



FINANCIAL SERVICES GUIDE

Easy Advice Pty Ltd (ASIC number 1285916) trading as Easy Refunds

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Not independent

We are required to inform you that Profinancial Pty Ltd and its representatives cannot describe our services or advice as 'independent,' 'impartial,' or 'unbiased.' This is because some of our advisers choose to receive commissions from life insurance providers instead of charging clients directly when offering life insurance-related advice. Additionally, we operate under an approved product list, which limits the range of products our advisers can recommend when providing advice.

FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is an important document that explains how we provide financial services to you. It contains important information about the services we provide clients and is intended to help you decide whether you should use our services.

The FSG explains:

1. who we are;
2. the financial services we provide
3. our obligations as your adviser and your obligations as our client;
4. what documents you will receive from us and how to instruct your adviser;
5. how we are remunerated and any potential conflicts of interest that may exist;
6. our privacy policy;
7. our complaints procedures;
8. our compensation arrangements, including our professional insurance arrangements;
9. disclosures required by ASIC; and
10. essential ASIC information forming part of our advice to you.

You should read this FSG carefully before using our services. Most of the content of this FSG is dictated by the Corporations Act and is mandatory under law. Please feel free to contact us should this FSG be unclear or should you have any concerns about our services.

ABOUT EASY REFUNDS AND PROFINANCIAL PTY LTD

Easy Advice Pty Ltd trading as Easy Refunds provides a commission rebate administration service only. We do not provide financial product advice, general advice, personal advice, product recommendations, product comparisons, or implementation services. Clients may only use our service in relation to existing financial products they already hold. Subject to our service conditions, we may receive commissions or rebates and will rebate the relevant amount to the client after deducting our fee.

Easy Refunds is a registered business of Easy Advice Pty Ltd at Easy Advice Trust, which is a Corporate Authorised Representative (ASIC number 1285916) of Profinancial Pty Ltd (Profinancial). Profinancial is an Australian Financial Services License (AFSL), number 522416. Easy Refunds rebate service is receiving and refunding commissions to clients. Commissions may be paid on financial products that clients already have in place. These include:

- Life insurance
- Total and Permanent Disability Insurance
- Trauma insurance
- Income protection insurance

By nominating Easy Refunds as your adviser, you can recover commissions on financial products which would otherwise be paid elsewhere. The service is online and the amount of which is determined by the financial products.

Easy Refunds provides a **commission rebate administration service only**.

We do **not** provide financial product advice, general advice, personal advice, product recommendations, comparisons, or implementation services. We do not tell you what product to choose, whether a product is appropriate for you, or how to structure your affairs. Our service is intended only for clients who already hold existing financial products and wish to register those products for rebate administration, subject to our service terms.

OUR SERVICES

Easy Refunds provides a service that helps eligible clients register existing financial products so that commissions or rebates received in connection with those products can be processed and rebated to the client, less our handling fee.

Our service is limited to existing policies and existing arrangements already held by the client. We do not arrange new products, recommend products, compare products, or provide advice about whether a product is suitable.

If you need advice about your financial products, you should seek advice from a licensed financial adviser before acting.

NO ADVICE STATEMENT

Easy Refunds does not provide financial product advice of any kind.

This means we do not:

- assess whether a financial product is suitable for you;
- make recommendations about products;
- consider your personal objectives, financial situation, or needs for the purpose of giving advice;
- provide implementation or transaction services based on advice;
- prepare a statement of advice or record of advice.

Any information we provide is limited to the administrative operation of our rebate service and is not advice.

You must make your own decisions about whether to register an existing product for our rebate service and whether to seek advice.

OTHER IMPORTANT INFORMATION

This FSG has been prepared to give you general information about the services offered by Easy Refunds and the role of Profinancial Pty Ltd as the AFSL holder.

It is not a contract and does not create any obligation for us to provide services to you.

We may update this FSG from time to time. The most current version will apply to the services we provide.

APPROVED PRODUCT LIST

Easy Refunds only supports the processing of rebates for certain existing financial products where a commission or rebate arrangement is available and where we are able to administer the rebate service. We do not recommend, approve, or compare products, and we do not maintain an approved product list for advice purposes. We may only be able to administer rebates for certain existing products and insurers that are listed on Profinancial's Approved Products List (APL). This is a service eligibility limitation only and is not an approval or recommendation of any product.

DOCUMENTS YOU MAY RECEIVE

Because Easy Refunds does not provide financial product advice, we do not issue Statements of Advice or Records of Advice. Depending on the service and the product involved, you may receive:

- confirmation of sign-up or registration;

- service terms or consent forms;
- payment confirmations; and
- other documents required by law.

You should read all documents carefully and keep them for your records.

VERIFYING YOUR IDENTITY

Australia's anti-money laundering and terrorism legislation requires that all clients must verify their identity before receiving a financial service. This will be addressed before we deliver a service. In accordance with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006, we are required by law to collect and maintain identification documents such as Drivers' License and Passports that allow us to confirm your identity. Copies of your identification documents will be securely retained. Your adviser cannot provide services if you are unwilling to provide this information.

