



# FINANCIAL SERVICES GUIDE

# 2020

**WE PROVIDE THIS FINANCIAL SERVICES GUIDE (FSG), TO HELP EDUCATE, PROTECT AND ASSIST YOU TO MAKE AN INFORMED DECISION ABOUT THE FINANCIAL SERVICES WE OFFER**

Zanacorp Financial Group Pty Ltd  
ABN 16 007 130 181  
Australian Financial Services Licence No. 247145

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# Zanacorp Financial Group Pty Ltd

## Financial Services Guide (1<sup>st</sup> May 2020)

Zanacorp Financial Group is a boutique financial practice that has been based in Melbourne since 1990. Zanacorp provides a complete advisory service that offers personalised, tailored advice in regard to all financial matters that will, over time, provide significant benefit to people at all life stages. Zanacorp is dedicated to providing truly personalised service of the highest quality.

Before seeking our advice, you probably have a number of questions about our charges, the type of advice we provide, and what you can do if you have a complaint about our services.

Key information is set out in answer to these questions below. If you need more information please ask us. The Financial Services Guide (“FSG”) is intended to inform you of certain matters relating to our relationship, prior to us providing you with financial services. Our details are shown above and comply with Ethics and Rules of Professional Conduct as set out by the Financial Planning Association.

You are entitled to receive a Statement of Advice (SOA) whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and associations which may have influenced the provision of the advice.

After providing you with your SOA, any ongoing personal advice that we provide will be documented as necessary, in a Limited Statement of Advice or a Record of Advice, provided there has been no significant change to your personal circumstances, and hence the basis upon which our advice was provided.

If, as part of our advice, we recommend that you purchase a particular financial product (other than securities), we must also provide you with or explain how to access a Product Disclosure Statement issued by the Product Issuer; this contains information about the benefits, risks and other features of the product. You should read this information so you can make an informed decision before purchasing the recommended product.

# 1 Before You Receive Our Advice

## Your questions

## Our Answers

**Who will be responsible for the advice provided to me?**

Zanacorp Financial Group Pty Ltd is responsible for any advice provided to you by your adviser. Zanacorp Financial Group Pty Ltd is privately owned by the Principal and has its own Australian Financial Services Licence (AFS Licence No. 247145). Zanacorp Financial Group has no affiliation to any institution or product provider.

**Who is my Adviser?**

Your Zanacorp Financial Planner will be one of the following:

Mr Joseph Zanca B Bus (Hons), Dip FP, ACA, CFP  
**ASIC Authorised Representative No. 255868**

Mrs Debra Mills  
**ASIC Authorised Representative No. 346072**

Ms Donna Heard Dip FP, DipFinMarkets(Sec Inst), CFP  
**ASIC Authorised Representative No. 263721**

Your Zanacorp Adviser acts on behalf of Zanacorp Financial Group Pty Ltd.  
ABN: 16 007 130 181  
Australian Financial Services Licence No 247145

**Details of Zanacorp's Financial Advisers**

Joseph Zanca is the founder, Managing Director and Principal of Zanacorp Financial Group Pty Ltd (since 1989). He holds the following qualifications and professional memberships:

- Bachelor of Business (Hons)
- Chartered Accountant
- Certified Practising Accountant
- Registered Tax Agent
- Diploma of Financial Planning
- Certified Financial Planner (as member of the Financial Planning Association of Australia)

Debra Mills has over 22 years experience in the financial planning industry and holds the following qualifications and professional memberships:

- Diploma of Financial Services (Financial Planning)
- Associate Financial Planner (as member of the Financial Planning Association of Australia)

## Details of Znacorp's Financial Advisers (con't)

Donna Heard has over 23 years experience in the financial planning industry and holds the following qualifications and professional memberships:

- Diploma of Financial Planning
- Diploma of Financial Markets
- Certified Financial Planner (as member of the Financial Planning Association of Australia)

## 2 Services We Provide

**What kinds of financial services are you authorised to provide and what kinds of products do those services relate to?**

Your adviser will be acting on behalf of Znacorp Financial Group Pty Ltd and is licensed to offer you the following services:

- Provide financial product advice and to deal in a financial product by arranging for a financial product to be acquired, disposed of, or varied

These financial products include:

- Deposit & payment products
- Debentures, stocks or bonds issued by a government
- Investment life & risk insurance products
- Managed funds & investment schemes
- Standard Margin Lending
- Retirement income streams
- Securities limited to debentures of a body corporate or unincorporated body only
- Superannuation

Znacorp Financial Group Pty Ltd is a member of the Financial Planning Association of Australia Ltd and utilises the expertise and resources of Lonsec and Morningstar independent providers of investment research and economic data.

