



Financial Services Guide

Version 2.5, release date 23rd July 2019

Authorised Representative of
Enva Australia Pty Ltd (AFSL Number 424494)

Guiding your Choices



About this Guide

This Financial Services Guide (FSG) contains important information to help you decide if you wish to use our services.

It includes information on:

- The financial services licensee Enva Australia Pty Ltd
- The financial services we provide
- Your advice journey with Enva
- Using our services
- Fees and how we are paid
- Protecting your personal information
- How we resolve your concerns
- Your Enva Guide

Contact Us

Enva Australia Pty Ltd	
ABN	21 098 806 501
AFSL No.	424494
Address	Enva – 8/130 Main Road McLaren Vale, South Australia, 5171
Phone	1300160803
E-mail	enquiry@enva.com.au
Website	www.enva-australia.com.au

Contact details for our other offices can be found on-line at enva-australia.com.au



About Enva Australia Pty Ltd

Enva Australia is an Australian Financial Services Licensee (**AFSL**) authorised by the Australian Securities and Investment Commission (**ASIC**) under license number 424494 to provide financial services and advice in accordance with the Corporations Act (2001).

Relationships with other companies

No preference or priority is given to any financial product or service provider.

Enva Australia Pty Ltd has entered into an agreement with specialist providers to assist with compliance management and ongoing education.

Authorised representatives are under no obligation to recommend platforms or products provided by this provider and receive no monetary or non-monetary benefit for doing so.

Referral Relationships

Where you have been referred to us by someone else, we may pay them a fee or some other benefit in relation to that referral this payment could be up to 25% of any fee you pay.

Also, where we refer you to a partner to provide you with services we cannot provide, we may receive a fee, commission or some other benefit.

Advisers are banned from receiving payments from product providers where they provide you with financial advice on that product or strategy. For example – if part of your financial advice includes a recommendation to purchase a new residential property the adviser, the practice and any entity they control, or influence is prohibited from receiving any payment for this referral.

Details of any referral fee received or paid will be set out in the advice document we provide to you or disclosed separately at the time of the referral.

We do not provide tax advice

We are not registered tax advisers and can only give you limited information about tax. Limited information includes factual information provided by legitimate sources or financial modelling provided by us to estimate the benefit of a given financial strategy. Any information provided by us should not be relied upon to complete your tax return and should be confirmed with a registered tax agent.

If you do not have an appropriate tax agent we recommend SND Accountants and Advisors (+61 8235 0200) or a qualified Accountant who will be able to assist you with any tax questions or concerns you may have. You can search for a qualified tax agent here:

www.charteredaccountantsanz.com/find-a-ca



Financial services we provide

Enva Australia Pty Ltd is licensed to provide both general and personal financial product advice in the following classes of financial products:

- deposit and payment products
- securities;
- personal, general and group insurance;
- government, debentures stocks or bonds;
- interests in managed investment schemes
- investor directed portfolio services; and
- retirement savings accounts, superannuation and SMSFs;

Individual advisers may not be authorised to provide services in all of these categories. Further information on your adviser's authorisation is contained in the [Your Enva Guide](#) section of this FSG.

How we provide our services

Financial advice or dealing in a financial product is a regulated service defined by the Corporations Act. There are strict regulations which determine the process and requirements designed to protect you as a consumer of financial services.

You have the flexibility to choose the level of service you want. This might include:

General Advice

We provide you with information about a financial product or service that does not consider your personal circumstances and may not be appropriate for you.

General advice may be offered to you at no cost or at a paid for event or seminar. You should conduct your own research and determine if the advice is right for you before making any change to your financial circumstances.

Personal Advice

We take the time to understand your unique financial situation, confirm the details of your existing products or services and make specific recommendations to you on your complete financial situation, or on limited areas you require advice on.

We must demonstrate to you that our advice is in your best interests and that we have put your interests ahead of our own in determining the right solution for you.

Transaction Services

You provide us with specific instructions and we implement them on your behalf. We will ask you to confirm your instructions in writing and will ensure you have received the relevant product disclosure statement for the requested product or service.

We may refuse to offer this service to you if we believe you do not understand the product you have requested, or if it is known to us that executing your instruction would break the law or generate a penalty.

Your advice journey with Enva



The journey begins

Before your first meeting, an Enva advice coordinator collects your important details and starts contacting your existing product providers. Understanding your current situation helps us focus our time on strategies, tools and concepts that are unique to you.

We will work together to understand what is important to you, your family and how this interplays with work, your lifestyle and investment experience. This all connects into your goals, aspirations and fears. Are you working to achieve your goals or are competing commitments getting in the way? The better we know you the more we can guide your choices.



Tools to conquer life's challenges

Your Enva adviser will explain the concepts and solutions unique to you before crafting your plan. Before entering the unknown, we arm you with knowledge, wisdom and our experience on the methods we could use to achieve your goals.

