



## **Financial Services Guide**

**C A Hill Financial Services**

**Version: 6**

**Prepared Date: 1 July 2021**

## Introduction to Insight Investment Partners

This Financial Services Guide was prepared on 1 July 2021. This Financial Services Guide should be read with the Adviser Profile document dated 1 July 2021.

This Financial Services Guide ('FSG') helps you understand and decide if you wish to use the financial services we are able to offer you.

The Licensee and its employees (including any employees of a related body corporate) are collectively referred to as "us, we, our" throughout this FSG.

This FSG sets out the services we provide. It tells you:

- who we are and how we can be contacted;
- what services and products we are authorised to provide to you;
- how we (and any other relevant parties) are paid; and
- how we deal with complaints.

### Lack of Independence

Insight Investment Partners is not able to describe itself as being independent, impartial or unbiased because we:

- receive commissions for the advice we provide on life risk insurance products; and
- have an approved product list which limits the range of products we or our representatives can recommend when providing advice to you;

Should we provide you with personal financial product advice, and you are a retail client, you will receive a Statement of Advice (SOA). The SOA is a record of our recommendations; the basis on which it is given, and information about commissions, fees, charges and any associations that may have influenced the provision of such advice.

Where further advice is provided we may not provide an SOA where the relevant circumstances and basis for advice have not significantly changed from the original SOA. However, we will provide upon request what is known as a Record of Advice (ROA). You can request this at any time from your adviser or by emailing or writing to us.

Occasionally we provide general advice. This is where we may express an opinion or recommendation influencing you in making a decision in relation to a financial product, but where we HAVE NOT considered your personal objectives, financial situation or needs. If we provide you with general advice, we will provide you with a warning that the advice may not be appropriate to your needs, financial situation or objectives. Additionally, we will provide you with an applicable Product Disclosure Statement ('PDS') (if one is available) which you should read before making a decision that the product is right for you.

In the event we make a recommendation to you to acquire a particular financial product (other than listed securities) or offer to issue or arrange the issue of a financial product, we will also provide a

Product Disclosure Statement (PDS). The PDS contains information about the risks, benefits, features and fees payable in respect of the product.

The Licensee has arrangements in place to maintain professional indemnity insurance. This insurance satisfies the requirements under section 912B of the Act.

Please retain this FSG for your reference and any future dealings with us. We may also add documents at a later date which will also form part of this FSG, and these should be read together with the FSG. These documents will include the word 'FSG' in the heading.

### **Who will be providing the financial services to you?**

#### *The Licensee*

The Licensee is the authorising licensee for the financial services provided to you, and is responsible for those services and is the providing entity.

The Licensee authorises, and is also responsible for, the content and distribution of this FSG.

The Licensee's contact details are as follows:

Licensee name: Insight Investment Partners  
AFSL number: 368175  
Address: Level 10, York Street, SYDNEY NSW 2000  
Website: [www.iipdealergroup.com.au](http://www.iipdealergroup.com.au)  
Phone: 02 9181 3431  
Email: [info@iip.net.au](mailto:info@iip.net.au)

#### *Authorised Representative details*

Name: C A Hill Financial Services  
Address: KINGSWOOD NSW  
Website: [Contact — C A Hill \(cahillassoc.com.au\)](http://Contact — C A Hill (cahillassoc.com.au))  
Phone: (02) 4736 6066

The individual authorised representatives are:

Name: Daniel Cunningham  
AR number: 426245  
Phone: (02) 4736 6066  
Email: [daniel@cahillfs.com.au](mailto:daniel@cahillfs.com.au)

You can provide instructions to us by contacting us using the contact details above.

The Licensee and the Authorised Representatives listed in this FSG act on your behalf when we provide financial services to you.

## What services and products are we authorised to provide to you?

We are authorised to provide financial product advice and deal (apply for, acquire, vary or dispose) in relation to:

- Deposit and Payment Products
- Government Debentures, Stocks or Bonds
- Investment Life Insurance Products
- Life Risk Insurance Products
- Managed Investment Schemes, including IDPS
- Retirement Savings Account Products
- Securities
- Superannuation
- Self Managed Super Funds
- Standard Margin Lending Facility

We are authorised to provide these services and products to both retail and wholesale clients.

There is an important difference between 'general advice' and 'personal advice'. If we provide you with 'general advice' it means that we have not considered any of your individual objectives, financial situation and needs.

If we provide you with 'personal advice' we will consider your individual objectives, financial situation and needs when making our recommendation to you.

In providing our services, other financial matters may arise, however, we are not authorised to assist with any financial and product services except those explained above. You should seek specific advice from the appropriate professionals on other matters relevant to you.

## What fees and commissions are payable to us?

We will discuss and agree our fee structure with you before we provide you with services. Generally, the types of fees you can be charged are listed below. You may be charged a combination, or part of, any of these fees.

