



Financial Services Guide

Version 3.0

2nd April 2024

Licensee:

TIPS Polaris Pty Ltd
(AFSL 542 326)

This Financial Services Guide (FSG) is authorised for distribution by TIPS Polaris.

Authorised Representatives:

Yenbase Pty Ltd trading as TIPS Financial Services
(ASIC #250165 ABN 52 060 138 427)
David Banfield (ASIC #249826)
Simon Johnson (ASIC #296367)
Byron Banfield (ASIC #1300948)

The Authorised Representatives act on behalf of TIPS Polaris who is responsible for the services that they provide.

Contact Details

Address: Unit 1 / 9 Roberts Street West, Osborne Park, WA, 6017
Postal: PO Box 1493, Osborne Park DC, WA, 6916

Purpose of this FSG

This FSG will help you decide whether to use the services that we* offer.
It contains information about:

- Who we are and how we can be contacted
- The advice and services we provide
- Information about our licensee TIPS Polaris Pty Ltd
- Our fees and how we, your adviser and TIPS Polaris, are paid in connection with those services
- How we manage your private information
- How you can complain about a matter relating to us or our licensee

Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

When we provide personal advice, it will normally be documented and provided to you in a Statement of Advice (SOA), known as a financial plan. The financial plan contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

If we provide further personal advice a financial plan may not be required. We will keep a record of any further personal advice we provide you for at least seven years after our relationship ends. You may request a copy of such records by contacting our office during that period.

If we recommend or arrange a financial product for you, we will provide a product disclosure statement (PDS), or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to manage that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

Not Independent

Generally, we provide personal advice in line with our Approved Product and Services List (APSL) which may include financial products and services associated with the licensee. We may receive commissions from life insurance products we recommend and non-monetary benefits such as training and educational seminars from product providers. For these reasons, we are not considered independent, impartial, or unbiased.

Our advice and services

The below table sets out the types of financial products we are authorised to provide advice on and deal in. We can provide you with personal and general advice on the financial products listed in the table below. We also may be able to arrange for these financial products to be distributed to you without advice from us. In some cases, we may not be able to distribute a financial product to you under non-personal advice if your circumstances do not fit within a product's target market.

In addition to the areas listed in the below table, we may also be authorised to advise in other specialist areas. These are listed in our adviser profiles. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

Any additional advice or services we can offer you, will be outlined in **Our financial advisers** on page 7.

We are authorised to provide financial advice in relation to:	We are authorised to provide financial advice and deal in the following products:
<ul style="list-style-type: none">▪ Wealth Accumulation▪ Personal insurance▪ Superannuation strategies and retirement planning▪ Retirement income streams, including pensions and annuities▪ Budget and cash flow management▪ Centrelink and other government benefits	<ul style="list-style-type: none">▪ Superannuation▪ Retirement savings accounts▪ Managed investment schemes including Investor Directed Portfolio Services (IDPS)▪ Deposit and payment products, including basic deposit, non-basic deposit, and non-cash payment products▪ Life Products – Investment life insurance▪ Life Products – Life risk insurance (including life cover, income protection cover, total and permanent disability cover, and trauma cover)

Transaction services

We can arrange financial product transactions for you on your instruction without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which will be documented in writing. We will keep a record of this documentation for seven years after the end of our relationship. You may request a copy of such records by contacting our office during that period.

Your relationship with us and using our services

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.

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

Where you agree to annual advice and services, the details will be documented and provided to you in an advice or service agreement. This includes the frequency of contact between us, service standards that may apply, any fee arrangements and how the agreement 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.

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. Should you choose to withhold information, or if information you provide is incomplete or inaccurate the advice or services, we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances, so we are able to determine if our advice continues to be appropriate.

Our fees

The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed. The following section outlines the types of fees that may apply.

The fees charged for our advice and services may be based on a combination of:

A set dollar amount; or

A percentage based fee.

Our agreed advice and service fees may include charges for:

- Initial advice;
- Annual advice and services

Please note that for services in relation to insurance and some credit products, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your loan balance or insurance premiums; and
- Ongoing commission - a percentage of the value of your outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the loan, or on renewal of insurance products.

We may also receive commissions for deposit bonds. Details are in the schedule of fees.

Payment methods

We offer you the following payment options for payment of our advice and service fees:

- BPAY, direct debit (savings) and
- Deduction from your investment (subject to the advice and service provided).

All permissible fees and commissions will be paid directly to TIPS Polaris as the licensee. It will then pass on the amounts due to us through its payment system. TIPS Polaris charges our practice a Licensee Fee each year. The Licensee Fee is determined as an annual amount based on a number of factors, including our business revenue, the number of advisers and/or accredited mortgage consultants in the practice and a practice fee.

For more information on our services, please see our **Schedule of fees** attached or available on request.

Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

Relationships and associations

It is important that you are aware of the relationships that TIPS has with providers of financial services and products as they could be seen to influence the advice you receive.

Other forms of remuneration of benefits

TIPS Polaris Pty Ltd and/or its representatives may receive non-monetary benefits where:

- The amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider.
- Payments of benefits received are disclosed in a register. A copy of the register is available upon request.

About our licensee

TIPS Polaris Pty Ltd

ABN 39 660 853 485

Australian Financial Services Licensee No: 542 326

TIPS Polaris:

- Approved the distribution of this guide
- Authorised us to provide advice and other services as described in this guide
- Authorised us to provide credit assistance services to you

TIPS Polaris's registered office is located at Unit 1 / 9 Roberts Street West, Osborne Park, WA 6017, Australia.

