



# FINANCIAL SERVICES GUIDE

Our guide to assisting you with your financial needs

Apex Licensing Solutions Pty Ltd (ABN 11 675 345 016), is an Australian Financial Services Licensee (AFSL 557559)

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**NOT INDEPENDENT**

**We are not permitted to use the term independent, impartial, unbiased or like terms as we receive commissions for any life risk insurance products, we recommend that are implemented on your behalf.**

## LET US GUIDE YOU

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we offer and whether they are appropriate to meet your needs. This FSG provides you with valuable information on how to engage with one of our Advisers.

This FSG covers the following and should be read in conjunction with the Adviser Profile:

- Information about Apex Licensing Solutions as a licensee
- Details on how you may instruct your Adviser
- Who will be responsible for providing the financial services
- Details of the financial services and/or products Apex Licensing Solutions can provide
- The documents you may receive
- Remuneration received by your Adviser and us
- Other forms of remuneration or benefits
- Privacy (i.e. collection and handling of your personal information)
- The complaints procedure
- Compensation arrangements in place

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

Throughout this FSG, Apex Licensing Solutions is referred to as “we”, “us”, “our” or any variations. The term “Adviser” refers to Apex Licensing Solutions’ authorised representatives.

### Documents you may receive

If you decide to obtain personal financial advice, your Adviser will need to determine your needs, objectives and relevant financial circumstances.

At the initial advice appointment, your Adviser will typically gather the relevant information by using a client data collection form. You will be asked to provide accurate information about your personal and financial situation and keep your Adviser informed of any changes to your relevant circumstances.

Your Adviser will also need to verify your identity.

When your Adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)
- Annual Consent declaration

The SoA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable.

Where we have previously provided advice to you in a Statement of Advice and there has been no significant change in your circumstances or the basis of our advice, we will record that further advice in a RoA. If we have not provided that ROA to you, then you may request a copy of it up to 7 years after the date that advice was provided to you.

A PDS will be provided if a product recommendation (other than direct securities) is made and includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

An FDS will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your Adviser for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you actually received and the fees you paid during the period. The FDS will be provided to you annually on or about the anniversary of the arrangement.

## Who we are and what we stand for?

Apex Licensing Solutions provides financial product advice and deals in a financial product by arranging for a financial product to be acquired, disposed of, or varied. We can provide advice on and deal in the following products

## Our responsibility

Your Adviser provides financial advice and services on behalf of Apex Licensing Solutions and accordingly we are responsible for the financial advice and services they provide.

Our Advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

Your Adviser is obliged by law to act in your best interests and provide appropriate advice, when providing financial advice to you.

As part of our commitment to you, Apex Licensing Solutions advisers adhere to the Codes of Ethics.

## The adviser profile

Ankit Hunjon of Apex Wealth Services Pty Ltd is your adviser. They are both appointed by APEX LICENSING SOLUTIONS and recorded on the relevant register available through the Australian Securities and Investments Commission (ASIC) website; Ankit's ASIC number is 1002964 and Apex Wealth Services number is 1278618.

Ankit has been providing financial advice since 2009; he holds a Bachelor of Finance, an Advanced Diploma of Financial Services and is a Certified Financial Planner.

Ankit's contact details are:

Address: 95B Station Street Penrith NSW 2750

Email: [ankit.hunjon@apexaws.com](mailto:ankit.hunjon@apexaws.com)

Phone: 0405 692 228

## What we can provide

Apex Licensing Solutions is licensed to provide financial product advice on and to deal in the following:

- Deposit products
- Government Debentures, stocks and bonds
- Life Risk insurance (personal and business)
- Life Investment Products
- Interests in Managed investment schemes including Investor Directed Portfolio Services
- Retirement Savings Accounts (RSA)
- Securities
- Superannuation
- SMSF Advice
- Aged Care Advice

This means that we can assist with:

- Wealth accumulation
- Wealth protection
- Retirement Planning
- Income Streams in retirement
- Investing

Apex Licensing Solutions maintains an Approved Product List (APL). Your Adviser is able to recommend any product on the Apex Licensing Solutions APL. Ankit may provide all the services for which Apex Licensing Solutions holds a licence.

