



# Financial Services Guide

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Evergreen Financial Advisers Pty Ltd  
Trading as Evergreen Financial Advisers (Evergreen)  
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Australian Financial Services Licence Number: 499827

## Statement of Non-Independence

Evergreen Financial Advisers Pty Ltd and its Authorised Representatives, for the purposes of s923A of the Corporations Act 2001 (Cth), are unable to call ourselves “independent”, “unbiased” or “impartial” or a variation of these such as “independently owned” as we receive commission payments when we recommend you purchase Life Insurance products e.g. income protection.

## The purpose of this Financial Services Guide

The purpose of this Financial Services Guide (FSG) is to assist our clients in determining whether the products and services in this guide are suitable for their circumstances. The FSG will tell you about:

- Who are we?
- What services we provide.
- Our fee schedule and payment methods.
- Your right to privacy.
- Our complaints process.
- Other matters.

## Who are we

Roshan Pandalai formed Evergreen Financial Advisers (EFA) in 2017 to provide bespoke specialist advice to clients in the under fifty years of age bracket in their journey towards generating wealth to achieve their retirement goals. Roshan is an authorised representative of EFA.

Working collaboratively with our clients, we are passionate in helping you to understand what your financial goals are, and to create a wealth management plan which best suits your circumstances.

We consider our clients to be a part of the Evergreen family, so our preference is to conduct an annual review of a client's circumstances with a view to amending financial plans (if required) over time to ensure the best possible long-term growth.

This FSG is given to you by your adviser with the authority of EFA. When any member of our team provides financial services to you, they will be acting for you on behalf of EFA.

## Services we can help you with

Financial product	What this means for you
Deposit and payment products, including basic deposit products	Salary Packaging. Budgeting and financial goal setting.
Investment life insurance products and life risk insurance products, including life, trauma, income protection, business expenses, business succession and total and permanent disability insurance	Consequences in relation to tax (financial) advice. Estate planning. Risk and Insurance analysis services. Business Succession Planning.
Superannuation	Pre-retirement and retirement planning strategies. Superannuation strategies. Social Security advice.
Managed investments	Savings and Wealth creation. Estate planning.
Standard margin lending facilities	Investment Planning. Gearing strategies.

In addition, we can offer you an on-going monitoring and review service for your superannuation, investment portfolio or life insurance program.

You may specify how you would like to give us instructions. For example, by telephone, email, or other means. But in all cases, we must receive a written confirmation of these instructions.

## Documents you may receive

Our initial advice to you will be documented in a plan called a 'Statement of Advice' (SOA), which details the advice given to you, why we believe that it is appropriate, any disadvantages of our advice, exact details of any remuneration that we or our associates receive as a result of the advice and if replacement of an existing financial product is recommended, any consequences from that replacement.

If your circumstances have not changed significantly and we provide further advice to you, in addition to your SOA, we can provide a 'Record of Advice' (ROA) upon your request at any time up to 7 years from the date we gave you the further advice. You can request a record of the advice by contacting our office.

If, as part of our advice, we recommend a financial product (other than shares), we will provide you with the relevant Product Disclosure Statement for each product which discloses who the product provider is, the features of the product, costs associated with it and risks of investing.

## Our schedule of fees

Your first consultation with EFA is complimentary. This initial consultation will clarify your personal financial position for us and allow us to better understand where we can add value to your position. From here on, any fees will be clearly highlighted to you prior to us providing personal advice.

## Advice costs

We receive initial, implementation and ongoing advice fees and commission for insurance products you purchase. Your financial plan will outline all fees and commissions, inclusive of GST.

EFA does not receive any benefits, agreed fees aside, other than the commission on life insurance products as noted below.

## Initial Advice

Initial advice fees range between \$1,000 and \$7,700 for a single strategy. If, in developing your financial plan, we identify that your personal situation requires more extensive planning and development, our initial advice fee may change. You will be furnished with a quote of the fees before we proceed with developing your financial plan.

