

Life Insurance Financial Services Guide

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This is an important document called a Financial Services Guide (FSG). The purpose of this document is to ensure that you have sufficient information to evaluate the services provided by Doctors Financial Services Pty Limited ABN 56 610 510 328, Australian Financial Services Licence Number 487758 (**Doctors Financial Services**) and understand who we are. It contains information on services we can provide to you, how we are remunerated and how your complaints will be dealt with.

Doctors Financial Services holds its own Australian Financial Services Licence (AFSL) and is not owned by a bank or a large financial institution. Our focus is ensuring we can deliver value to our clients while assisting them to achieve their goals and objectives.

In this FSG, Doctors Financial Services is referred to as 'us', 'our' or 'we'. The term 'financial adviser' means an authorised representative of Doctors Financial Services. "Avant Financial Services" is the registered business name of Doctors Financial Services.

You may have some questions about who we are and the services we provide. This document will also assist you in determining whether or not the services offered by us are appropriate for your needs and objectives. If you have any other questions, please do not hesitate to contact a member of our team.

This FSG provides information about:

1. Doctors Financial Services as the holder of an AFSL that authorises advisers to provide financial services;
2. The financial services we provide to our clients;
3. Advice documents you may receive from us;
4. Fees that we may charge you;

5. Other remuneration that Doctors Financial Services, its advisers or a related party might receive in relation to the services it provides;
6. Relationships and/or associations Doctors Financial Services has with other entities;
7. How we collect your personal information and how you can provide us with instructions;
8. What you can do if you are not happy with our services or have a complaint.

Who are Doctors Financial Services?

Doctors Financial Services is an Australian Financial Services licensee operating a financial advice business. It is a wholly owned subsidiary of Avant Mutual Group Limited ABN 58 123 154 898 (**Avant**). Avant is Australia's leading medical defence organisation. Avant is a mutual and a not-for-profit organisation, owned by its members from medical students through to mature doctors approaching retirement.

Avant provides medical indemnity insurance products. Other complementary member services Avant provides include a 24-hour medico-legal hotline and counselling support, private health insurance, travel insurance, life insurance and advice. Clients of Doctors Financial Services do not have to be members of Avant or purchase a medical indemnity insurance product.

Not Independent

Doctors Financial Services is not independent, impartial or unbiased because we;

- a) receive commission for the advice we provide on life and risk insurance products; and
- a) are owned by Avant Mutual, a product provider and distributor.

Who is responsible for the services we provide?

As the AFSL holder, Doctors Financial Services authorise the distribution of this FSG to you by members of our team and financial advisers. Doctors Financial Services is responsible for the services provided to you by any of our advisers and staff. When one of our financial advisers provides financial services to you, they will be acting for you on behalf of Doctors Financial Services. Doctors Financial Services acts on your behalf.

What kind of financial services and products can we provide?

We provide advice in relation to the following products for retail and wholesale clients:

- Life insurance products, for example trauma insurance and income protection products;
- Life insurance products held within superannuation products including self-managed superannuation funds; and
- Business Insurance including key person risk.

Our advice may be general advice or personal advice. We describe the difference between these two types of advice below.

What is general advice?

General advice is information provided to a client on a product or strategy. Put simply, general advice is not advice at all, it is information. When we provide you with general advice, we will provide you with factual information relating to a product or strategy. General advice does not take in to account your personal circumstances.

You will personally have to assess whether the product or strategy you are considering is appropriate for your personal circumstances. We cannot provide you with any recommendations about whether a product's features or benefits are appropriate for your circumstances unless we are also providing personal advice services to you.

When we provide you with general advice, we will provide you with a Product Disclosure Statement issued by the product provider. We may also provide you with a Target Market Determination that describes which people, a particular financial product may be suitable for. We can provide this advice in relation to life insurance products held inside or outside superannuation products.

Doctors Financial Services does not charge for general advice.

What is personal advice?

Personal advice is advice which takes into account your personal financial circumstances, your needs and your objectives. When we provide you with personal advice, we make recommendations about the suitability of certain products or strategies to your personal circumstances as communicated by you to us.

When we provide you with personal advice, we will provide you with an advice document setting out any recommendations we have made and details of the products to which those recommendations relate. The different types of personal advice documents are set out below.