There may be instances where your Adviser will need to consider products outside of the APL. In these cases, your adviser may apply to Apex Licensing Solutions to obtain a one-off product approval.

## How to give instructions

Your Adviser may accept your instructions by phone, letter, email or fax.

## Your privacy

Your Adviser is required to maintain physical or electronic records of documentation for any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right to not to provide personal information to your Adviser. However, in this case,

your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may also decline to provide advice if they feel they have insufficient information to proceed.

Apex Licensing Solutions respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. We have attached to this FSG our Privacy Statement however if you require further detail, you can ask us for our Privacy Policy.

## Disclosure of information

Throughout the advice process, your personal information may be disclosed to other services providers. These may include

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers
- IT service providers

Apex Licensing Solutions may engage third party service providers to assist in the provision of products or services.

Some services may require disclosure of personal information to service providers outside Australia. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for Apex Licensing Solutions Advisers.

All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

## 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, we charge a upfront and ongoing fee for all investment and superannuation advice. Our upfront fee can range between \$2,200 as a minimum to \$10,000 as a maximum for scope of work being completed. Our ongoing service fee can range between \$2,200 per annum as a minimum and this can

range to \$10,000 per annum as a maximum. Our Fees are a flat dollar fee and based on scope of engagement and work being completed this will be addressed as part of the engagement process. The fee can be paid directly by you, or arrangements made to be deducted from the investments we implement for you.

For any life insurance protection products implemented we will receive a commission from the insurer up to a maximum of 66% of the initial premium and 22% of the renewal premium. For example, with a yearly premium of \$1000 our initial commission would be \$660 and if the renewal premium was \$1100, we would receive \$242.

Apex Wealth Services receives 80% – 100% of the fees this is based on funds held in the licensing company for the purposes of managing and running the license. Ankit provides his services to Apex Wealth Services and Apex Licensing Solutions Financial and receives a salary and dividends resulting from any profits. Prior to preparing any advice or providing financial services to you, we will discuss and agree upon all fees that will apply.

All fees or commissions are initially paid to Apex Licensing Solutions before being distributed in part to Apex Wealth Services.

## Licensee remuneration

Apex Licensing Solutions retains up to 7% or less of all fees received for the provision of services required under its Australian Financial Services Licence to assist in meeting the expenses of maintaining the Licence.

## Other forms of remuneration or benefits

Apex Licensing Solutions and/or its Advisers 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 or benefits received are disclosed in a register. A copy of the register is available upon request.

## Professional Indemnity

Apex Licensing Solutions maintains a group policy which includes appropriate Professional Indemnity Insurance cover for Apex Licensing Solutions and its representatives, both present and past for financial services provided while authorised with Apex Licensing Solutions as required by the Corporations Act 2001.

## Reporting your concerns

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact the Ankit Hunjon to discuss your complaint.

Phone 0405 692 228

Online [www.apexaws.com/services/wealth-services](http://www.apexaws.com/services/wealth-services)

Email [ankit.hunjon@apexaws.com.au](mailto:ankit.hunjon@apexaws.com.au)

Mail Apex Licensing Solutions  
95B Station Street  
Penrith NSW 2750

2. We will acknowledge receipt of a complaint immediately, however, where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 45 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.

4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

The contact details for AFCA are:

Phone 1800 931 678 (free call)

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

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

Mail GPO Box 3  
Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge infoline on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.

## CONTACT US

Apex Licensing Solutions

95B Station Street  
Penrith NSW 2750

T: 0405 692 228

E: [ankit.hunjon@apexaws.com.au](mailto:ankit.hunjon@apexaws.com.au)

W: [www.apexaws.com/services/wealth-services](http://www.apexaws.com/services/wealth-services)

## For more information:

Please visit [moneysmart.gov.au](http://moneysmart.gov.au) for more information on financial advice.

# Privacy Statement

The privacy of your personal information is important to us.

