



# Financial Services Guide

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## Why are you receiving this document?

This Financial Services Guide (FSG) is here to help you understand the services we're authorised to provide so you can decide whether they are right for you.

In this guide you'll find information about:

- The services we offer and the types of financial products we can discuss
- How we are paid for the services we provide
- Any associations, interests or relationships that could influence our services
- How you can share feedback or get help if you have a concern.

David Barrett, Sally Anne Hepworth, Stephanie Russell and Pax Services Pty Ltd (Pax Services) are authorised representatives of Australian Financial Services Licensee Alethia Partners Pty Ltd (AFSL number 557729) ('Alethia Partners') and are authorised to distribute this FSG.

## Not Independent

We are not considered independent, impartial, or unbiased (as defined in the *Corporations Act 2001* (Cth)) because Alethia Partners may receive commissions associated with life risk insurance products.

## About Pax Services and our services

Pax Services is here to empower you with knowledge, not to tell you what to do.

Our role is to educate you and provide you with the tools and confidence to make your own informed choices about your financial situation and future. Our aim is to make financial matters feel simpler, more engaging and more approachable. What we do is designed to help you better understand your financial position and choices so you can take ownership of your future with confidence.

We aim to help Australians improve their financial literacy and financial situation by offering the following services:

- Financial literacy and education services which may include general advice (see below)
- Referral to personal advice providers through a short education program and feature matching referral leads.



## What is General Advice?

General advice is a recommendation or statement of opinion intended to influence you (or could be regarded as intending to influence you) to make a decision about a financial product (or a class of financial products) where:

- the provider of the advice does not take into account any of your objectives, financial situation or needs, and
- a reasonable person would not expect the advice provider to take into account any of your objectives, financial situation or needs.

Recommendations or statements of opinion about financial products offered to groups of unrelated individuals will usually be general advice. However, general advice may also be provided to a specific individual if none of the individual's objectives, financial situation or needs are considered by the advice provider in providing the advice, and a reasonable person would not expect the provider to do so.

Because general advice doesn't take into account your individual objectives, financial situation or needs, you'll need to decide whether any general advice you receive is appropriate to you and your (possibly unique) objectives, financial situation and needs.

Where relevant, you should also read the Product Disclosure Statement (PDS) before making any decisions about the financial product.

If you'd like advice tailored to your personal situation, please contact us for a referral to a financial adviser who is authorised to provide personal advice.

## The advice we are authorised to provide you

Alethia Partners has authorised us to provide *general financial product advice* in relation to the following financial products:

- deposit and payment products limited to:
  - basic deposit products
  - deposit products other than basic deposits
- debentures, stocks, or bonds issued or proposed to be issued by a government
- life products including:
  - investment life insurance products as well as any products issued by a registered life insurance company that are backed by one or more of its statutory funds, and
  - life risk insurance products as well as any products issued by a registered life insurance company that are backed by one or more of its statutory funds.
- interests in managed investment schemes including:
  - investor directed portfolio services
  - retirement savings accounts ("RSA") products (within the meaning of the Retirement Savings Account Act 1997)
- securities
- superannuation.



## Our people

The following Pax Services staff members are authorised by Alethia Partners to provide general financial product advice:

### David Barrett

David has worked in the financial services sector since 1984. He holds tertiary qualifications in law, tax, accounting, mathematics and finance and investment, including financial planning. David worked at Macquarie Bank for more than 25 years (including 18 years as a Division Director) and more recently at the Financial Advice Association Australia. His expertise is in superannuation, taxation and advice law.

### Stephanie Russell

Stephanie holds tertiary qualifications in economics and taxation. She has worked in the financial services industry for more than 20 years, including roles at Federal Treasury, the Financial Services Council and more than 17 years at Macquarie Bank (including more than 10 years as a Division Director). Stephanie has deep expertise in superannuation, taxation and advice law.

## How we are paid

Pax Services believes in being open and transparent about how we are paid.

Some of our services, such as the Adviser Referral Service, involve an initial, fixed fee. Other services we offer may involve regular subscription fees. These are always clear and transparent, and you will be informed of all costs before you decide to take part.

Pax Services also engages in consulting type arrangements with various parties, generally within the financial services industry. These are individually negotiated contractual arrangements for professional services for which we are paid negotiated fees.

We do not accept commissions or asset-based remuneration from financial product providers.

## Relationships and Associations

David Barrett, Sally Anne Hepworth and Stephanie Russell are shareholders and/or directors of Pax Services Pty Ltd and are entitled to remuneration in the form of salary, profits and distributions.



## Our Professional Indemnity Insurance

Alethia Partners has professional indemnity insurance (PII) in place that meets the requirements of the Corporations Act. This insurance cover will continue to provide coverage for any authorised representative that has ceased work with Alethia Partners for work done whilst engaged with Alethia Partners.

Additionally, Pax Services has its own PII that covers other areas of operations beyond the financial services authorised by Alethia Partners.

## Privacy

Pax Services respects your privacy and is committed to protecting your personal information.

We may collect details directly from you when we work with you, including when you attend a live event, join a webinar, participate in a course, or request a professional referral. This information helps us provide you with the services and support you've requested.

Pax Services is committed to your privacy and the security of your personal information. We implement this through our privacy policy which is readily available on our website. We do not share your personal information with third parties without your consent, unless we are required to do so by law.

## If you are not satisfied with our services

Pax Services always aims to provide you with appropriate advice and services.

However, if you are not satisfied with our services we encourage you to contact us. Please call directly or put your complaint in writing to Alethia Partners. They will acknowledge receipt of your complaint immediately and attempt to resolve it within 30 days.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA) who provide a fair and independent financial services compliant resolution that is free to consumers.

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

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

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001



## Contact Us

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