Fees are payable for personal advice based on the scope of the advice given. Please refer to the What fees do we charge for our advice? section of this FSG.

What type of advice documents will I receive?

When we provide advice to you, you will receive some, or all of the following documents:

- **Statement of Advice (SoA):** The information contained in the SoA will assist you to make an informed decision in relation to the advice provided. It sets out the advice we have given, the reasons for that advice, details of the products or strategies that advice relates to and details about any remuneration payable to us should you follow our advice.
- **Record of Advice (RoA):** If you were previously issued with an SoA from Doctors Financial Services, certain circumstances allow for further personal advice to be provided by us to you without the need for another SoA. Where this is the case, you may receive an RoA. An RoA can be requested from your adviser and will detail the further personal advice and the basis of the recommendations it contains.
- **Product Disclosure Statement (PDS):** If we recommend that you purchase a financial product, you will be given a Product Disclosure Statement (PDS) regarding that financial product. The PDS is issued by the product provider. We will give you the PDS at the time we make our recommendation to you. A PDS covers the features, benefits, risks and fees of the financial product which you should consider before acquiring the product.

- **Target Market Determination (TMD):** If you are recommended to purchase a financial product, you may be issued with a Target Market Determination (TMD). A TMD is a document that describes which people a particular financial product may be suitable for.

We are required to keep copies of advice documents for a period of seven (7) years. If you require another copy of an advice document up to seven years after it was given, please contact us. Our contact details are listed under the heading, 'How do I contact Doctors Financial Services?'

What fees do we charge for our advice?

Summary of Standard Advice Fees (Excl. GST)	
Initial meeting or general advice	No fee charged
Statement of Advice Fees	Up to \$3,000 plus GST per entity

How is the Statement of Advice fee determined?

The fee for the preparation of a SoA is charged at a rate of up to \$3,000 plus GST per entity. An entity is any advice seeking body for which an SoA is prepared. This could be an individual, a couple, or a corporate entity such as a trust, self-managed super fund or a company.

Doctors Financial Services and its advisers will give you an estimate of SOA fees that may be payable at your initial meeting or when personal advice is sought by you.

How can you pay?

Where a fee is payable for our advice services, you will be invoiced for the fee at the agreed amount when the SOA is delivered.

Advice fees are payable directly to Doctors Financial Services and can be paid using any of these options:

- EFT,
- BPay,
- direct debit,
- credit card payment, and/or
- in some circumstances, and only where appropriate to your situation, you may elect to have fees paid to Doctors Financial Services directly from your investment or superannuation account/product.

Does Doctors Financial Services receive any other form of remuneration?

Yes. We receive commission payments from product providers for insurance policies that are commenced through us. Details of the commission payments we receive are set out below under the heading "Commission Payments". We choose not to receive any volume bonus payments.

Where a client holds a product over an extended period of time and Doctors Financial Services subsequently comes to manage that asset, Doctors Financial Services may become entitled to and/or receive consequential remuneration (such as fees or commissions) from the product provider directly. Should this occur we will notify you.

Our advisers are paid an annual salary by Avant Services Co. Pty Limited ACN 616 529 581 (a wholly owned subsidiary of Avant). They do not receive additional bonuses or commissions personally based on the value of commissions generated for Doctors Financial Services or the volume of policies commenced through us. Our advisers may be entitled to annual short term incentive payments by Avant that take into account the performance of the individual and the business across a number of key areas over the course of the preceding year. These payments are discretionary and not capable of calculation as at the date of this FSG.

Commission payments

When you commence an insurance policy through us, we may receive initial or ongoing commission payments from product providers. An initial commission is a one-off payment made upon the purchase of a financial product and an ongoing commission is paid each year for which a financial product is maintained.

These commissions are generally based on a percentage of the premiums you pay. Our product providers will pay us level commission of up to 66% (inclusive of GST) of the annual premium you pay in the first year. The product provider will pay us up to 22% of the ongoing annual premium for as long as you hold the product.

For example: Where an insurance product has an annual premium of \$1,000 and the product provider pays us an upfront commission of 66%, we would receive a payment of \$660 from the product provider in the first year. The product provider would then pay us \$220 for each subsequent year that you held the policy.