## **1. Your representative will ask you many questions. Why is so much information required?**

We collect your personal information to enable us to provide you with the products and services that are appropriate to your needs. Under the following Australian laws we may be authorised or required to collect your personal information:

- Corporations Act 2001,
- Australian Securities and Investment Commissions Act 2001,
- Anti Money Laundering and Counter Terrorism Financing Act,
- Taxation Administration Act 1953,
- Superannuation Guarantee (Administration) Act 1992, and
- Superannuation (Unclaimed Money and lost members) Act 1999,

as those acts are amended and any associated regulations. From time-to-time other acts may require or authorise us to collect your personal information.

We are required to collect sufficient information to identify a person's needs, objectives and financial circumstances so that we can provide appropriate financial advice.

We will gather the information by asking you numerous questions about you and possibly your family. We will record this information. We endeavour to retain accurate, complete and up to date personal information about you so we will ask you to review the information from time to time.

If the information you provide to us is incomplete or inaccurate this will impact on our analysis of your requirements and may result in advice that is not appropriate to your needs and circumstances. If this does occur, you will need to make your own assessment concerning the appropriateness of our advice.

At times, we may collect personal information from someone other than yourself and you may not be aware that we collect or have collected this information.

## **2. Access and correction**

You may (subject to permitted exceptions) access and update your information by contacting us. You may access the personal information we retain and request corrections. This right of access is subject to some exceptions allowed by law. We will give you reasons if we deny access though will endeavour to ensure that at all times the personal information about you that we hold is up to date and accurate. The accuracy of the personal information is dependent to a large degree on the information you provide, and you should advise us if there are any errors in your personal information.

## **3. Providing personal information**

We may provide personal information to:

- organisations (who are bound by strict confidentiality) to whom we outsource certain functions, such as our auditors (in these circumstances, information will only be used for our purposes);
- other professionals, such as solicitors, accountants, stockbrokers and mortgage brokers, as well as other advisers specialising in aged care, Centrelink, insurance or investment when a referral is required;
- entities based overseas (see below for details); or
- third parties when required to do so by law, e.g. legislation or Court Order.

#### **4. Overseas disclosure**

Sometimes we need to provide personal information to or get personal information about you from persons located overseas. For example, we may outsource a function involved in the financial planning business to someone based overseas. Nevertheless, we will always disclose and collect your personal information in accordance with Privacy Principles.

#### **5. Identifiers**

Although in certain circumstances we are required to collect government identifiers such as tax file numbers, Medicare number or pension card number, we do not use or disclose this information other than when required or authorised by law or unless you have voluntarily consented to disclose this information to any third party.

#### **6. Dealing with us anonymously or using a pseudonym**

The nature of the provision of financial services does not lend itself to treating customers with anonymity. All transactions require personal information about the individual for whom the transaction is being completed.

In some instances, we may be able to provide information or a service anonymously or to you under a pseudonym, for example, enquiries about products from a potential client.

You can deal with us anonymously where it is lawful and practicable to do so.

#### **7. Marketing practices**

Every now and then we might let you know about news, products and services that you might be interested in, via mail, email, SMS, telephone or online. We will engage in marketing unless you tell us otherwise. You can contact us at any time to update your marketing preferences.

#### **8. Sensitive information**

We will not collect sensitive information about you, for example where information is provided by you for insurance or risk purposes, without your consent. Exceptions to this include where the information is required by law or for the establishment, exercise or defence of a legal claim.

#### **9. Privacy complaints**

If you believe your privacy has been breached or you have a privacy complaint you should write to the Privacy Officer at Apex Licensing Solutions, by email at [ankit.hunjon@apexaws.com.au](mailto:ankit.hunjon@apexaws.com.au) or 95B Station Street Penrith NSW 2750. If we do not satisfactorily address your complaint you can escalate it to the Office of the Australian Information Commissioner: [www.oaic.gov.au](http://www.oaic.gov.au).

#### **10. Our Privacy Policy**

If you require more information, please ask for a copy of our Privacy Policy from Ankit.