FEES

Our handling fees are \$90 plus GST each time we process a rebate. We rebate commissions twice a year if there is sufficient to rebate after the handling fee. In addition, to cover the costs of maintaining our Australian Financial Services License, we retain a 30% portion of the commissions we receive from the insurers.

All fees and commissions are paid to Profinancial Pty Ltd and then distributed to the Corporate Authorised Representatives after deducting our licensee fees and other expenses.

In certain instances, fees paid directly by you, may be paid to your adviser instead of Profinancial. Your adviser will invoice you for these fees directly.

PROFINANCIAL – LICENSEE REMUNERATION

Profinancial initially receives all fees from product providers, then distributes them to financial advisers and their practices after deducting our fees and other expenses. These fees amount to 30% of commissions received, and are part of its arrangements with advisers, for the provision of services required under its AFSL.

REFERRAL ARRANGEMENTS

Easy Refunds does not currently have any referral arrangements that are relevant to this service.

OTHER ASSOCIATIONS & BENEFITS

Profinancial and Easy Refunds has a number of related entities. Each entity and their advisers are liable only for the services provided within their discipline. Your adviser may be associated with partner firms who offer other services that do not fall under the scope of an Australian Financial Services License. These services include accounting, mortgage broking, commercial and asset finance, personal finance and IT services. Whilst your adviser does not earn a fee from this arrangement, they may have an interest in the partner firm.

Your adviser may be paid a salary or receive a share of the profits in Profinancial.

As a beneficiary of Easy Advice Trust, your adviser or their associates may receive other benefits from all fees and commissions that may be paid by the trustee.

Profinancial and your adviser may receive a range of other benefits from product providers and other parties. These benefits may include hospitality or support connected with our professional development, such as training or sponsorship to attend conferences. We maintain a register detailing any benefit valued between \$100 and \$300. A copy of the register is available to you on request.

PRIVACY POLICY

Your information is private and confidential and is not disclosed to any third parties unless required to do so by law. Easy Refunds complies with the Australian Privacy Principles and a copy of our Privacy Policy can be found on www.easyrefunds.com.au

Australian Privacy Principles apply to the collection of personal and sensitive information. We are committed to keeping your personal information secure. We will use all reasonable steps to protect the personal information which we hold from misuse and loss, and from unauthorised access, modification and disclosure.

The information you provide may only be used:

- To provide you with financial services, or in arranging for the application of financial products on your behalf
- to manage rights and obligations under any laws applying to the services provided, or
- to assess your personal and financial circumstances and your risk tolerance so that we can formulate appropriate investment strategies and recommendations for you
- for the purposes of arranging life insurance for you, we may collect sensitive information with your consent, such as health information.

We may disclose personal information which we have about you to other organisations to implement and administer your investments, and provide you with certain products and services, including:

- Professional Advisers such as lawyers and accountants;
- Insurance companies;
- Financial institutions, including for the purpose of procuring finance for your investments where you have requested us to so;
- Organisations offering products and services which you wish to invest in or obtain;
- Regulatory bodies if requested to do so; and
- to meet our legal obligations

We may from time to time use your personal information to inform you of investment opportunities or to provide information about product and services which may be of interest to you. However, we do respect your right to ask us not to do this so please let us know if you do not want us to provide you with this additional information. We do not sell personal information to other organisations to allow them to do this.

Under the Australian Privacy Principles you have a right to access the information that we hold about you. If you wish to access the information, please contact your adviser or Profinancial.

RISKS AND OTHER CONSIDERATIONS

Easy Refunds rebate service does not provide personal advice. It is your responsibility to ensure the financial product you have purchased in the past is appropriate to your personal circumstances and situation. You should seek further advice via a licensed financial adviser where necessary.

PROFESSIONAL INDEMNITY INSURANCE ARRANGEMENTS

Profinancial holds professional indemnity insurance in place in respect of the financial services we provide to retail clients. The professional indemnity insurances cover work done by our representatives or employees during the period of their employment, even if they cease to be employed by us. It does not cover work done by representatives or employees after they cease to be employed by us.

COMPLAINTS

If you have a complaint about any services you should contact your adviser to explain your situation and let them know of your concerns. Your adviser will do everything possible to resolve your complaint promptly.

If this does not resolve your complaint you should contact Profinancial below:



Profinancial Pty Ltd
1217/401 Docklands Drive, Docklands VIC 3008
admin@profinancial.net.au

Your complaint will be objectively considered and discussed with you and your adviser with a view to being settled as soon as possible to your satisfaction.

If your complaint is not resolved to your satisfaction by Profinancial, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA), which is a free service to consumers. AFCA can be contacted on 1800 931 678 or by lodging the complaint online www.afca.org.au

Profinancial is a member of AFCA, membership number 80333.