

 Jarickson

life insurance brokers

# FINANCIAL SERVICES GUIDE (FSG)

**ISSUED: JUNE 2021**

**ABOUT:**

**THIS GUIDE  
& WHAT IT  
MEANS**

This Financial Services Guide (FSG) is designed to assist you in deciding whether to use the financial services provided to you by “Jarickson” (PD Financial Group Pty Ltd (PDFG) ACN 34 106 744 585). It provides information about the financial services offered, the remuneration paid for those services, and how any complaints you may have will be dealt with.

Before purchasing an insurance product, you will be given a Product Disclosure Statement (PDS). The PDS contains information about the product to help you make an informed decision about whether or not to buy the product.

**Not Independent (as per the definition of s942B(2)(fa))**

We do not charge you a fee for our advice on risk insurance policies as we are paid a commission by the product provider. By receiving these commissions, our advice on risk insurance is therefore not independent, impartial or unbiased as per the definition outlined in legislation.

To enable us to be called ‘independent’, we must not receive any commissions from any insurer, which would mean we need to charge you an upfront fee, which would generally make your total insurance cost more expensive, which we aim not to do.

In all other cases, we charge a fee for our advice services and do not receive commissions or other payments from product providers.

Head Office Address:

45 Midlands Terrace Stanhope Gardens NSW 2768

Postal Address: PO Box 6192, Rouse Hill NSW 2155

Telephone: 1800 674 435

Email: [info@jarickson.com.au](mailto:info@jarickson.com.au)

Website: [www.jarickson.com.au](http://www.jarickson.com.au)

# **OUR SERVICES & AUTHORISATIONS**

# AUTHORISATIONS.

Jarickson is licensed under the Corporations Act 2001 (Cth) to provide financial product advice and deal in a range of financial products to retail and wholesale clients through our Australian Financial Services License (AFSL) Number 477186.

All advisers registered under our AFSL must also be registered on the [MoneySmart Financial Adviser Register](#) and maintain a regular ongoing education each year through registered CPD points to ensure the advisers are adequately informed of ongoing changes in products and legislation to help you with the best advice possible.

In order to ensure our advisers serve you with the utmost good faith and ethical standards, they all adhere to the government's Financial Ethical Standards Authority (FASEA) guidelines.

# SERVICES.

Jarickson is a personal insurance specialist. In order to achieve this, we have limited our license authorisations to insurance only financial products.

We have authorised its advisers to provide financial product advice and deal in some or all of the categories of financial products listed below:

- \* Life Cover (cover in the event of death or terminal illness);
- \* Total & Permanent Disability Insurance
- \* Trauma Cover (Critical Illness)
- \* Income Protection
- \* Business Expenses
- \* Investment (Life) insurance products (Eg: paying premiums through superannuation).

# **YOUR ADVISER**

# WHAT WILL YOUR ADVISER DO?

Your adviser can help you with planning and looking at the appropriateness of your existing life insurances and strategies. This may involve providing advice and recommendations in respect of your existing arrangements and new financial products.

Your adviser will consider your objectives, financial situation and needs and the type of advice that you are seeking in order to ensure that they act in the best interests in relation to any advice that they provide to you. They will also ensure that their advice and any recommended products are appropriate for you.

Your Adviser will set out their recommendations in a personalised Advice Document (SOA) which will include information about any fees, commissions and other charges payable and any associations we have with the financial product issuers or other parties.

If your Adviser recommends a particular insurance product to you, they will provide you with the relevant PDS which will give you information about key benefits, risks and costs associated with the product to enable you to make an informed decision about whether to make a purchase.

You are under no obligation to act on your Adviser's advice but if you do decide to follow their recommendations they will help you complete the necessary documents to get your financial strategy underway.

# **YOUR REQUIREMENTS**



# WHAT WE NEED FROM YOU.

To enable your Adviser to provide you with appropriate advice, you need to provide them with:

- \* Complete and accurate information about your personal objectives, financial situation and needs; Information about any changes to your situation or contact details.
- \* You may elect not to provide your Adviser with certain information but if you do, you will need to consider the appropriateness of any advice provided to you before you act on it.
- \* You should carefully read any warnings contained in the Advice Document/Statement of Advice.

