

Financial Services Guide (FSG)

Date 3rd August 2023

Version 1

Introduction

This Financial Services Guide (FSG) is issued by Viva Wealth Financial Services Pty Ltd AFSL number 547622 (Viva).

This FSG is designed to assist you in determining whether to use any of the services offered by Viva or its Authorised Representatives.

This FSG contains information about:

- Viva, who as the Licensee, is responsible for the delivery of financial services.
- Your Financial Adviser.
- The financial services and products your Adviser can provide.
- How Viva, your Adviser and other related parties are paid for the financial planning services provided to you.
- Any associations or relationships that could create potential conflicts of interest.
- Details of who to contact should you have a complaint.

Our Contact Details

Licensee Details:

Viva Wealth Financial Services Pty Ltd

ABN 16 665 900 881 | AFSL 547622

Suite 8, Level 3, 30-34 Charles Street

South Perth WA 6151

Tel (08) 6381 0112

www.vivawealth.com.au

The financial services you receive will be provided by Viva Wealth Pty Ltd atf the Viva Business Trust who is an authorised representative of Viva. Your Adviser, Michael Carmody is authorised by Viva Wealth Pty Ltd atf the Viva Business Trust and their contact details are below.

Corporate Authorised Representative Name	Viva Wealth Pty Ltd atf the Viva Business Trust
Australian Business Number	67 596 749 455
Corporate Authorised Representative ASIC Number	1305050
Authorised Representative Name	Michael Carmody
Authorised Representative ASIC Number	306 576
Business Address	Suite 8, Level 3, 30-34 Charles Street, South Perth WA 6151
Postal Address	PO Box 124, Applecross WA 6953
Telephone	08 6381 0112
Email	michaelc@vivawealth.com.au
Webpage	www.vivawealth.com.au

What other documents might you receive?

All personal advice provided to you will be outlined in a Statement of Advice (SOA), Record of advice (ROA) or other forms of documentation.

The purpose of an SOA is to provide you with the details of our advice and any information you need to make an informed decision. This includes details about your relevant needs and objectives and any interests that we may have that may influence our advice to you.

Where we have already given you an SOA, and further advice is provided to you where your circumstances have not significantly changed, we may provide you with an ROA which outlines our further advice to you. Where there is a significant change in your circumstances, you will be provided with an SOA. You can request a copy of an ROA at any time.

Product Disclosure Statement (PDS)

You will receive a PDS if your adviser has provided advice on a particular product. The PDS will contain the information you need in order to decide whether the financial product is appropriate for you.

Lack of Independence

We confirm that neither Viva or your adviser are independent, impartial or unbiased as we receive insurance commissions that are not rebated in full to clients.

What kinds of financial services, products and advice are available to you?

Viva and your adviser, Michael is authorised to advise and deal in the following products:

- Government Debentures, Stocks and Bonds
- Life Insurance (Risk and Investment Products)
- Retirement Savings Accounts and Superannuation
- Deposit Products
- Managed Investment Schemes
- Securities
- Margin lending
- Self-managed superannuation funds (SMSF)

Michael is also qualified to provide tax (financial) adviser services.

Viva's Advisers can offer a range of insurance, investment, superannuation and retirement strategies and products. Viva supports your Adviser by providing access to financial product research conducted by external researchers. This helps your Adviser select products that will help you reach your financial goals.

Viva's Advisers act for you and not for any life insurance company, fund manager or bank.

How will you pay for the services provided and what do they cost?

Fee for Service

We charge fixed price fees for initial advice and implementation in the range of \$1,500 and \$20,000.

We also provide fixed price ongoing service packages from between \$1,200 and \$30,000 per annum.

We may charge an hourly rate for the advice we provide in the range of \$200 and \$1,000 per hour.

All fees are exclusive of GST.

You will be invoiced directly for these fees and may elect to pay Viva directly or have these fees deducted from your investments.

Our fees will depend on your circumstances and the complexities involved. All fees and charges will be discussed and agreed with you prior to commencing any work.

Commission on Life Insurance Products

Commissions may be paid from insurers to Viva and are at no additional cost to you. Insurers may pay Viva commission in association with the placement of life insurance policies.

Generally, the initial commission will be paid at the time you obtain the insurance product with ongoing commissions paid during the life of the insurance product. Initial commission may be between 0% and 66% of the initial annual premium. Ongoing commission may be between 0% and 22% of the ongoing annual premium. For example, for an insurance product with an annual premium of \$2,000, where the insurer pays me an upfront commission of 66%, I will receive \$1,320. If the insurer pays me 22% of the annual premium as ongoing commission for as long as you hold the product, on an annual premium of \$2,000, this equates to \$440 per annum.

Should you cancel an insurance contract within the first two years the Adviser reserves the right to invoice you an amount equal to the costs they have incurred as a result of the provision of financial services to you.

Remuneration

Viva receives all remuneration paid upon the provision of services by Michael and deducts a licensee fee from the amounts received from Viva Wealth Pty Ltd atf the Viva Business Trust and Viva then forwards the residual remuneration onto Viva Wealth Pty Ltd atf the Viva Business Trust. Viva Wealth Pty Ltd atf the Viva Business Trust then pays Michael a salary. Michael has an ownership interest in Viva and Viva Wealth Pty Ltd atf the Viva Business Trust and may receive dividends, director's fees or other distributions.

What other benefits may product providers give to Viva or your Adviser?

Some product providers may give Viva or your Adviser other benefits such as entertainment or education. Both Viva and your Adviser maintain a Register in line with industry standards to document any benefits received between the value of \$100 to \$300. Benefits over \$300 are not permitted unless an exemption applies.

You have the right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and other benefits received by Viva and/or your Adviser.

Goods and Services Tax (GST)

All financial payments, commissions and fees are subject to GST.

What information should you provide to receive personal advice?

You will need to complete a Client Questionnaire which will record your personal objectives, lifestyle goals, details of your current financial situation and any other relevant information. Your Adviser will usually assist you in completing this.

The information obtained will be assessed by your Adviser to assist them in providing appropriate advice.

You have the right to withhold personal information, but this may compromise the effectiveness of the advice you receive.

You should read any warnings contained in the client questionnaire and advice documents carefully before making any decision relating to a financial strategy or product.

As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's licence. We will also retain copies of this information. We assure you that this information will be held securely. We cannot provide you with services if you are unwilling to provide this information.

Viva and your Adviser are committed to complying with a privacy policy to protect the privacy and security of your personal information. Please ask your Adviser if you wish to obtain a copy of our privacy policy.

How can you give instructions to your Adviser about your financial products?

You may specify how you would like to give us instructions. For example, you may nominate to instruct us to act by telephone, e-mail or other.

Compensation arrangements

Viva confirms that it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001.

In particular, our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum insured for Viva and our authorised representatives/representatives/employees in respect of our authorisations and obligations under our AFSL. This insurance will continue to provide such coverage for any authorised representative/representative/employee that has ceased work with Viva for work done whilst engaged with us.

What should you do if you are not satisfied with our services?

If you have any complaints about the services provided, please take the following steps:

- 1) Contact your Adviser and tell them about your complaint.
- 2) If your complaint is not satisfactorily resolved within 5 working days, please contact Viva's Compliance Team by telephone or in writing. Viva will try to resolve your complaint quickly and fairly.
- 3) If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Viva is a member of this Service.

Please see our Complaints Policy available on our website for further details.