



FINANCIAL SERVICES GUIDE

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This *Financial Services Guide* (FSG) has been prepared, authorised and issued by **ESI Financial Services Pty Ltd ('ESI FS')** (ABN 93 101 428 782) (AFSL No. 224952).

(referred to as 'ESI FS', 'we', 'us' or 'our' throughout this FSG).

THE PURPOSE OF THIS *FINANCIAL SERVICES GUIDE*

We are providing you with this FSG to assist you in making an informed decision about the financial services we offer and whether they suit your needs.

This FSG provides important information about:

- who we are
- the financial services we provide
- how those services are paid for
- the remuneration we may receive for those financial services
- how our representatives are paid
- any relationships that may influence our advice
- what you can do if you have a complaint

If you need more information or clarification of information contained in this FSG please contact us.

WHO ARE WE?

ESI FS holds an Australian Financial Services Licence [AFSL 224952] and is a wholly owned entity of LGIASuper (ABN 23 053 121 564) (the Fund).

LGIASuper (the Fund) is a profit to member superannuation fund offering superannuation and retirement income stream products, including 'Energy Super' products. The trustee of the Fund, LGIASuper Trustee (ABN 94 085 088 484) (AFSL No. 230511) administers, maintains and operates the Fund in accordance with the LGIASuper Trust Deed available at www.energysuper.com.au

ESI FS has been appointed by the Trustee of LGIASuper to provide superannuation and member related services to the Fund and to offer financial advice services, including the provision of general advice and personal advice.

Lack of Independence

ESI FS is a wholly owned entity of LGIASuper. ESI FS Financial Advisers may recommend LGIASuper products (including Energy Super products), when they are appropriate. ESI FS also receives payment for services (including financial advice services) under an agreement it has with LGIASuper. Due to this relationship, ESI FS is unable to refer to any advice it provides to you in relation to LGIASuper products, as 'independent', 'impartial' or 'unbiased'.

WHAT SERVICES ARE OFFERED?

ESI FS is licensed to provide general and personal financial product advice on, and deal in, the following financial products:

- superannuation
- retirement savings account products
- life risk insurance products
- deposit products
- government debentures, stocks & bonds
- investment life insurance products
- managed investment schemes
- securities
- standard margin lending products

ESI FS is registered with the Tax Practitioner Board (TPB) as a Registered Tax (Financial) Entity. Your financial adviser may also be individually registered with the TPB as a Registered Tax (Financial) Adviser. Financial advice provided to you may consider the tax consequences that relate directly to your circumstances however employees of ESI FS are not registered tax agents and will not provide advice on your tax liabilities, assistance with your tax return or other related services.

ESI FS provides the following core services:

- the provision of certain day to day superannuation fund services for LGIASuper; and
- the provision of financial advice services for LGIASuper members, prospective members and non-members as described below.

The financial advice services offered by ESI FS are:

- **General Advice.** This type of advice does not take into account your personal objectives, financial situation or needs. The advice can be provided in a variety of ways including through the Fund's member contact centre, workplace seminars, public events, and meetings with our relationship teams.
- **Personal Advice.** This advice will consider one or more of your personal objectives, financial situation and needs in providing the advice. Personal financial advice is provided through our financial advisers via face to face meetings, over the telephone or via video conference.

For more information about our **PERSONAL ADVICE SERVICES**, please see page 2.

WHO IS RESPONSIBLE FOR ANY ADVICE PROVIDED TO YOU?

Certain ESI FS representatives, including the Energy Super Contact Centre, Key Member, Financial Advice and Employer and Education Services teams, may provide you with general advice, depending on their qualifications and experience and the level of authorisation granted by ESI FS.

Where you are provided with general advice, you will be provided with a warning that the advice may not be appropriate to your objectives, financial situation or needs. Additionally, where the advice relates to a financial product, you will be issued the applicable Product Disclosure Statement (PDS) (if one is available) which you should read before making any decision that a product is right for you.

ESI FS may also provide general advice to you through documents published by ESI FS, including web-based information and written communications.

Personal financial advice may only be provided to you by an ESI FS Financial Adviser. For further information, please see the **PERSONAL ADVICE SERVICES** section.

ESI FS is responsible for any general or personal advice provided to you by its representatives, including its financial advisers, under AFSL No. 224952.

HOW ARE WE PAID FOR THE SERVICES WE PROVIDE?

The cost of providing any general advice by ESI FS is included within the administration fees charged to members of the Fund. These fees are used to help cover the Fund's operational costs.

Except as outlined in the next paragraph, the fees paid to ESI FS for providing the Fund with the services described in this FSG are paid for by the Fund. Your decision to use any of the services offered will not influence the fee paid by the Fund to ESI FS.

