



Financial Services Guide (FSG)

Version 9 issued 1 October 2021

The purpose of this guide

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services and information on how to engage with one of our advisers.

This FSG covers the following information:

- Information about Skylight Financial Solutions Pty Ltd as an Australian Financial Service Licence (“Skylight”).
- Details on how you may instruct your adviser
- Who will be responsible for providing the financial service.
- Details of the financial services and/or products Skylight can provide
- Remuneration received by your adviser
- Other forms of remuneration or benefits
- The complaints procedure

Please take the time to review this document before engaging our services.

Throughout this FSG, Skylight Financial Solutions is referred to as “Skylight”, “we”, “us”, “our” or any variations. The term “adviser” refers to Skylight’s Authorised Representatives.

Skylight (ABN 46 076 835 848), is an Australian Financial Services Licensee (AFSL No. 450139).

As an Australian Financial Services Licence holder, Skylight is Propriety Limited company (Pty Ltd).

Skylight Financial Solutions

First Floor, 299 Coronation Drive, Milton QLD 4064, Australia

P: 1800 759 544

E: advice@skylight.com.au

W: skylight.com.au

Not Independent

Skylight is a fully owned subsidiary of BUSS (Queensland) Pty Ltd (ABN 15 065 081 281 ("BUSSQ"), the trustee for Building Unions Superannuation Scheme Queensland (BUSSQ Building Super). Skylight provides advice services to BUSSQ members. Skylight Directors, staff and representatives may be members of BUSSQ Building Super. Skylight Directors may hold Directorships in funds in which BUSSQ invests.

Skylight has a fee for service arrangement with the Building Employees Redundancy Trust (BERT) to provide advice to members of approved parties.

Whilst Skylight is able to provide advice within the scope of the AFSL (license), we may provide you with a selection of referral partners who may be able to provide a service you require outside of our license delegations. Skylight does not accept any payments for referrals to other professionals. These services may include, but are not limited to accounting, legal advice, direct property, general insurance, mortgages, estate planning. Under the Financial Planners and Advisers Code of Ethics, we cannot advise, refer, or act in any other manner where we assess that a conflict of interest or duty exists between ourselves and a client. Where we identify a conflict of interest created by an interest, association, or relationship applicable to your situation, we will explain this to you, and advise you that we cannot act on your behalf accordingly.

We maintain information about you

The following statement contains important information about the records that will be made of the services that we provide you, as well as the privacy and confidentiality arrangements applicable to you.

Skylight Financial Solutions Privacy Statement

In order to continue to provide you with advice that is appropriate for your needs and suitable for your circumstances we will retain information about you including your financial and lifestyle objectives and your current financial situation. We are also legally required to store this information and records of any advice and services we provide to you. Failure to provide your relevant personal information may expose you to higher risks in respect of the recommendations made to you and may affect the adequacy or appropriateness of advice or financial service we give to you

We are also required to ask for certain information by law. Wherever there is a legal requirement for us to ask for information about you, we will inform you of the obligation and the consequences of not giving us the requested information.

For example, in addition to obtaining personal information from you, whenever you acquire a new product or service via us, we will need to obtain certain documentary evidence from you as to your identity to ensure compliance with AML/CTF laws. Such evidence may include for example a certified copy of your driver's licence, passport or birth certificate.

We will not use or disclose client information (including to a third party) for any purpose other than providing financial advice and tax (financial) advice unless you have specifically agreed to the disclosure, or the law requires us to do so. For example, we will, from time to time, disclose information about you to professionals, insurance providers, superannuation trustees, product issuers and our service providers in connection with providing our services to you. If your Adviser leaves Skylight Financial Solutions and commences to provide financial services under another licensee, your information may be transferred to the new licensee. You will be advised of any such transfer prior to it taking place. We will not disclose your personal information to overseas recipients.

We are committed to maintaining the security, currency and confidentiality of this information and if you wish to examine your records or amend any information that we hold on you, we can make arrangements for you to do so. Details of how you may request access to your information or seek correction of information is contained within the Skylight Financial Solutions Privacy Policy. The Privacy Policy also contains information on how you may make a complaint if you feel that there has been a breach of Australian Privacy Principles. For a full copy of our Privacy Policy, free, please contact the Privacy Officer. We can provide the Privacy Policy to you either electronically or in hard copy, and at no charge.

