



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, less the Commission Refunder's fee, on the anniversary of your joining Commission Refunders.

From 1 July 2019, clients of Commission Refunders will incur a 10% fee on all commissions collected, up to a maximum of \$100 per annum per client. 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 on 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, less our fee for providing this service. From 1 July 2019, Commission Refunders will collect a flat fee of 10% of revenue, up to a maximum of \$100 per annum per client. 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, deduct 10% of this which will be \$20 and forward the remaining \$180 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.

Further information can be provided on request once you have received this Financial Services Guide and before you receive any financial service. All benefits not refunded to you are retained by Commission Refunders.





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), Announcer Financial Planning Pty Ltd, Announcer Business Advisory Pty Ltd, Announcer Tax Pty Ltd, Mortgage Prevue Pty Ltd, Mortgage Prevue Oxygen Pty Ltd and Property Prevue Pty Ltd. 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 acts as the promoter for a number of providers including

Australian Money Market Pty Ltd (Portfoliofocus Money Market), Avanteos Investments Limited (Ultimate Super and Pension Service), HUB24 Custodial Services Ltd (Infocus Investment Hub and Infocus Super Hub), IOOF Pursuit Focus for Infocus, IOOF Pursuit Select for Infocus, Navigator Australia Limited (Portfoliofocus Premium and Portfoliofocus Essentials), Oasis Asset Management Limited (Portfoliofocus Investment Service), Portfoliofocus Master Trust and Portfoliofocus Direct Share Trust, Praemium Australia Pty Ltd (Portfoliofocus Choices and Infocus Managed Accounts), SuperIQ Pty Ltd (Portfoliofocus SMSF) and Ultimate Investment Service. Infocus Securities Australia Pty provides research services to Praemium Australia Pty Ltd through Infocus Managed Accounts.

Complaints Procedure

If you have a complaint about the service provided by us you should:

1. Let us know your concerns. We value your feedback and the opportunity to improve our service. In the first instance, please let us know your concerns. Alternatively, you can email or write setting out details of your complaint to:

The Complaints Manager, Infocus Securities Australia Pty Ltd (Infocus).
Email: support@infocus.com.au;
or Post: PO Box 1856, Sunshine Plaza QLD 4558;
or Telephone (07) 5406 5000.





2. Outline the specific areas of service, which have not met with your satisfaction. Detail in your letter, as simply as possible, all the facts relating to your complaint and how you believe we can investigate and resolve this matter to your satisfaction.
3. Infocus will investigate your complaint and will make every effort to ensure you receive a fair and prompt reply. Infocus will endeavour to resolve your complaint within 30 business days. We will keep you informed of what is happening to your complaint if this investigation cannot be resolved within this time.
4. If you still do not get a satisfactory outcome, you have the right to take the complaint to an external dispute resolution scheme.

Infocus is a member of the external complaints resolution scheme operated by the Australian Financial Complaints Authority (AFCA). AFCA provide free advice and assistance to customers not satisfied with the responses provided by member companies to their complaints. AFCA may undertake an independent external investigation of the complaint or enquiry. Member companies like Infocus are bound by any decisions made by AFCA.

You can write to the Australian Financial Complaints Authority:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Infocus maintains Professional Indemnity (PI) Insurance which 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

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