known as a financial plan. The financial plan contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

If we provide further personal advice a financial plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

When we provide credit advice we will conduct a preliminary assessment to determine the suitability of a particular product. This is normally documented and provided to you in a Record of debt advice or a Credit Proposal. We will retain a record of the debt advice or Credit Proposal which you may request by contacting our office within seven years of the assessment. We will only provide recommendations to apply for a particular credit contract with a certain lender or increase the credit limit of a particular credit contract where the contract meets your needs and objectives and is not unsuitable to your circumstances.

If we recommend or arrange a financial product for you we will provide a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

About our practice

We provide financial planner and Mortgage Broker services. We assist clients at all stages of their life to achieve their financial and risk protection goals. With a focus on providing tailored financial solutions, our focus is on sound strategy development and regular reviews to grow, manage and protect clients' wealth; and help them achieve their goals. We takes a holistic approach for any situation.

We help clients manage their Superannuation, Investment portfolio, Personal Risk Protection, Debt Management, SMSF including borrowing in SMSF, Margin lending including Gearing, Debt management. Moreover, he can develop strategies to maximise client's Aged care and CentreLink benefits.

We also help clients who want to buy their first home or build portfolio of investment properties.

Our adviser Tim Tanim has been working in Financial Services industry since 2006. Tim has developed extensive knowledge across a broad range of financial strategies.

Tim has extensive knowledge of personal insurance, superannuation, Investment and Mortgage products. He uses his knowledge and experience aimed at refining clients' situation to maximise benefits for the future and minimize the burden of costs.

Summary of the business

Name	Kaneez Management Pty Ltd trading as Kaneez Financial Services as Trustee of the Latif Family Trust
Australian Business Number	27 527 389 936
Authorised representative number	00126488
Credit representative number	499714

Our office contact details

Address	Unit 130 77 Gozzard Street, Gungahlin, ACT 2912
Phone	0405 181 604
Fax	n/a
Email	tim.tanim@kaneez.com.au

This guide provides information about our advisers including their contact details, qualifications, experience, the services they may offer and financial products they can provide advice on.

Our advice and services

We can provide you with personal and general advice about specific services and financial products listed below. We can also arrange for financial products to be issued without advice from us.

Individual advisers within our practice may not be qualified to provide advice in all of the services and products noted below. Their individual profile guides will note any limitations to the advice they are qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange.

Any additional advice or services we can offer you, or limitations to the list below, will be outlined in **Our Financial Advisers and Credit Advisers** on page 11.

We can provide advice on	We can arrange the following products and services
— Investments strategies (strategic asset allocation)	— Superannuation, including retirement savings accounts
— Budget and cash flow management	— Self-managed superannuation funds (SMSF)
— Debt management (including borrowing for personal and investment purposes)	— Borrowing within your SMSF
— Salary packaging	— Managed investments
— Superannuation strategies and retirement planning	— Investor directed portfolio services (for example, administration platforms)
— Personal insurance	— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
— Estate planning	— Standard margin loans
— Centrelink and other government benefits	— Retirement income streams, including pensions and annuities
— Aged care	— Personal and group Insurance (life cover, disability, income protection and trauma)
	— Loans including mortgages, reverse mortgages and deposit bonds
	— Commercial loans and commercial asset finance
	— SMSF loans
	— Life investment products including whole of life, endowment and bonds
	— Securities (including listed securities)
	— Arranging for listed securities, shares and debentures to be bought and sold via a platform and broker
	— Limited selection of investment guarantees

Our licensee Nest Advisory HQ maintains an approved products and services list from a diversified selection of approved Australian and International providers. These have been researched by external research houses as well as our in-house research team.

Furthermore, Nest Advisory HQ periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that are on the approved products and services list.

A copy of the approved products and services list can be supplied to you upon request.

If we recommend a new platform or portfolio administration service, we use those approved by Nest Advisory HQ.

As at August 2020, the lenders whose products are most commonly recommended by Accredited Mortgage Consultants authorised by Nest Advisory HQ's are AFG Edge, National Australia Bank, Suncorp, AMP Bank and ING.

Tax implications of our advice

Under the Tax Agent Services Act 2009, Kaneez Management Pty Ltd, trading as Kaneez Financial Services is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided to you. We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

Transaction services

We can arrange to complete transactions for you on limited types of financial products where we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which will be documented in writing. We will keep a record of this documentation for seven years. You may request a copy of such records by contacting our office during that period.

Your relationship with us and using our services

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to annual advice and services, the details will be documented and provided to you in an advice or service agreement. This includes the frequency of contact between us, service standards that may apply, any fee arrangements and how the agreement can be terminated.

If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

Changing service providers

To ensure that you are provided at all times with ongoing servicing to meet your financial needs, we may transfer our rights and obligations under our servicing arrangement with you to another adviser or financial planning practice within the Nest Advisory network or to another Nest Advisory licensee (the new service provider). If we do this, the new service provider will provide the servicing to you and will be entitled to the agreed fees. The new adviser will also take over the rights and obligations on the same terms and conditions set out in the servicing arrangement and we will be released from those rights and obligations. We will write to you in advance of a transfer occurring, to introduce your new service provider. You may notify your new service provider at any time if you want to vary or end your servicing arrangements.

Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is incomplete or inaccurate the advice or services we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we are able to determine if our advice continues to be appropriate.

Our fees

The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed.

The following section outlines the types of fees that may apply:

The fees charged for our advice and services may be based on a combination of:

- A set dollar amount; or
- A percentage based fee.

Our agreed advice and service fees may include charges for:

- Initial advice
- Ongoing or fixed-term advice and services.

Please note that for services in relation to insurance, banking deposit products, some loan products and older investment products, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your investment contributions, loan balance or insurance premiums; and
- Ongoing commission - a percentage of the value of your investment balance, outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

Payment methods

We offer you the following payment options for payment of our advice fees:

- BPAY, direct debit (savings), credit card or cheque; and
- Deduction from your investment (subject to the advice and service provided).

All fees and commissions will be paid directly to Nest Advisory HQ as the licensee. They retain a percentage (as a licensee fee) to cover their costs and the balance is passed on to us. The percentage is determined annually, based on a number of factors, including our business revenue over a 12 month period.

For more information on our services, please see our **Schedule of fees** below or available on request.

Schedule of Fees – Further Details / Summary

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

Initial service fees

These are fees paid when you have agreed to receive our advice:

Initial service	Fee amount
<ul style="list-style-type: none">• Investigation - determining your current financial position, goals and objectives.• Diagnosis - identifying the issues impeding the achievement of your goals and objectives.• Solutions - developing a number of alternative strategies and making a recommendation as to the most appropriate solution to achieve your goals and objectives• Implementation - putting your recommended strategy in place	Starting from \$660

Ongoing service fees

We provide ongoing services to help you stay on track to meet your goals. The fee is simple and service is the same for everyone.

Ongoing service	Fee amount
<ul style="list-style-type: none"> Annual review of your strategy, goals and objectives, circumstances, strategic risk management recommendations and financial plan if required. (an analysis of asset allocation, underlying investments and portfolio performance update, general administration, maintain and operate account based on your instructions) Administration processing of all investment, super and insurance related enquiries, portfolio adjustments at your investment portfolio review. Access to your adviser Centrelink, Insurance claims up to 4 hours p.a 	Starting from \$1,320

The amount of fees will depend on the service offering and these will be provided in a separate advice or services agreement.

Annual service fees

We also offer services for the below costs for a fixed period of 12 months. The cost of those services are as follows:

Service	Fee amount
- Cashflow and Budgeting - Pre agreed administration services	Starting from \$1,320

The amount of fees will depend on the service offering and these will be provided in a separate advice or services agreement.

Commissions

We do not receive commissions on investments through new superannuation, managed funds or retirement products.

Any commission amounts will be disclosed to you when providing our advice. The following table is a guide of commissions we may receive.

Product type	Initial commission	Ongoing commission	Example
Insurance (including those held within superannuation)	Up to 77% of the first year's premium for new policies implemented from 1 January 2019.		On insurance policies implemented from 1 January 2019, if your insurance premium was \$1,000, we would receive an initial commission of up to \$770. We would receive an ongoing commission of up to \$330.00 pa.
	We may receive up to 88% of the first year's premium for new policies implemented between 1 January 2018 and 21 December 2018.	Up to 33% of the insurance premium each following year.	
	We may receive commissions on increases or additions to existing policies of up to 130%.		
Loans	Up to 1.10% of the initial loan balance. AFG retains between 0-3% and passes	Up to 0.55% of the outstanding loan balance each year. AFG retains	If your loan balance was \$100,000, initial commission would be up to \$1,100. AFG

	the remaining 97-100%* on to Nest Advisory HQ. Nest Advisory HQ then retains 5% and we will receive the remaining 95%.	between 0-3% and passes the remaining 97-100%* on to Nest Advisory HQ. Nest Advisory HQ then retains 5% and we will receive the remaining 95%.	would retain up to \$33 and Nest Advisory HQ receives \$1,067. Nest Advisory HQ then passes (\$1,067 x 95%) \$1,013.65 on to us. On an annual basis, the commission on a \$100,000 loan balance would be up to \$550, of which AFG retains up to \$16.50 and Nest Advisory HQ receives \$533.50. Nest Advisory HQ then passes (\$533.50 x 95%) \$506.83 to us.
Deposit bonds	Up to 22% of the deposit bond fee. AFG retains between 0-3% and passes the remaining 97-100%* on to Nest Advisory HQ. Nest Advisory HQ then retains 5% and we will receive the remaining 95%.	N/A	For example, if your deposit bond fee is \$400, the commission would be up to \$88. AFG would retain up to \$2.64 and Nest Advisory HQ receives \$85.36. Nest Advisory HQ then passes (\$85.36 x 95%) \$81.09 to us.

All fees and charges include GST.

If an agreed advice fee is charged then we may rebate all or some of the commission.

Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

Business buy-back option

If we leave the financial services industry or can no longer appropriately service a selection of our clients, Nest Advisory HQ will either look after our clients or appoint one of its authorised representatives to do so.

If this happens, Nest Advisory HQ makes available a facility for practices to transfer the servicing rights of their clients. The valuation will vary depending on certain factors including the annual recurring revenue of our practice and the level of our service standards.

Personal and professional development

Nest Advisory HQ offers education, personal and professional development opportunities to our practice on an annual basis. Participation in these opportunities may be based on attainment of qualifying criteria or open eligibility.

Relationships and associations

It is important that you are aware of the relationships that Nest Advisory HQ has with providers of financial services and products as they could be seen to influence the advice you receive.

About our licensee

Nest Advisory HQ Pty Limited

ABN 70 636 147 361

Australian Financial Services Licensee (519569) and Australian Credit Licensee

Licence No: 519742

Nest Advisory HQ has:

- Approved the distribution of this guide
- Authorised us to provide advice and other services as described in this guide
- Authorised us to provide credit assistance services to you

Nest Advisory HQ's registered office is located at level 4, 15 Moore Street CANBERRA ACT 2601.

Confidence in the quality of our advice

If at any time you feel like you are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your adviser or accredited mortgage consultant and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three business days, please contact Nest Advisory HQ Complaints:
 - Phone (02) 6169 4102
 - Email nick.lucey@nestadvisory.com.au
 - In Writing:

Nest Advisory HQ
Level 4, 15 Moore Street
CANBERRA ACT 2601

If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following below.

Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters	Australian Financial Complaints Authority (AFCA) GPO Box 3 Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. Nest Advisory HQ is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. The insurance covers claims arising from the actions of former employees or representatives of Nest Advisory HQ, even where subsequent to these actions they have ceased to be employed by or act for Nest Advisory HQ.

Your privacy

We are committed to protecting your privacy. Below we outline how we maintain the privacy of the information we collect about you.

Privacy Collection Statement

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser and Nest Advisory HQ may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Nest Advisory HQ to review customers' needs and circumstances from time to time.
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser and the Group in providing financial advice and services to you.
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Group Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and Nest Advisory HQ will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Nest Advisory HQ holds about you at any time to correct or update it as set out in the Group Privacy Policy. The Group Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

Australian Finance Group (AFG)

AFG is an aggregator and it acts as a gateway or interface between mortgage brokers and lenders by providing an IT platform through which brokers submit loan applications and deal with lenders as well as providing some other ancillary services.

Lenders may offer incentives that are paid directly to the Accredited Mortgage Consultant. These may include indirect benefits for example business lunches, tickets to sporting or cultural events, corporate promotional merchandise and other minor benefits.

Accredited Mortgage Consultants may be invited to attend the AFG National Conference. This is an annual event which offers Accredited Mortgage Consultants the opportunity for professional development and to hear industry updates and educational presentations by AFG and lender sponsors. AFG subsidises some costs of attendance, which may include meals and accommodation. The value will depend upon a range of factors, including the nature of the courses and events planned.

Any benefits that we may receive that are related to a loan recommended to you which is regulated by the National Consumer Credit Protection Act, will be disclosed in our advice to you prior to application.

Our Financial Advisers and Credit Advisers - Taofiq (Tim) Tanim

Phone	0405181604
Email	tim.tanim@kaneez.com.au
Authorised representative number	1008793
Credit representative number	499714
Qualifications (Finance related)	
Master of Business (Professional Accounting)	
Bachelor of Commerce (Finance & Economics)	
Diploma of Financial Services (Financial Planning)	
Certificate IV in Finance and Mortgage Broking	
Professional memberships	
FPA - Financial Planning Association	
FBAA - Finance Brokers Association of Australia	
Professional designations	
Financial Planner AFP (FPA)	

The advice and services I can provide

I am authorised to provide all the services listed in the **Our advice and services** section.

I am also an Accredited Mortgage Consultant and as a credit representative of Nest Advisory HQ I am authorised to provide credit assistance in relation to loan products.

Subject to meeting lender credit criteria, I can advise on loans relating to:

- residential mortgages and home loans
- deposit bonds
- reverse mortgages

Subject to meeting the lender's credit criteria, along with any additional lender or AFG accreditations, I can also advise on and/or arrange loans relating to:

- commercial loans and commercial asset finance
- SMSF loans

The full list of approved lenders is available on request but is not an exhaustive list of lenders who offer credit of the nature you may seek.

How I am paid

I receive the following from our practice:

- salary and share of revenue

Your financial adviser Taofiq (Tim) Tanim is a director of Kaneez Financial Services, this is the businesses operating company. The operating company remunerates its directors, shareholders and employees as well as pays for the general running expenses of the business. Your Adviser or Kaneez Financial Services may be entitled to receive other benefits as a result of the above recommendations, including allowances and bonuses based on volume, discounted services, awards, software, and investment research. Kaneez Financial Services may also receive financial assistance from product providers for technology and technical training assistance.