With a sword to forge ahead on savings plans such as funding secure retirement and a shield to protect you along the way, we make the complex simple.

A clear understanding of our costs is important. Our fees are fixed so you will know what it costs to access the tools and training you need to take on the financial world.



Confront your reality – Make bold choices

After we've taken the time to determine the right path to take, when you receive our advice you will need to confront reality. Your current plan may not provide for your retirement, your savings strategy may not achieve your goals, your loans may not be the best available or you may need to spend money on insurance premiums to protect what you have.

Deciding to change takes commitment and a great partner. We will be there to help you understand the nuances of the solutions we present and the path we believe will help you achieve your goals.

There will be work involved and the "paper work monster" must be slain. Improving your financial fitness requires attention and commitment. Enva will arm you with the tools required and be there for the battle.



Return transformed

Return home with a plan in place and a better understanding of your affairs.

The personal advice journey is a process of self-discovery, evaluation and making changes to the way you save, invest and protect your wealth.

Armed with knowledge and a comprehensive solution, as an Enva client you'll feel a sense of achievement and the peace of mind knowing that a team of experts surrounds and supports you.



Using our services

We will work with you to agree on what advice and services we will provide and when and how often we will provide them.

Details of any ongoing advice and services, will be documented in a service agreement. This includes the frequency of contact between us, service standards that may apply, any ongoing fee arrangements and how the service can be terminated. If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

Documents you may receive

Financial Services Guide

This Financial Services Guide (FSG) is issued by Enva Australia Pty Ltd, Australian Financial Services Licence No 424494.

Letter of Engagement

This provides clarity on the services you want us to provide and the fees we have agreed.

Statement of Advice

Whenever we provide you with any advice which considers your objectives, financial situations and or needs we will provide you with a Statement of Advice (**SoA**). This will

contain our advice, the basis on which it is given and information about fees, commissions and associations which may have influenced our recommendations.

Record of Advice

If further advice is provided, or when no financial product is recommended, a Record of Advice (**RoA**) may be provided to you instead. You can request a copy of the RoA from your adviser. It will be available for seven years from the date of the advice.

Product Disclosure Statement

If we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to that product.

Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services.

You have the right not to provide us with any personal information. In this case, or if information you provide is inaccurate, the advice or services we provide may not be appropriate for you.

It is important that you keep us up to date by informing us of any changes to your circumstances, so we can determine if our advice remains appropriate.



Fees and how we are paid

Our fees are a combination of Fixed Fee for Service Packages or commissions payable from insurance providers.

We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as your goals, the complexity of your circumstances and the scope of the advice.

Initial advice fee

This fee is agreed before we commence work and is based on the immediate services you want us to complete for you.

It includes the research and preparation of your advice documents as well as the cost of implementation and are inclusive of GST. If you choose to implement our advice yourself, we are able to discount our initial advice fee.

Annually reviewed service

You can appoint us annually to provide a review and administration of your financial affairs to help you stay on track to meet your goals.

Commissions

We do not receive commissions on investments through new superannuation, managed funds or retirement products. However, life insurance and lending products as well as legacy products, may attract commissions. Any commission amounts will be disclosed to you when we provide advice and may be used to offset fixed fees.

Other costs

There may be other costs associated with our service to you, for example legal and accounting costs.

All costs will be agreed with you up front, prior to incurring them.

Payment methods

We offer flexible payment options for your advice fees:

- BPAY, direct debit (savings), credit card or cheque; EFT
- Deduction from your investment (where it is permissible)

All revenue is paid direct to Enva Australia as the licensee. They retain a percentage as a licence fee to cover their costs and the balance is passed on to the entity that employs your adviser.

Other benefits we may receive

We may in some circumstances receive invitations to corporate events or lunches to view product offerings. We may also receive support services such as access to software and or training.

It is our general practice to decline financial benefits of any value and for product provider to either withhold this payment or donate the proceeds to charity. However, should your adviser receive a non-cash benefit it must be limited to \$300 in any 12 month period.



Protecting your personal information

We are committed to the highest standards in relation to the collection, use, accuracy and storage of your private information. The *Privacy Act 1988* contains 13 principles known as the “Australian Privacy Principles”. Your rights, our obligations and how we deal with them are detailed in our Privacy Policy.

If you believe we have not acted appropriately in relation to your privacy rights, you are entitled to lodge a complaint with us.

You can obtain a copy of our Privacy Policy free of charge on request or by visiting our website, www.enva-australia.com.au/legal.html

Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF)

In accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF) and its corresponding rules and regulations we are required to implement certain client identification processes.

We may be required to obtain information about you at the time of providing financial services to you and from time to time in order to meet our legal obligations.

As a result of the reporting obligations placed on us by the AML/CTF Act information obtained from or about you may be provided to external third parties and regulators in accordance with the requirements imposed on us.

