



About this document

Your Financial Services guide is an important document which you should read before you decide to take up any service from Commission Refunders Pty Ltd (Commission Refunders).

This guide contains important information about:

- Who we are
- The services we offer you
- How we are remunerated
- What to do if you have a complaint
- How to contact us

Who we are

Commission Refunders Pty Ltd (ABN 35 151 902 457), is a Corporate Authorised Representative (No. 406517) of Infocus Securities Australia Pty Ltd (Infocus) ABN 47 097 797 049 AFSL and Australian Credit Licence No. 236523. We are regulated by the Australian Securities and Investments Commission (ASIC).

Service we offer

We do not provide any advice in relation to any of the financial products and services we are authorised to deal in.

This includes the following:

- Superannuation funds;
- Allocated Pensions or Retirement Income Accounts;
- Managed Funds and Investments;
- Cash Management Trusts;
- Master Trusts and Wrap Accounts;
- Personal Insurance Policies (life insurance, TPD insurance, income protection & trauma insurance);



- Margin Loans;
- Capital Protected Loans and Structured Products; and
- Home Loans, Commercial Loans and Reverse Mortgages.

Our service is very simple. Where you choose to nominate Commission Refunders to receive any continuing commission payments (trail commission) your financial products might generate, we will forward 100% of the commission received to your nominated bank account on the anniversary of your joining Commission Refunders.

As part of that service, we may send you information which we believe will help to keep you abreast of opportunities and changes in the financial services world.

Commission Refunders staff, directors and associates are authorised to provide general advice of financial product information only. We are unable to provide you with any personal advice. This means that we will not take into account your objectives, financial situation or needs.

Commission Refunders does not, either directly or indirectly, advise or recommend on financial services or financial products. The information contained on the Commission Refunders website does not take into account the appropriateness of investments for an individual's circumstances, investment objectives, financial situation or the merit of any particular investments.

Commission Refunders can put you in touch with fee for service financial advisers upon request.

How we are remunerated

The amount of commission paid by product or service varies considerably from provider to provider and can vary from year to year in some products. To be clear about the amount of commission payable you will need to refer to the information contained in the Product Disclosure Statement (PDS) which was current at the time you purchased the product.

Trailing commissions on products will generally range as follows:

- Investments 0% to 2%pa of the fund balance
- Margin Lending 0% to 1.1%pa of the outstanding debt
- Insurance 0% to 35%pa of the renewal premiums

Commission Refunders will pay you 100% of all trail commission we receive. This means that if you have an insurance policy that costs you \$1,000 in premium, and the commission rate is 20%, we will collect \$200 and forward this to you on the anniversary of your joining Commission Refunders.



In return we will receive any volume based payments, rebates, badging, sponsorship or marketing arrangements that may be payable as a result of Commission Refunders receiving the trail commission. Payment of these rebates /payments is generally dependent on the total funds under advice, the total annual renewal premium in force with Infocus at any particular time, a percentage of profit share or an agreed dollar amount.

Please note these payments are made by the product provider to Infocus and not charged to you.

The maximum additional payments we are entitled to receive are shown below. For example, if you had \$10,000 invested for a year in an investment product that paid an additional 0.30%pa, the annual payment to Infocus would be \$30 (0.30% of \$10,000) and this payment would be paid as long as you continue to hold that product.

Platform / Provider	Additional Payment receivable if \$10,000 was invested or \$1,000 was paid as an administration fee/ service fee or insurance premium
Investment products	\$44 pa
Administration Platform / Service	\$500 pa
Risk Products	\$255 pa
Corporate Super	\$27.50 per member pa

These payments are received from AIA Australia Limited, Alpha Fund Managers, ANZ Wealth Management, Asgard Capital Management Ltd, Asteron, BT Portfolio Services, Colonial First State, Colonial Geared Investments, Commonwealth Bank of Australia, HUB24 Custodial Services Limited, IOOF Investment Management, Macquarie Investment Management, Macquarie Bank Limited, Macquarie Life Limited, MLC Limited, Oasis Asset Management, OnePath Funds Management, OnePath Custodians Pty Ltd, Praemium Australia Pty Ltd, Russell Investments Group, SuperIQ Pty Ltd, Symetry Limited, TAL Life Limited, UBS Global Asset Management (Australia) Ltd and Zurich Australia Limited. From time to time these administrative platform/s and product providers may be removed according to ever changing services and products being made available to the industry and their competitive position.

Where these payments are shared with our Authorised Representatives, we will provide further details in your advice document.

Associations with product providers or issuers

Infocus Wealth Management Limited is the parent company of Infocus Securities Australia Pty Ltd, Portfoliofocus Pty Ltd (Portfoliofocus), Portfolio Administration and Reporting Pty Ltd and Alpha Fund Managers Pty Ltd (Alpha). Alpha Fund Managers Pty Ltd operates as investment manager for the Alpha fund series of investments with Equity Trustees Ltd operating as the responsible entity.



Other Relationships

Portfoliofocus and Portfoliofocus Administration and Reporting and/or Infocus provide services to product providers or act as the marketing entity for a number of providers including Australian Money Market Pty Ltd (Portfoliofocus Money Market), Praemium Australia Pty Ltd (Portfoliofocus Choices and Infocus Managed Accounts), SuperIQ Pty Ltd (Portfoliofocus SMSF), Oasis Asset Management Limited (Portfoliofocus Investment Service, Portfoliofocus Master Trust and Portfoliofocus Direct Share Trust) Avanteos Investments Limited (Ultimate Super and Pension Service, Ultimate Investment Service), HUB24 (Investment Hub and Super Hub), IOOF Pursuit Focus for Infocus, IOOF Pursuit Select for Infocus and Navigator Australia Limited (Portfoliofocus Premium and Portfoliofocus Essentials). Infocus Securities Australia Pty Ltd provides research services to Praemium Australia Pty Ltd through Portfoliofocus Choices.

Complaints procedure

If you have any complaints about the service provided to you, please contact the Infocus Professional Standards Manager on (07) 5458 9400 or put your complaint in writing and send it to the Professional Standards Manager, PO Box 1856, Sunshine Plaza Qld 4575.

We will attempt to resolve your complaint quickly and fairly. If the complaint cannot be resolved to your satisfaction within 45 days you have the right to refer the matter to the Financial Ombudsman Service (FOS) of which Infocus is a member. FOS can be contacted on 1300 780 808 or you can write to them at GPO Box 3, Melbourne Vic 3001.

Infocus has Professional Indemnity (PI) Insurance in place for all Authorised Representatives. This PI insurance covers claims in relation to the conduct of Authorised Representatives who are no longer authorised by Infocus, but who were at the time of the relevant conduct.

Privacy

Commission Refunders value your privacy as much as you do. All information you provide is held in strictest confidence.

To read our Privacy Policy, please go to www.commissionrefunders.com.au

Commission Refunders Pty Ltd

Post: PO Box 1856, Sunshine Plaza QLD 4575

Phone: 1300 463 628 Monday to Friday 8.30am to 5.00pm Eastern Standard Time

Fax: 07 5443 1995

Email: admin@commissionrefunders.com.au

Website: www.commissionrefunders.com.au