### **Fees for Advice:**

We may charge fees for the preparation, presentation and/or implementation of our advice. These fees will be based on your individual circumstances, the complexity involved in your situation and the time it takes to prepare personal financial advice for you. We will discuss these fees with you and gain your agreement to the fees before we provide you with advice.

A flat dollar amount known as an advice fee may be charged from \$550 - \$22,000 (inclusive of GST).

### **Ongoing Advice Service Agreement (OASA):**

We may charge a fee to provide ongoing advice services and/or portfolio reviews.

This fee will be agreed with you and is either a set amount, or an amount based on the amount of funds under our advice, and/or the time involved in reviewing your portfolio and circumstances.

## Payment methods

Our fees are either invoiced to you directly, or deducted from your investments, or a combination of these methods.

Where it is debited from your investments it is normally referred to as the Adviser Service Fee.

In most instances you will be able to select the method of payment that suits you best. We will discuss and agree the method of payment with you before we provide you with financial services.

## Commission & Brokerage

If you take out a financial product through us, we may receive payments in the form of initial commissions and/or ongoing commissions from the financial product providers. These commissions are included in the fees and premiums you pay for the product. We may agree to rebate some or all of these fees to you.

## Life Insurance Products

Initial and ongoing commissions from insurance providers may be received. These commissions are paid to Insight Investment Partners by the company that issues the product that we recommend to you, and they are included in what you pay for the product. The commissions vary and are based on the policy cost, which is the sum of the premiums you pay and may include other fees related to the product.

The initial commission is paid in the first year by the product issuer. Ongoing commissions are payments paid by product issuers to Insight Investment Partners in the years after the first year.

If you initiate an increase to your cover, we may receive an initial commission and ongoing commissions on the increase to your policy cost. The ongoing commission on a client-initiated increase is only paid in respect of the period that starts from the first anniversary of the increase.

The maximum commission that Insight Investment Partners may receive is set out in the table below:

Date a new product is issued	Initial commission (% of annual policy cost or increase incl. GST)	Ongoing commission pa (% of annual policy cost or increase incl. GST)
Before 1 January 2018 or before 1 April 2018 when the application was received prior to 1 January 2018	0 - 140%	0 - 38.5%
1 January 2018 - 31 December 2018*	0 - 80%	0 - 20%
1 January 2019 - 31 December 2019*	0 - 70%	0 - 20%
From 1 January 2020*	66%	22%

\*We may receive the pre 1 January 2018 commission rates above from the product issuer, higher commission rates than those outlined in the above table if:

- your policy was issued before 1 January 2018 and you exercise an option or apply for additional cover under your policy after 1 January 2018; or
- your policy was issued before 1 January 2018 and is replaced after 1 January 2018 to correct an administrative error.

## Other Commissions

We do not generally receive commissions for financial products other than life insurance products. Commissions on investment products may only be payable in certain circumstances where an arrangement was in place with the product provider prior to 1 July 2013.

## Brokerage

We may receive up to 100% of any brokerage fees charged for the execution of share trades. We may charge between 0% to 1.10% inclusive of GST (subject to a minimum of \$110 inclusive of GST), on any share transaction. For example: an investment of \$100,000 in direct shares, using a brokerage rate of 1.10% would equate to \$1,100 (inclusive of GST) received by Insight Investment Partners.

## Margin Lending Products

If we organise, or increase a margin loan for you, we may receive payments in the form of ongoing commissions from the margin loan provider. Commissions on margin lending products may only be payable in circumstances where:

- an arrangement exists as at 1 July 2013; or,
- you have entered into a margin lending product arrangement prior to 1 July 2014, commissions may be payable where Insight Investment Partners had an existing arrangement with the margin loan provider prior to 1 July 2013.

These commissions range between 0% and 2% p.a. of your loan balance.

### Example:

We recommend you borrow \$10,000 through a margin loan. The applicable ongoing commission is 0.5% p.a. Assuming the loan balance stays the same, each year Insight Investment Partners will receive ongoing commission of \$50.

## Grandfathered commissions

For investment products, including superannuation and annuities, commissions are generally deducted from the funds you invest. Commissions on investment products may only be payable in certain circumstances where:

- an arrangement exists as at 1 July 2013; or,
- you acquire an investment product before 1 July 2014, commissions may be payable where Insight Investment Partners has an existing arrangement with the product issuer prior to 1 July 2013.

We may receive between 0% and 2% of your initial investment as initial commissions from product providers whose products are recommended to you, we may also receive ongoing commissions from the management fees of the product providers.

Ongoing commissions range between 0% and 2% p.a. of your investment balance.

### Example

We recommended you invest \$10,000 in an investment product before 1 July 2014. The applicable initial commission is 1% and ongoing commissions are 1% p.a. Insight Investment Partners may

receive initial commission of \$100. Assuming the investment amount stays the same, each year Insight Investment Partners will receive ongoing commission of \$100.

You may request more details about the way we are remunerated within a reasonable time after receiving this document.