If you need personal financial advice, you will generally be required to pay a separate advice fee to ESI FS unless the advice relates to the provision of non-complex personal financial advice on Energy Super product options, in which case the fees may be met by the Fund under an arrangement between the Fund and ESI FS. Further information about these fees is set out in the **PERSONAL ADVICE SERVICES** section.

HOW ARE OUR REPRESENTATIVES REMUNERATED?

ESI FS representatives, including its financial advisers, are paid a salary and do not receive any fees, bonuses or commissions with respect to the advice provided. In addition, ESI FS does not accept commissions from any financial product issuers. Where product issuers are unable to remove these payments, ESI FS will either refund the commission payment to the product provider or donate them to charity.

ESI FS representatives may receive non-financial benefits. These are valued under \$300 and might be gift vouchers or invitations to social or sporting events. ESI FS retains a register of any benefits received with a value between \$100 and \$300. The register includes any other benefits relating to information technology software or support provided by a product issuer and/or education and training benefits.

RELATIONSHIPS AND ASSOCIATIONS

Information about our relationships and associations with other entities is provided to you so that you can assess whether or not they may influence the advice we give you.

As stated on page 1 of this FSG, ESI FS is a wholly owned entity of LGIAsuper. ESI FS is paid fees by the Trustee for providing some of the services described in this FSG. For further information, please refer to the **HOW ARE WE PAID FOR THE SERVICES WE PROVIDE** section.

HOW CAN YOU GIVE US INSTRUCTIONS?

Generally, instructions relating to products and services are required to be made in writing by completing the applicable form. Many forms can be returned by email. Each form will provide details on how it can be returned. In some cases you can also provide instructions over the phone or online.

PERSONAL ADVICE SERVICES

Personal financial advice services are available to you (whether you are a member or non-member) and are provided by ESI FS. Our financial advisers are committed to providing quality financial advice. They will always act in your best interests and provide appropriate advice to you. Our financial advisers adhere to the *Financial Planners and Advisers Code of Ethics*.

We can provide advice in the following areas:

- Superannuation
- Retirement planning
- Wealth creation
- Cashflow and budgeting management
- Redundancy planning
- Accessing Centrelink and other government benefits
- Aged care issues
- Personal risk management, including life insurances

Page 1 details the products we can provide advice on. ESI FS maintains an Approved Product List (APL). Your financial adviser may be authorised to recommend some or all of the products contained within the APL and this will be determined by their authorisation. There may be instances where your financial adviser will need to consider a product outside of the APL and an approval process is in place to facilitate this.

You are able to check our financial advisers' qualifications and what they are individually allowed to provide advice on, at moneysmart.gov.au/financial-advice/financial-advisersregister.

Where you decide to obtain personal financial advice, your financial adviser will need to determine your needs, objectives and relevant financial circumstances. The provision of personal financial advice services will only be provided to you with your prior and informed consent. Your financial adviser will generally do this as part of an initial advice appointment and you will be asked to provide accurate information about your personal and financial situation.

As part of the personal financial advice process, you may receive a number of other documents, as outlined below on page 3.

Types of financial advice

Non-complex personal financial advice in relation to Energy Super products (available to existing Fund members only)

Personal financial advice, or intra-fund advice, can be provided by ESI FS if you are a Fund member and you require non-complex advice related specifically to your Energy Super account in respect of your investment choice, insurance arrangements or contributions.

There is no cost to you when you receive this one-off advice as it is covered under an arrangement between the Fund and ESI FS (refer to **HOW ARE WE PAID FOR THE SERVICES WE PROVIDE** section).

To determine whether you are eligible to receive this advice you can contact us on **1300 436 374**.

Comprehensive personal financial advice (available to both Fund members and private clients)

If your personal financial advice needs extend beyond those described above, you can formally engage an ESI FS Financial Adviser for additional advice services and pay a separate advice fee to ESI FS. The fee charged will depend on the type and extent of personal advice that you require. In some cases, where the advice relates to your superannuation, you may be eligible to have all or part of the advice fees deducted from your superannuation account.

Your financial adviser will discuss any applicable fees with you prior to proceeding. In addition, you will receive a service agreement which outlines important information about the service you will receive, ESI FS obligations, your obligations, the cost of the service and how any fee will be charged. This agreement will also assist you to make an informed decision about proceeding with the services being outlined.

Ongoing personal advice

If you require an ongoing review of your financial situation, you are able to establish an ongoing service arrangement with your ESI FS Financial Adviser. Your financial adviser will discuss your requirements and determine the appropriate level of service that suits your needs. The arrangement and the associated costs will be agreed to by you, prior to establishing any ongoing service arrangement.