**What advisory services are available to me?**

Znacorp Financial Group Pty. Ltd. has developed particular expertise in the areas of wealth creation strategies, tax effective investment, superannuation, rollover and retirement income investments incorporating life insurance where appropriate. It is recommended, where appropriate, that a client financial review is undertaken at least on an annual basis.

### 3 How Will I Pay For The Service?

**How will I pay for the service?**

We offer clients a choice of billing method. Clients may choose to receive a bill from us for services rendered or they may prefer an agreed adviser service fee paid by investment managers or a tailored combination of the two.

**What is your fee for preparing a plan?**

Our fee structure is based on the time we spend developing your plan, communicating with you and the preparation and lodgement of the investments at a fixed rate of \$198 per hour (incl GST). Wherever possible discounts are often made available in the interests of clients.

**Ongoing Portfolio Review Services & Adviser Service Fees (ASF)**

Our fee for portfolio maintenance & review of all existing investments and ensuring that the portfolio continues to meet your needs varies from 0.55%-0.88% p.a. of the funds under advice based on the amount being managed. The % amount charged in your particular circumstances will be clearly presented and disclosed to you in writing before you proceed to engage us. Once agreed, our fee may be recovered directly from you or by way of the agreed amount deducted from your investments by financial institutions in which you have investments and paid to us monthly.

Our Portfolio Review Service provides a comprehensive report to you of your portfolio on at least an annual basis based on your Client Services Schedule. Any/all switches or variations relating to the management of your portfolio are performed at no additional charge in order to ensure your portfolio is managed consistent with the prevailing economic environment and your needs.

**How are Adviser Service fees (ASF) calculated?**

We calculate our Adviser Service Fees based on our average time based costs and convert this amount into a percentage (%) based charge. Based on our experience there is a minimum cost incurred to efficiently manage any portfolio. Smaller investment portfolios incur a higher % charge in order to ensure our costs in meeting your needs are recovered. Larger portfolios may involve more complexity and monitoring so higher costs are charged. However, as funds under advice increase above predetermined thresholds, reduced % based fees are charged to reflect the proportionately lower costs of management and economies of scale we are able to achieve and pass on to our clients.

**Do any relationships exist that might influence the service or advice I receive?**

Zanacorp Financial Group does not use any product that would exclusively tie you to us and is able to place investments with any provider. We are not owned by any Fund Manager or Institution, so there are no relationships that will influence the advice you receive. We do not accept loans or otherwise enter into arrangements with Product Providers that would obligate us to do business with them. We work with providers of our own choosing. Some providers assist with research, conferences, seminars, training, online calculators and software.

Your adviser may hold an interest in a financial product. Any significant interest/ownership will be recorded in a register of financial product holding, and where appropriate, this holding will be disclosed in your SOA.

Where appropriate we may refer you to another specialist professional adviser. We do not have any remuneration arrangements in place with referral sources, rather the referral is based on the most appropriate specialist adviser for your situation (such as an estate lawyer).

**How will my Financial Adviser be paid for the services provided?**

All revenue is paid to Zanacorp Financial Group Pty Ltd. All advisers and staff are paid a salary by Zanacorp. A bonus may be paid at the discretion of the director of Zanacorp Financial Group Pty Ltd.

In addition, Joe, as a director and shareholder of both Zanacorp Financial Group Pty Ltd and Zanacorp Accountants Pty Ltd, may receive a distribution of profits.

## 4 The Planning Process

Financial planning is the process of developing strategies to help manage your affairs so you can build wealth, enjoy life's opportunities and achieve financial security.

Developing a comprehensive or a scaled plan involves a commitment from both the client and the adviser and will require prospective clients to gather critical information. The greatest benefits will be gained by those people who are prepared to put in the effort to engage in the process.



The process can be described as follows:

1. Gathering your financial information - This is through a fact find and meetings with the adviser. You have the right not to divulge information to us, however, incomplete or inaccurate data may result in inappropriate advice;
2. Identification of your goals, objectives, investment risk profile and any existing or future financial issues;
3. Preparation of a financial plan;
4. Presentation of the SOA and strategies is best achieved face to face. It is very important that you are satisfied that all issues are addressed to your satisfaction;
5. Authorise and implement the recommendations; and
6. Review and revise the plan at regular intervals.