### **How are we remunerated?**

C A Hill Financial Services directors and employees are remunerated by salary, and may also be awarded an annual bonus. Bonuses will depend on several factors including:

- company performance;
- professionalism and adherence to compliance procedures; and
- team performance.

C A Hill Financial Services shareholders will also receive a benefit based on the C A Hill Financial Services ongoing company performance.

You may request more details about the way these people or entities are remunerated within a reasonable time after receiving this document and before any financial services are given to you. If remuneration or other benefits are calculable at the time personal advice is given, it will be disclosed at the time that personal advice is given, or as soon as practicable afterwards. If remuneration is not calculable at that time, a statement of how the remuneration is calculated will be given to you at the time the advice is given, or as soon as practicable afterwards.

### **Do any relationships or associations exist that might influence my adviser in providing financial services to me?**

Your adviser may receive non-cash benefits with a cash value of less than \$300. These may include, but not limited to, gifts, business lunches, sporting tickets or industry events (professional development or conference attendance).

Should an adviser receive any non-cash benefit, the benefit is recorded in our benefits register, which can be made available upon your request.

## **Our complaints handling procedures and how to access them**

We are committed to meeting if not exceeding our clients' expectations whenever possible. Insight Investment Partners endeavors to provide you with quality financial advice. If you have a complaint or concern about the service provided to you, we encourage you to take the following steps:

1. Contact your adviser and tell your adviser about your complaint.
2. If your complaint is not satisfactorily satisfied in five business days, please email or write your complaint to [info@iip.net.au](mailto:info@iip.net.au)
3. If your complaint is not satisfactorily resolved within 45 business days, you have the right to contact the Australian Financial Complaints Authority (AFCA). AFCA independently and impartially resolves disputes between consumers, including some small businesses, and participating financial services providers.

The Australian Financial Complaints Authority can be contacted on:

Toll Free Telephone: 1800 931 678

GPO Box 3, Melbourne Vic 3001

Fax: (03) 9613 6399

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

4. The Australian Securities and Investment Commission (ASIC) is Australia's corporate, markets and financial service regulator. ASIC contributes to maintaining Australia's economic reputation by ensuring that Australia's economic markets are fair and transparent, and is supported by informed investors and consumers alike. ASIC seeks to protect consumers against misleading or deceptive and unconscionable conduct affecting all financial products and services. You may contact ASIC by:

Toll Free Telephone: 1300 300 630

GPO Box 9827, Your Capital City or;

PO Box 4000, Gippsland Mail Centre Vic 3841

Website: [www.asic.gov.au](http://www.asic.gov.au)

### **Compensation Arrangements**

Insight Investment Partners holds a professional indemnity insurance policy, which satisfies the legislative requirements. Subject to the terms and conditions, the policy provides cover for claims concerning professional services provided by Insight Investment Partners.

The policy provides coverage regarding claims made against us as a result of conduct of our representatives/employees and those who no longer work for us (but who did at the time of the relevant conduct).



## Adviser Profile - Daniel Cunningham

This document is the Adviser Profile of the Financial Services Guide (FSG) dated 1 July 2021 and should be read together with the FSG.

C A Hill Financial Services is authorised to provide the financial services described in the FSG by:

Licensee name: Insight Investment Partners  
AFSL number: 368175  
Address: Level 10, York Street, SYDNEY NSW 2000  
Website: [www.iipdealergroup.com.au](http://www.iipdealergroup.com.au)  
Phone: 02 9181 3431  
Email: [info@iip.net.au](mailto:info@iip.net.au)

### Who is your Financial Adviser?

Your Financial Adviser is Daniel Cunningham. Daniel Cunningham's Authorised Representative number is 426245.

You can provide instructions to me by [daniel@cahillfs.com.au](mailto:daniel@cahillfs.com.au).

### Lack of Independence

Insight Investment Partners is not able to describe itself as being independent, impartial or unbiased because we:

- receive commissions for the advice we provide on life risk insurance products; and
- have an approved product list which limits the range of products we or our representatives can recommend when providing advice to you;

### What experience does your financial adviser have?

Daniel has been a licensed financial adviser since 2011.

### What qualifications and professional memberships does your financial adviser have?

Daniel holds a Advanced Diploma of Financial Services and am a Practitioner Member of the Association of Financial Advisers.

### What areas is your Financial Adviser authorised to provide advice on?

I am authorised to provide financial services, including advice or services in the following areas:

- Deposit and Payment Products
- Government Debentures, Stocks or Bonds
- Investment Life Insurance Products
- Life Risk Insurance Products
- Managed Investment Schemes, including IDPS
- Retirement Savings Account Products
- Securities
- Superannuation
- Self Managed Super Funds

- Standard Margin Lending Facility

**How will your financial adviser be paid for the services provided?**

I receive a salary as an employee and director of C A Hill Financial Services, and may also be awarded an annual bonus. Bonuses will depend on several factors including:

- company performance;
- professionalism and adherence to compliance procedures; and
- team performance.