Documents you may receive

Statement of Advice

Advice provided to you by your financial adviser that is personal in nature is presented to you in a Statement of Advice (SOA). This document includes the written recommendations made by the financial adviser and the basis for them. It also provides information about any costs, risks and benefits associated with the recommendations. The document contains all of the information required to assist you to make an informed decision as to whether to implement the advice provided.

Record of Advice

In providing further advice to you, a Record of Advice (ROA) may be issued. Most often, a ROA is provided to an existing client as part of their ongoing service arrangements and relates to the earlier Statement of Advice provided.

A ROA is only appropriate where there have been no significant changes to your personal circumstances or to the basis of the initial advice. Where this is not the case, for instance your personal situation has changed or the advice provided is covering a new topic, then your financial adviser will provide a SOA.

Product Disclosure Statement

Your financial adviser will provide you with a Product Disclosure Statement (PDS) if they recommend that you acquire or retain a financial product. It includes information about the product's key features, fees, benefits, risks and other important detail to help you to make an informed decision.

Ongoing Advice

If you require an ongoing review of your financial situation, your ESI FS Financial Adviser will provide you with an Ongoing Advice Service Agreement (OAS), setting out the terms of this service, the applicable fees and your obligations.

Fee Disclosure Statement

A Fee Disclosure Statement (FDS) will be provided to you each year where you have entered into an OAS. The FDS will contain information about the service, including what services you were entitled to in the previous 12 months, what services were provided to you, and the associated fees charged over the period. You will also be provided with information about the following years' service and applicable fees.

You will be required to provide written consent each year that confirms your intention to continue with any ongoing advice services.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

Fees you may incur for personal advice services

The Fund has an arrangement for ESI FS to provide certain personal advice services to its members in relation to Energy Super accounts and provide payment for the provision of these services. This includes intra-fund advice or advice in relation to your Energy Super account and is limited to investment choice, insurance arrangements or contributions.

For more complex advice, including advice about non-superannuation strategies, advice to another party (such as a partner or entity), or about other products or topics, a fee will be payable by you to ESI FS. You will be advised of the fee before it is incurred and be asked to agree to the fee. The fee may be:

- An initial financial advice fee. This is a set dollar amount agreed to between you and us. It is a one-off charge to you.
- An ongoing financial advice fee for the provision of ongoing services. This is a set dollar annual amount, however, it may be charged monthly and as agreed to between you and us.

How to give instructions to your financial adviser

Your financial adviser may accept your instructions by telephone, letter or email. In some instances your adviser may only accept written instructions from you and they will let you know when this occurs.

WHAT IF YOU ARE DISSATISFIED OR HAVE A COMPLAINT?

If you are dissatisfied with the services provided by ESI FS, we encourage you to contact us about your dissatisfaction. You are able to contact us in a way that suits you, either by phone, in writing, by email or face-to-face at our offices. Our contact details are available below.

We will try to resolve your complaint quickly and fairly and will endeavour to provide you with a resolution.

If you're not satisfied with our handling of your complaint or resolution you are able to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides consumers and small businesses with free, fast and binding dispute resolution for financial complaints.

Complaints can be lodged directly with AFCA, using AFCA's online complaint form, by sending a complaint by email or mail to AFCA, or by phoning AFCA.

You can contact AFCA on:

GPO Box 3
MELBOURNE VIC 3001

Phone: 1800 931 678

Online: www.afca.org.au

Email: info@afca.org.au

Complaints regarding tax practitioners can be made online to the Tax Practitioners Board at www.tpb.gov.au

If you are dissatisfied with the handling of your personal information you are able to lodge a complaint with the Office of Australian Information Commissioner (OAIC).

You can contact OAIC on:

GPO Box 5218
SYDNEY NSW 2001

Phone: 1300 363 992

Online: www.oaic.gov.au

COMPENSATION ARRANGEMENTS

Arrangements are in place that satisfy the requirements for compensation arrangements for members or clients for loss or damages due to any breaches of relevant obligations under Section 912B Corporations Act 2001. Professional Indemnity (PI) insurance is in place for ESI FS. PI insurance covers both current staff and those staff who no longer work for the licensee (but did so at the time of the relevant conduct requiring compensation).

YOUR PRIVACY IS IMPORTANT TO US

We are committed to protecting the privacy of your personal information. When we collect your personal information, we will notify you or take steps to ensure you are aware of the information we collect, how we will manage that information and how to contact us if you have any privacy concerns. You can also read our Privacy Policy at energysuper.com.au/privacy-policy or ask for a copy by contacting us on **1300 436 374** or info@energysuper.com.au

HOW TO CONTACT US

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