The commission payments are taken from your premiums by the product provider and is not a separate or additional amount payable by you.

Should you increase your insurance cover or upgrade your insurance policy an increase in the amount of commissions payable to Doctors Financial Services may also occur. Doctors Financial Services may be entitled to an upfront commission in respect of the increase. Ongoing commissions will be calculated by reference to the new premium amount payable by you.

Avant life insurance products

Avant Life insurance products are issued by Nobleoak Life Limited ABN 85 087 648 708, AFSL 247302 (Nobleoak). Nobleoak is the product provider.

Nobleoak pay Doctors Financial Services 11% of all premiums (inclusive of GST) for administration expenses associated with the distribution of the Avant Life products.

This is not an additional cost payable by Doctors Financial Services clients. It is a commercial business arrangement between Nobleoak and Doctors Financial Services.

Avant Life insurance products are no longer available for purchase.

Life insurance products issued before 1 January 2018

The initial commission we received on insurance products in this category may have been up to 124% of the first year's premium. This commission calculation will apply to an increase in cover on these products. The ongoing commission we receive for this category of products may be up to 33% per annum of the renewal premium. These amounts are inclusive of GST.

Referrals

Referrals may be made by Doctors Financial Services to other professionals with expertise in an area not available through Doctors Financial Services. All referrals will be made with your consent and where deemed appropriate to your personal circumstances.

Should your Doctors Financial Services adviser recommend a referral to another professional, Doctors Financial Services will not receive any fees directly in respect of such a referral. Indirect benefits may be received by us if the referral is to another part of Avant or another entity related to Doctors Financial Services or Avant.

Details of the different types of referrals that Doctors Financial Services might make and any benefits that might be received by us as a result are set out below.

Relationship	Disclosure
Referrals within the Avant Group	Where appropriate your adviser may refer you to another part of the Avant Group for products and services. Neither your adviser nor Doctors Financial Services receives any benefit for this referral. Should you purchase any other products or services provided by the Avant Group, the Group will benefit up to the value of the new service/product.
Referrals to related providers	Where appropriate your adviser may refer you to the Kooyong Group, an entity owned by Avant specialising in lending for medical professionals. Neither your adviser nor Doctors Financial Services receives any financial benefit for this referral, however Avant will benefit indirectly if you choose to do business with Kooyong Group.
Referrals to other non-related providers	Where appropriate your adviser may refer you to a third-party not related to Avant for specialist advice such as taxation or estate planning advice. Neither your adviser, Doctors Financial Services nor the third-party receives any benefit for this referral. You will be invoiced separately for any advice provided by the third party.
Other revenue sources	Other revenue your adviser or Doctors Financial Services might receive in connection with the services we provide are set out in this FSG.
Other benefits	At no cost to you or Doctors Financial Services, Doctors Financial Services and/or its staff may receive technical and/or structured training services through third parties, including from product and service providers we may approve for use by advisers. Products recommended by Doctors Financial Services representatives are done so on merit and suitability and are not influenced by the availability of incentives or services. We do not receive or accept direct cash-based financial benefits from third parties, however we may receive training or technical information from time to time.

Doctors Financial Services will under no circumstances accept or receive referrals where a financial benefit is payable to us for the referral. A referring party may, in some circumstances, benefit indirectly from sponsorships paid by Doctors Financial Services or Avant.

Other benefits

From time to time, we may also receive other benefits from product providers. If other benefits are received, they can only be valued at less than \$300 per provider each year or will otherwise be declined.

Doctors Financial Services and your adviser maintain a public register of all other benefits we receive, regardless of whether they are accepted or declined.

We also maintain a conflicts of interest register. Conflicts of interests are circumstances where some or all your interests are inconsistent with, or diverge from, some or all of Doctors Financial Services, your adviser and/or our interests.

For further information pertaining to these registers, you can speak with your adviser or contact us.

The Avant (Doctors Financial Services) privacy policy

Please go to the Avant website to access a copy of our privacy policy: avant.org.au/privacy-policy. We treat your privacy and your personal information very seriously.

We are legally bound to protect your privacy and ensure that any information we hold about you is protected. If you phone us to discuss your circumstances, we will ask you a series of questions to verify that we are speaking with the correct person.