## 5 When You Receive Our Advice

### Your questions

**Do I get detailed information about the actual fees and other benefits my adviser gets from making the recommendations?**

**Will you give me advice which is suitable to my investment and financial circumstances?**

**What should I know about any risks of the investments or investment strategies you recommend to me?**

**What information do you maintain in my file and can I examine my file?**

**Can I tell you how I wish to instruct you to buy or sell my investments?**

**What kind of compensation arrangements do you have in place and are these arrangements complying?**

### Our Answers

Yes. You have the right to know about all details & benefits your adviser receives for recommending investments. We will provide this information to you when we make specific recommendations.

Yes. But to do so we need to find out your individual needs, investment objectives, financial situation and risk tolerance before we recommend any investment to you.

You have the right not to divulge this information to us, if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.

We will explain to you any significant risks of investments and strategies which we recommend to you. If we do not do so, you should ask us to explain those risks to you.

We maintain a record of your personal profile which includes details of your investment objectives, financial situation and needs. If you wish to examine your file, you should ask us, and we will make arrangements for you to do so.

Yes. You may specify how you would like to give us instructions. For example by telephone, fax, email or other means. However, we may only execute your instructions after receiving your signed authority to do so.

Zanacorp Financial Group Pty Ltd confirms it has arrangements in place to ensure it continues to maintain Professional Indemnity insurance in accordance with s.912B of the Corporations Act 2001 (as amended). In particular, our Professional Indemnity insurance, subject to its terms and conditions, provides indemnity up to the sum insured for Zanacorp Financial Group and our representatives, in respect of our authorisations and obligations under our Australian Financial Services Licence. This insurance will continue to provide such coverage for any representative who has ceased employment with Zanacorp Financial Group for work done while engaged with us.

## 6 If You Have Any Complaints

### Your questions

**Who can I complain to if I have a complaint about the advisory service?**

### Our Answers

If you have any complaint about the service provided to you, you should take the following steps:

1. Contact your adviser and tell your adviser about your complaint.
2. If your complaint is not satisfactorily resolved within three days, please contact Zanacorp Financial Group Pty Ltd on (03) 9523 9300 or put your complaint in writing and send it to us at Level 4, 22 Horne Street, Elsternwick VIC 3185. We will try and 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 fair and independent financial services complaint resolution that is free to consumers and are contactable via the following:

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: Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

## 7 Privacy Statement

The privacy of our clients and their personal information is an important issue for Zanicorp Financial Group. All information is collected, held and used by us in the strictest confidence and pursuant to the Zanicorp Privacy Policy. The following policy outlines how Zanicorp complies with the Australian Privacy Principles, and how we collect, use, disclose and manage personal information.

### Confirming your identity

In accordance with the Anti-Money Laundering and Counter- Terrorism Financing Act 2006, Zanicorp Financial Group are required by law to collect and maintain identification documents such as Drivers' Licences and Passports that allow us to satisfactorily confirm your identity.

### Collection of Information

- Zanicorp collects and holds your personal information for the sole purpose of providing financial services to you, and discharging our legal obligations.
- If the information you provide to us is inaccurate or incomplete, it may impact the quality and appropriateness of our recommendations.
- Where we are arranging insurance and/or investment products for you, we will be required to collect and lodge relevant information for the purposes of those applications.
- Where you provide us with information about another person, such as your nominated beneficiary, you must ensure that they are aware information has been provided to us and of the existence of this document.

### Use and Disclosure

We will only use or disclose your personal information in the following circumstances:

- For the purpose of providing you with financial services, or in arranging for the application of insurance or investments on your behalf;
- Where you provide your consent, either expressly or implied by your behaviour, for information to be provided to a third party (eg your accountant);
- Where we are required by law;
- Where we are using the information in a direct marketing communication (you will have the option of electing not to receive direct marketing materials).

### Quality of Information

We will make every effort to ensure that the personal information we collect is accurate, complete and up-to-date, however we will rely on you informing us if your personal details change.

### Security of Information

We will take reasonable steps to protect the personal information we hold from misuse, loss, and from unauthorised access, modification or disclosure. Where your personal information is no longer needed, and we are not required by law to maintain it, we will ensure that it is securely and permanently destroyed.

# Good money management lasts a lifetime - today looking after tomorrow.

A journey of a thousand miles must begin with a single step,  
we can lead the way.



03 9523 9300

[reception@zanacorp.com.au](mailto:reception@zanacorp.com.au)

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