Our Services

We provide financial advice and services as authorised representatives of Skylight Financial Solutions Pty Ltd ABN 46 076 835 848 and Australian Financial Services Licence 450139. We also provide tax (financial) advice as a Registered Tax (Financial) Adviser under Skylight Financial Solutions Pty Ltd. Skylight is a registered tax (financial) adviser with the Tax Practitioners Board and in accordance with the Tax Agents Services Act 2009. We act on behalf of Skylight Financial Solutions Pty Ltd, as the authorising Licensee, Skylight is responsible for the financial services we provide to you.

As an authorised representative of Skylight we can provide you with services including:

- Assisting you identify, establish, and prioritise your needs and objectives.
- Financial Planning Advice (wealth creation, cashflow/budgeting advice, retirement income strategies)
- Personal risk management advice and planning for your desired lifestyle.
- Strategic advice for Estate planning (such as asset ownership).
- Social security advice.
- Assistance with the management of your investments and superannuation.
- Debt reduction strategies, redundancies, and inheritances.
- Financial modelling - understanding your current financial position and projecting your future.

We can also provide you with advice and support on a range of financial products such as:

- Savings Plans and cash management accounts.
- Personal Superannuation plans, including Employer Sponsored Superannuation funds and rollovers.
- Retirement income products including annuities, allocated pensions, and account-based pensions.
- Advice on investments including managed funds, exchange traded funds, other managed investments, and direct equities.
- Personal Life Insurance cover including Death Cover, Trauma Insurance, Total & Permanent Disablement Insurance, and Income Protection Insurance.
- Business Expense Insurance.
- Advice relating to Self-Managed Super Funds.

As a registered tax (financial) adviser, we can provide tax advice related to how your financial products work. For comprehensive taxation advice about your personal tax position you should seek advice from a qualified taxation specialist or accountant.

Specific information on your adviser, their experience and specialisation are provided in Part Two of this guide titled "Adviser Profile".

Skylight does not provide advice in relation to:

- Stock selection:
- Direct Property:
- Share placement; or
- General Insurance products

We can act on your instructions

After you engage us as your adviser, we can act on your instructions whether you provide them by telephone, email, fax, or other means of communications.

About our Financial Planners

Skylight is responsible for the advice given to you. Our Planners act on behalf of Skylight and are committed to providing high quality advice to achieve the outcomes you need. Our Planners and staff are salaried employees who are authorised to give you advice within the terms of our AFSL, as outlined above. Our advisers will confirm the advice areas they can assist you with.

Our employees and representatives receive a salary, and their performance is measured in the meeting of overall business objectives, primarily focused upon customer service standards. From time to time Planners may be offered or receive a soft dollar benefit. This must be disclosed by the recipient in the appropriate register for recording such events. The value of such benefits must be less than \$300, and not received on a frequent or regular basis.

Some product providers pay commissions. Wherever possible Skylight will turn off (i.e. not accept) these commissions. If received, wherever possible Skylight will refund these amounts to the customer. Where agreed between you and Skylight, commissions paid by product providers may be used to offset customer advice fees. Skylight Directors do not personally receive commissions or bonuses as a result of the services offered to you by our representatives.

Important documents you can expect to receive

If we provide you with personal financial planning advice, we will confirm our recommendations in writing so that you can make an informed decision about the appropriateness and suitability of our advice. Our recommendations can be documented in a Statement of Advice (SoA). From time to time, a Record of Advice (RoA) may be used to record our advice to you where we have provided you with subsequent advice and your personal circumstances have not changed. The RoA may be provided to you or added to your file and if you would like a copy of this document, or our initial SoA, we will make it available to you on request.

Where we recommend specific financial products to you, we will provide you with a Product Disclosure Statement (PDS) which contains specific and important information on the financial product. It is very important for you to read and understand the PDS which must be provided to you before you can take any action in relation to a financial product recommended.

How you pay for services

Skylight provides advice on a fee-for-service basis.

The cost of our advice to you is based upon your individual circumstances and the assessment completed by your Financial Planner on the time involved, and complexity of your situation. The cost of advice services is \$330 per hour including GST.