Before your Adviser provides you with advice, you will need to confirm your agreement to the type and scope of advice to be provided.

If you subsequently decide to act on their advice, you will need to sign a document called an 'Authority to Proceed' to confirm that you understand both the advice you have received and the benefits, risks and costs associated with the products or services recommended to you.

# PAYMENTS

# HOW ARE WE PAID?

In most cases, Jarickson will receive an up-front commission of up to 60% of your annual insurance premium for arranging your cover. In addition, Jarickson may receive an ongoing annual commission of up to 30% of your annual insurance premium.

***Note: These commission payments are made by the relevant product issuers and are not an additional cost to you.***

Where your Adviser recommends an insurance product, details of the fees payable for that product will be contained in the relevant Advice Document/Statement of Advice and PDS.

Will anyone be paid for referring me?

In certain circumstances Jarickson may pay a referral fee to a referral partner for referring you to us ranging from 0% to 20% of the initial and/or ongoing fees or commissions. Where any such referral fee is paid, full details will be provided to you in your Advice Document.

Advisers employed by Jarickson are paid a salary in addition to any government requirements such as super and standard leave entitlements. As we are fully committed to our staff and encouraging a positive workplace in conjunction with up keeping high standards of advice, we may from time to time pay additional bonuses and gifts for high standards of work.

# SOFT DOLLAR REGISTER.

We maintain a Soft Dollar Benefits Register. Our Register is publicly available and you can access it by sending a written request to:

Compliance Manager Jarickson  
PO Box 6192, Rouse Hill Town Centre NSW 2768

# **PRIVACY & YOUR PROTECTION**

# YOUR PRIVACY.

We are committed to managing your personal information in accordance with the Privacy Act 1988 (Cth)

We only collect, maintain and use personal information that is necessary for us to provide you with appropriate advice and deal in financial products on your behalf. We are also obliged under the Anti-Money Laundering and Counter- Terrorism Financing Act 2006 (Cth) to verify your identity.

Where you have instructed us to do so, we may disclose your personal information to superannuation funds, product issuers and insurance providers for the purpose of implementing recommendations made by us.

We keep records containing the personal information that you have provided and these may include details of your financial objectives, situation and needs. We also keep records of advice and recommendations provided to you.

On request, we will provide you with copies of your personal information and Advice Documents although a fee may apply in respect of any costs that we incur in doing so.

A copy of our Information Handling Policy is available upon request and you can call 1800 674 435 if you have any questions on privacy related matters.

# YOUR PROTECTION.

We have professional indemnity insurance in place which meets requirements of the Corporations Act 2001 (Cth)

The insurance is subject to terms and conditions but includes cover for claims made in relation to our conduct and that of our Advisers after they cease working with us.

# COMPLAINTS

# HOW TO MAKE A COMPLAINT.

## **Stage 1 – Our complaint handling process:**

We welcome your feedback. If you have a complaint about your Adviser or Jarickson, please contact us by phone on 1800 674 435 or write to us at:

Complaints Manager Jarickson  
PO Box 6192  
Rouse Hill Town Centre NSW 2768  
Email: [complaints@jarickson.com.au](mailto:complaints@jarickson.com.au)

We will acknowledge receipt of your complaint in writing within 5 business days of receipt and will endeavour to resolve the complaint quickly and fairly, and within 45 business days of receipt.

## **Stage 2 – External dispute resolution:**

If you are dissatisfied with our response to your complaint, you may refer your complaint to:

Australian Financial Complaints Authority  
[www.afca.org.au](http://www.afca.org.au)  
Telephone: 1800931 678

Superannuation Complaints Tribunal  
Locked Bag 3060  
Melbourne VIC 3001  
Telephone: 1300 884 114  
Facsimile: 03 8635 5588  
Website: [www.sct.gov.au](http://www.sct.gov.au)  
Email: [info@sct.gov.au](mailto:info@sct.gov.au)

# HELPFUL LINKS



# GOOD TO KNOW.

**The following resources are a good place to find necessary links to various organisations which may be helpful:**

- \* [Moneysmart website](#) (government initiative)
- \* [business.gov.au](#) - Business finances
- \* [australia.gov.au](#) - Personal financial support
- \* [Tax Office YouTube Channel](#)