

This Financial Services Guide is prepared by Superannuation Accounting Pty Ltd  
ABN 55 607 115 257 AFSL 485152  
Level 8, 5 Hunter Street, Sydney NSW 2000  
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## Documents you will receive from us

### Financial Services Guide

This Financial Services Guide is designed to assist you in deciding whether to use any of the financial services offered by Superannuation Accounting Pty Ltd ACN 55 607 115 257 (hereinafter also referred to as “Superannuation Accounting”, “we”, “us”, “our”), an understanding of what to expect from our services, what you can do if you have a complaint about our services, as well as the associated fees and charges.

This guide includes information about:

- financial services and products we offer
- how we are paid for our services, including fees or other benefits that may be received by us and related parties in connection with the financial services provided
- any interests, associations or relationships that could influence the advice we give you
- how we protect your privacy and handle your personal information
- how we resolve disputes, and what you should do if you have one.

## About us

Superannuation Accounting provides Self-Managed Superannuation Fund (SMSF) services, and can help you establish your own SMSF.

Superannuation Accounting is licensed under Corporations Act. Our Australian Financial Services Licence (AFSL) number is 485152.

## Relationships

Superannuation Accounting is related to:

Superannuation Accounting Services Pty Limited ABN 14 112 500 642. Superannuation Accounting Services provides SMSF administration, accounting and tax compliance services.

## Products and services we are licensed to provide

Superannuation Accounting holds an AFSL. Under this licence, Superannuation Accounting provides financial advice and deals in the following:

- Self-managed superannuation fund

## General advice warning

Superannuation Accounting does not provide financial product advice. Superannuation Accounting does not provide personal financial advice. Any general advice that we provide to you has not taken into account your objectives, financial situation and needs. You should therefore consider the appropriateness of the advice, in light of your own objectives, financial situation or needs, before following the advice. If a Product Disclosure Statements (PDS) is available in relation to a financial product or service, you should obtain and consider the PDS before making any decision about the product or service.

If you require financial product advice and/or personal financial advice, you should engage a suitably qualified financial adviser.

## Who does Superannuation Accounting act for when providing financial services?

Superannuation Accounting is responsible for the financial services it provides to you under its AFSL.

## Instructing us

You can give us instructions in writing or another method as agreed by us.

## Payment for the services we provide

You may be charged a fee for the services we provide to you. Details of our fees are contained in our fees schedule.

Superannuation Accounting does not receive commissions or other non-monetary benefits.

## Privacy

In general, we collect and use your personal information to enable us to provide the financial services you have requested. Your personal information is subject to strict confidentiality requirements, and will not be disclosed by us to other parties except as required or allowed for by law, or with your express consent. For more information please read our Privacy Policy.

## Compensation arrangements

Superannuation Accounting holds professional indemnity insurance that satisfies the requirements of section 912B of the Corporations Act.

## Making a complaint

We pride ourselves on providing high quality service to our clients. However, if you have a complaint about the financial services provided to you, please follow the steps outlined below.

1. Please let Superannuation Accounting know so we can act on it immediately.
2. If you are unhappy with the response you have receive or would like to escalate the matter, please

contact the Responsible Manager at Superannuation Accounting:

**Phone:** 1300 735 254

**In writing to:**

Superannuation Accounting – Complaints  
GPO Box 4534  
Sydney NSW 2001

We will work closely with you to address your concerns quickly and amicably.

3. If your complaint is not resolved within 45 days or to your satisfaction, then you may refer the matter to the Australian Financial Complaints Authority (AFCA). We are a member of AFCA. AFCA is an independent complaints handling body, and provide the service free of charge to consumers. Please note that before AFCA can investigate your complaint, they generally require you to have first provided Superannuation Accounting with the opportunity to address the complaint.

**Phone:** 1800 931 678

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

**In writing to:**

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

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

The Australian Securities and Investments Commission (ASIC) also has a free call information line on 1300 300 630 which you may use to make a complaint or to obtain information about your rights.

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