We will always inform you of the cost of our service and you will need to agree to this cost prior to us proceeding to provide you with the advice service. The costs will also be shown in the Statement of Advice (SoA).

In some cases Skylight may receive an upfront insurance commission in place of you paying for your advice. We only retain these commissions as agreed with you on a fee for service basis, and any excess commission received by Skylight will then be refunded to you. Skylight does not receive any ongoing commissions from products that we recommend.

If you are a member of BERT, you may have an arrangement with BERT to pay for your advice, due to your membership of certain unions or other eligible entities. In this instance you will not be personally invoiced for the advice provided to you, as it is paid for on your behalf.

Certain types of advice may be paid for on your behalf as part of your membership with your superannuation fund. BUSSQ has engaged Skylight to provide advice to eligible BUSSQ members, and BUSSQ pays Skylight a fee for this service.

Adviser remuneration

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever your adviser provides a recommendation for a financial product or service, your adviser may be remunerated through:

- An initial adviser service fee;
- An ongoing adviser service fee;
- A contribution fee or an Implementation fee;
- Commission payments from product providers where applicable, or;
- A combination of any of the above.

Skylight remuneration

All fees or commissions are initially paid to Skylight before being distributed in full to your adviser or to the relevant Business. Skylight Financial Solutions Pty Ltd ABN 46 076 835 848 and Australian Financial Services Licence 516325 generally receives a flat fee per annum / per authorised representative for the provision of services required under its AFSL. Each authorised representative also pays a professional indemnity insurance fee.

Make a complaint

Feedback or complaints about our services

As a professional financial services business, we are committed to acting efficiently, honestly, and fairly. Your adviser is bound by the Financial Planners and Advisers Code of Ethics and is committed to the ethical standards dictated by this Code. In addition, as a registered tax (financial) adviser with the Tax Practitioners Board, Skylight Financial Solutions is also bound by the Tax Practitioners Board and Code of Professional Conduct. We value your support and appreciate any feedback that will help us to meet your expectations and needs. If at any time should you have any concerns or complaints about our advice or our service, we encourage you to contact us directly and we will try to resolve the issue immediately.

Should you have a complaint about Skylight or one of its Representatives, you can lodge your complaint either in writing, by phone, via email or in person to the following:

The Complaints Manager

Skylight Financial Solutions Pty Ltd
Level One
299 Coronation Drive
Milton QLD 4064
Email: advice@skylight.com.au
Phone: 1800 759 544

A formal response will be provided within 30 days of receipt of the complaint. If your complaint is rejected, Skylight will include in its response the reasons for its rejection and provide enough detail for you to understand the decision, and to help you decide if you'd like to escalate the matter.

If Skylight does not provide a response within this time frame or you are not satisfied with the response provided, you have the right to refer your concerns to may lodge a complaint with the External Disputes Resolution Scheme (EDR).

Skylight is a member of the Australian Financial Complaints Authority Limited ("AFCA").

AFCA is an independent dispute resolution service that deals with complaints about financial services including banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds, and pooled superannuation trusts.

AFCA can be contacted at:

Australian Financial Complaints Authority Limited,
GPO Box 3,
Melbourne VIC 3001.
Free call on 1800 931 678.

Website: www.afca.org.au. If you wish to progress your complaint, you can complete the online complaints form, or alternatively, you can download a form and send it to the above address or email at info@afca.org.au.

If you have a complaint relating to tax (financial) advice services that your adviser has provided or if you feel that your adviser has breached the Tax Practitioners Board Code of Professional Conduct, and Skylight cannot provide you with a satisfactory response to your complaint, then you can make a complaint to the Tax Practitioners Board via www.tpb.gov.au. The

Australian Securities and Investment Commission (ASIC) also has a Freecall Infoline on 1300 300 630 which you may use to make a complaint and obtain more information about your rights.

It is a condition of our Australian Financial Services Licence and our registration as a tax (financial) adviser, that Skylight maintain a level of Professional Indemnity Insurance appropriate for its size and the scale and complexity of its operations. Skylight insurance covers claims made against Skylight Financial Solutions and its authorised representatives, including those representatives who no longer work for Skylight, but did so at the time of the relevant conduct. The policy is annually reviewed for currency and suitability.

Contacting Skylight

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