Resolving your Concerns

If at any time you feel like you are not satisfied with our service, you can contact your adviser by e-mail, phone or in writing. Our aim is to resolve your concerns as quickly and fairly as possible. If you are not satisfied with the response you receive or if it has taken more than five days to resolve your concerns, you should contact our Complaints Manager.

Contact our Complaints Manager

Enva Australia Pty Ltd	
Phone	1300160803
E-mail	complaints@enva.com.au
Address	Complaints Manager Enva – 8/130 Main Road McLaren Vale, South Australia, 5171

If your complaint has not been resolved satisfactorily within 45 days, you may escalate it to one of the following External Dispute Resolution Schemes.

Any issue regarding our general advice

Australian Financial Complaints Association (AFCA)	
Phone	1800 931 678
E-mail	info@afca.org.au
Address	The Complaints Manager GPO Box 3 MELBOURNE VIC 3001

Any issue relating to your privacy

The Privacy Commissioner	
Phone	1300 363 992
E-mail	privacy@privacy.gov.au
Address	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Professional Indemnity Insurance

We hold Professional Indemnity Insurance cover for the activities conducted under Enva Australia's AFSL. The limit of the indemnity is \$2,500,000 for any one claim and \$5,000,000 in the aggregate for all claims arising out of our AFS licence activities.

The insurance will cover claims made in relation to the conduct of authorised representatives, representatives and employees of the Licensee who no longer work for the Licensee (but who did at the time of the relevant conduct). We believe that our Professional Indemnity Insurance cover satisfies the requirements of s. 912B of the Corporations Act.

Fee schedule

Guiding principles

Fee for service

Our fees are fixed fee for service packages charged at a fair and sustainable rate.

Fixed fee packages provide you with clarity and give us an incentive to deliver efficient services.

We believe a charge based on a percentage of your assets can create a conflict and does not deliver clear value to you as a client. If you currently pay an asset-based fee and prefer this method your adviser may retain this arrangement.

Minimise out of pocket expense

Wherever possible, we will work with your recommended superannuation or investment provider to minimise your out of pocket expenses.

Insurance commissions can also be used to offset costs.

All inclusive

Our fees include the research and preparation of your advice documents as well as the cost of implementation and are inclusive of GST.

Personalised

The fees contained in this schedule should be used as a guide only.

The actual fees will be discussed and agreed prior to providing you with any financial service and will be based on factors such as

your goals; the complexity of your circumstances and the scope of the advice you are seeking.

Initial service fees

These fees are paid once we have agreed on the service to be provided.

If you choose to implement our advice yourself, we are able to discount our initial advice fee.

Any legal and accounting fees are separate charges. Where we receive insurance commissions we may use any initial advice fee paid to offset part or all of those additional charges.

Initial advice packages

Minimum fee (inc GST)	\$1,650
Typical initial advice fee (inc GST)	\$4,500

Annual service

Our annually reviewed service enables you to navigate a constantly changing environment.

Our approach is to build an offer that directly relates to the complexity of your portfolio.

We have a modular approach to constructing our ongoing service packages.

This approach provides absolute clarity on the time spent and its relation to your objectives. Your initial advice will drive the ongoing services required to support it.

Fee schedule

Annual advice packages (inc GST)

Foundational packages

Minimum annual service fee: Starting at \$55 per month inc gst this fee is charged to provide services as contribution reports and administration support

Regular annual advice

Your adviser will make an offer to you on an annual basis to review your affairs and provide further advice. The cost for this service will be tailored to you. The typical cost is \$1,200 including gst per year which can also be paid monthly and will likely include some or all of the following:

Tactical asset allocation advice

Budgeting & cashflow management

Complex portfolio administration

Centrelink support

SMSF administration and advice

Direct property support

Margin lending administration

Multi-entity investment administration

Transition to retirement management

Direct equities - Enva administered

Non-approved product administration

Commissions

We do not receive commissions on investments through new superannuation, managed funds or retirement products. However, some products, particularly older products, may attract commissions.

When it comes to insurance products we do receive commission. The time required is highly variable and we don't believe it's right to charge a fee if your cover can't be

accepted due to health reasons. The insurer pays a portion of the premium to us for the purpose of advice, implementation and ongoing support of your policy.

Any commission amounts will be disclosed to you when we provide advice. The following table is a guide of commissions we may receive

Product Type	Initial commission	Ongoing commission	Example
Insurance (including insurance through super)	Up to 88% of the first year's premium	Up to 31% of the premium each following year	If your insurance premium was \$1,000 we would receive up to \$808 initially and \$310 p.a.
Loans	Up to 2.5% of the initial loan balance	Up to 1% of the outstanding loan balance each year	If your loan balance was \$100,000 we would receive up to \$2,500 initially and up to \$1000 p.a.



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Please refer to the document entitled "[Your Enva Guide](#)" for details about your financial adviser, how they charge and the services they are authorised to provide.

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