Before providing you with initial advice we will prepare an initial advice agreement. The initial advice agreement sets out what our advice will cover and how much it will cost. The initial advice fee covers the cost of researching and preparing your financial plan.

## Ongoing Advice

Ongoing advice fees are based upon a flat dollar fee. We will discuss any ongoing fees prior to implementation and in direct consultation with you.

## Gearing Advice

If we recommend that you invest using borrowed funds (gearing), we will charge a flat adviser service fee. We do not charge an asset-based fee on geared funds.

If, during our assessment of your needs, we identify that you require ongoing advice above and beyond our standard advice, our ongoing advice fee may change. In this case, we will provide you with an upfront quote for these services.

## Ongoing Service Fees

If you have opted to receive ongoing advice, ongoing fees will be disclosed via your yearly Fee Disclosure Statements.

Ongoing advice fees may increase each year in line with the Consumer Price Index or by a fixed amount or percentage each year. The specific amount will be agreed to by you and outlined in an ongoing advice agreement.

## Payment Methods

The following payment terms are available to you:

- Direct bank transfer by invoice.
- Deduction from your investment or superannuation (ongoing advice fees may be deducted as an annual instalment or in monthly or quarterly instalments).

## Commission

Commission is payable by life insurance companies when we recommend insurance and annuity products. The commission is factored into the annual premium, and may range as follows:

- Upfront (maximum) - 66% inclusive of GST.
- Ongoing (maximum) - 22% inclusive of GST.

## Level Premiums

If we recommend insurance premiums with a Level Adviser payment structure, then the amount of upfront commission is capped at 33% and the ongoing commission is capped at a maximum of 33%.

## Your right to privacy

While determining a financial plan for you, we will explore your individual objectives, financial situation and needs before we recommend any financial product. You have the right not to divulge this information to us if you so wish. In this case, we will advise you that we might not be able to provide the best possible financial advice without having regard for all the relevant information. We will record this advice in your personal information file.

We use a server-based system for the storage of electronic information which is based in the United States. Your right to privacy under the Australian Privacy Act (1988) is unaffected.

We keep a record of your personal information, which may include details of your investment objectives, financial situation, and particular needs you provide to us. Upon your request, we can provide you with a copy of all your personal information and advice documents, which we keep on record for at least seven years. (Please note that a fee for this service may apply). You may request this information by sending an email to - [admin@evergreenadvisers.com.au](mailto:admin@evergreenadvisers.com.au).

## Additional advice

If you receive further advice, you may request a copy of that advice in the form of a ROA, if we have not already provided you with one. For additional advice, an hourly rate of \$220, inclusive of GST is payable. If you do not opt for an ongoing fee structure, we will use this to calculate fees for services provided. We will confirm the fees with you prior to any advice being provided.

## Complaints process

We are committed to providing our customers with high quality financial advice. If you have a complaint about the service we provide, please contact EFA on 0438 907 669 or in writing to 45 Ingham Road, West End, QLD, 4810. You can also contact us by email - [admin@evergreenadvisers.com.au](mailto:admin@evergreenadvisers.com.au).

The current advice from the Australian Financial Complaints Authority (AFCA) allows up to 45 days for us to resolve a complaint. From the 5<sup>th</sup> October 2021, this period will reduce to 30 days.

If we cannot reach a satisfactory resolution within the appropriate timeframe, we are a member of the AFCA, and you can raise your concerns directly with them: telephone: 1800 931 678 (9am - 5pm AEST/AEDT weekdays), email: [info@afca.org.au](mailto:info@afca.org.au).

## Other matters

In the event we make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the product. This will enable you to make an informed decision as to the suitability of that product for you.

Evergreen Financial Advisers does not maintain any relationships with external parties which might reasonably be expected to influence the advice we give you.

We hold professional indemnity insurance cover for the activities conducted under our Australian Financial Services licence which satisfies the requirements of Section 912B of the Corporations Act 2001 for compensation arrangements.