Some of our third-party product providers may store your personal information overseas: this is known as "cross border disclosure". We have taken steps to satisfy ourselves that our third-party providers have systems in place to protect your personal information and to ensure we comply with the provisions of the *Privacy Act 1988*.

What are anti-money laundering and counter terrorism financing requirements?

In addition to our requirements to comply with privacy laws we may be required to verify your identity as part of our obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* before we can provide you with any financial advice.

Complaints

What to do if you have a complaint

We take complaints very seriously and are committed to resolving any concerns raised by you through general feedback and where you make a formal complaint. In the event you are not satisfied, either in part or in full, with any of the services or advice provided to you by a representative of Doctors Financial Services, you should lodge a complaint following the steps outlined below.

Raising the complaint with your adviser

In the first instance and where you are comfortable, or it is appropriate, you should contact your adviser and raise your concerns and your specific complaint with them. Many complaints are resolved fairly through this process.

Lodging a complaint with Doctors Financial Services

Please address your complaint to the Complaints Manager at Doctors Financial Services. The complaint can be sent via email or mail.

Our email address: advice@avant.org.au

Our postal Address: Complaints Manager, Avant Mutual

PO Box 746, Queen Victoria Building Sydney NSW 1230

Upon receipt, we will acknowledge and investigate your complaint. We aim to resolve most complaints within 5 business days and endeavour to finalise all complaints within 30 calendar days of our receipt of your complaint.

Lodging a formal complaint with Australian Financial Complaints

If we are unable to resolve your complaint, you may lodge your complaint with the Australian Financial Complaints Authority (AFCA). AFCA is an external dispute resolution service established to resolve complaints of which Doctors Financial Services is a member. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

You can contact AFCA using the details below:

Writing: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

Online: afca.org.au

Phone: 1800 931 678 (free call)

Email: info@afca.org.au

Please note that the complaint procedures set out in this FSG do not apply to complaints you wish to lodge or make against the provider of the product in which you invest in. For details of how to make such complaints, please refer to the Product Disclosure Statement for the relevant product.

Australian Securities & Investments Commission (ASIC)

Information about your rights can also be obtained from the Australian Securities and Investments Commission on **1300 300 630**.

Our compensation arrangements

We hold professional indemnity insurance cover for the activities conducted under our AFSL. Avant as our parent company has adequate resources and measures in place to ensure consumers are protected in accordance with the requirements of section 912B of the Corporations Act 2001 for compensation arrangements.

Services we are not responsible for

We are only responsible for those financial services or products offered by your adviser in their capacity as an Authorised Representative of Doctors Financial Services. This does not include any services your adviser may provide to you in another capacity, outside of their authorisation by Doctors Financial Services, including:

- taxation advice and services, for example assistance completing tax returns;
- accounting and audit services;
- self-managed super fund compliance and administration services;
- business or legal advisory services; or
- advice on unlisted or private companies and investments, private development funds, franchises, high yield debentures, direct property, property syndicates, solicitor's or other mortgage schemes, derivatives or direct international share holdings.

In all your dealings with your adviser you must satisfy yourself as to who is responsible for the advice or services provided to you. If you require further clarification, please do not hesitate to contact Doctors Financial Services.

How do I contact Doctors Financial Services?

We have offices across Australia. Our main office is located at Level 6, Darling Park 3, 201 Sussex Street Sydney NSW 2000.

Please direct all correspondence to PO Box 746, Queen Victoria Building Sydney NSW 1230.

You can also contact us by email at advice@avant.org.au or by phone on 1800 128 268.

Visit us at our website: avant.org.au/advice.

Your Financial Adviser



Nathan Brophy

Financial Adviser (Melbourne)

Authorised Representative Number 1003404

nathan.brophy@avant.org.au
0486 009 688

Nathan has worked in the financial planning industry for over 15 years and has a Graduate Diploma in Applied Finance (Financial Planning Major), a Graduate Certificate in Financial Planning and a Diploma in Financial Planning.

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IMPORTANT: This fee schedule applies to this version of the Financial Services Guide and is subject to change. Where a change is made, a new version of the Financial Services Guide will be issued to replace this one. Please check with your adviser to ensure you have the latest version of the Financial Services Guide before relying on the fee schedule above, or go to avant.org.au/advice to download the latest version. 12/22 (DT-2902)