Confidence in the quality of our advice

If at any time you feel like you are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your adviser and tell them about your complaint.

We note that in some circumstances, it may not be possible for us to completely resolve a complaint. If you do not agree with our decision in respect of your complaint, or are otherwise unsatisfied with our response, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed below.

Any issues relating to financial advice, investments, superannuation, insurance matters, or credit matters	Australian Financial Complaints Authority (AFCA) GPO Box 3 Melbourne VIC 3001 1800 931 678 www.afca.org.au info@afca.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.au

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 maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. TIPS Polaris is required to hold adequate Professional Indemnity Insurance for the financial services that it and its current and past representatives provide.

Your privacy

We are committed to protecting your privacy. Below we outline how we maintain the privacy of the information we collect about you.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your information.

Our Privacy Policy is available on request and on our website.

Our financial advisers and credit advisers

About David Banfield

Experience	I have worked in the Australian Financial Services industry since 1984 and held various management positions including Accounting, Claims Assessment, Risk Assessment and Credit Management. After working in London for two years in the Banking and Funds Management industry, I returned to Perth in 1999 and joined Teachers Investment Planning Services as an adviser and an accredited remuneration consultant. In 2006 I become a Director of TIPS Financial Services and in 2007 took over the role as Senior Adviser within the group.
Phone	08 6465 5400
Email	david@tipsfs.com.au
Authorised representative number	249826
Qualifications (Finance related)	
	Diploma of Financial Planning
Professional memberships	
	FAAA - Financial Advice Association Australia

The advice and services I can provide

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

How I am paid

I receive the following from our practice:

- dividends
- equity in the practice

Based on the above, the following contains my remuneration details:

- I am a director and shareholder of TIPS Financial Services Pty Ltd and receive salary plus dividends from TIPS Financial Services.

About Simon Johnson

Experience	<p>I have worked in multiple financial services roles since starting my career in 2004. This has included managing an outsourced paraplanning business working with multiple advisers, becoming a Financial Adviser before becoming a Director of TIPS Financial Services in 2017.</p> <p>This broad exposure has provided a wide range of experience of applying technical strategies to help clients at all life stages of lifestyle planning from initially starting out with your first job instilling good habits, through to retirement living. The critical element of getting to know people has helped provide the foundation to ensure positive planning can be achieved as part of an ongoing advice relationship. This helps provide positive financial solutions ensuring peoples overall wellbeing is met at changing life stages.</p> <p>To complement my Australian experience, I have also worked in the United Kingdom in 2011 and 2012 completing UK studies to help provide assistance to those individuals who have lived in the UK. I have also been a member of the WA Australian Financial Advisers (AFA) Committee since 2015.</p>
Phone	08 6465 5400
Email	simon@tipsfs.com.au
Authorised representative number	296367
Qualifications (Finance related)	
	Advanced Diploma of Financial Services (Financial Planning)
	Bachelor of Commerce (Management & Marketing)
Professional memberships	
	FAAA - Financial Advice Association Australia
Professional designations	
	FChFP - Fellow Chartered Financial Practitioner

The advice and services I can provide

In addition to the services listed in the **Our advice and services** section of this guide, I am authorised to advise on and arrange the following specialist advice areas:

- Standard margin lending facilities

How I am paid

I receive the following from our practice:

- dividends
- equity in the practice

Based on the above, the following contains my remuneration details:

- I am a director and shareholder of TIPS Financial Services and as such, receive a salary plus dividends from TIPS Financial Services.

About Byron Banfield

Experience	I have worked in the Australian Financial Services Industry since 2020. Currently, I hold the position of Financial Planner at TIPS Financial Services. I first joined TIPS in positions that spanned from client services to adviser associate. I have completed 5 years of study in an undergraduate and postgraduate qualification focusing on financial planning and client needs.
Phone	08 6465 5400
Email	byron@tipsfs.com.au
Authorised representative number	1300948
Qualifications (Finance related)	

Graduate Diploma of Financial Planning

Bachelor of Commerce (Finance & Management)

The advice and services I can provide

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified professional.

How I am paid

I receive the following from our practice:

- salary
- bonus where pre-determined criteria are met

Based on the above, the following contains my remuneration details:

- I am an employee of TIPS Financial Services and as such, receive a salary plus potential bonuses.

Schedule of fees

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

Initial fees

- Investigation - determining your current financial position, goals and objectives.
- Diagnosis - identifying the issues impeding the achievement of your goals and objectives.
- Solutions - developing a number of alternative strategies and making a recommendation as to the most appropriate solution to achieve your goals and objectives
- Implementation - putting your recommended strategy in place

These are fees paid when you have agreed to receive our advice:

Initial service	Fee amount
Comprehensive advice	Starting from \$4,400

Annual advice and service fees

We also offer the following services for a fixed period of 12 months.

Service	Fee amount
Annual Advice Service	Set Fee between \$4,400 and \$11,000 per annum
We also offer services for the below costs for a fixed period of 12 months. The cost of those services are as follows:	Or % of funds under management (FUM) Range of 0.33% to 2.20% of FUM. For example, if your account balance was \$400,000, your fee would be \$4,400.00

The amount of fees will depend on the service offering and these will be provided in a separate advice or services agreement.