



FINANCIAL SERVICES GUIDE

**Odyssey Specialist Group | AFSL
508797**

Version 2.0 | 1st September 2022

Our guide to assisting you with your financial needs

LET US GUIDE YOU

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we offer and whether they are appropriate to meet your needs. This FSG provides you with important information on how to engage with one of our Advisers.

This FSG covers the following:

- Information about Odyssey Specialist Group and your Adviser
- Who will be responsible for providing the financial services
- The financial services and/or products Odyssey Specialist Group and your Adviser can provide
- The documents you may receive
- How Odyssey Specialist Group and your Adviser are paid for services provided
- Privacy (i.e. collection and handling of your personal information)
- The complaints procedure
- Compensation arrangements in place

Please take the time to review this document before engaging our services.

Throughout this FSG, Odyssey Specialist Group is referred to as “we”, “us”, “our” or any variations. The term “Adviser” refers to Odyssey Specialist Group’s authorised representatives.

Odyssey Specialist Group ABN 14 152 106 477 is an Australian Financial Services Licensee (AFSL 508797).

The distribution of this Financial Services Guide (version 2.0) by the providing entity has been authorised by Odyssey Specialist Group on 1st September 2022.

Not Independent

We are not independent, impartial or unbiased within the meaning of the Corporations Act because we may receive life insurance commissions and other benefits from financial product and service providers.

Who we are and what we stand for

At Odyssey, we provide you with holistic, multi-dimensional advice with the aim of giving you sustainable financial strategies that meet your needs and goals.

We do not promote quick fixes to issues, but rather, we prefer to look at your whole situation to truly give targeted and meaningful advice.

It is important to note that not all financial planners offer the same service. Our areas of expertise include insurance, investment, superannuation, self-managed superannuation funds, wealth creation and cash flow management.

Our key difference is in the quality of the service we provide you and the dedication of our diverse and highly experienced team.

Our responsibility

Your Adviser provides financial advice and services on behalf of Odyssey Specialist Group and accordingly we are responsible for the financial advice and services they provide.

Our Advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances.

Your Adviser is obliged by law to act in your best interests and provide appropriate advice, when providing financial advice to you.

Financial Advisers are required to comply with the Financial Planners and Advisers Code of Ethics.

The Adviser Profile

Prior to providing any personalised financial advice products and/or services our Advisers are required to provide you with a copy of this FSG along with an Adviser Profile.

The Adviser Profile contains important information about your Adviser. This includes their Authorised Representative number and/or Corporate Authorised Representative number (if applicable), accreditations, qualifications and experience, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

What we can provide

Odyssey Specialist Group can provide advice in the following areas:

- Wealth creation strategies
- Life insurance advice
- Superannuation strategies
- Debt reduction strategies
- Cash flow management
- Retirement planning
- Aged care strategies
- Estate and tax planning strategies

We can provide advice on, and arrange the following financial products:

- Basic deposit and payment products
- Debentures, stocks and bonds
- Life insurance (personal and business)
- Managed investments
- Investor Directed Portfolio Services (IDPS)
- Retirement Savings Accounts (RSA)
- Securities
- Superannuation
- Self-managed superannuation

Odyssey Specialist Group maintains an Approved Product List (APL). Subject to attaining required accreditation, your Adviser is able to recommend any product on the APL.

There may be instances where your Adviser will need to consider products outside of the APL. In these cases, your adviser may apply to Odyssey Specialist Group's Research Department to obtain a one-off product approval.

In all cases, we and our Advisers will act for you when giving advice and arranging financial products.

Documents you may receive

If you decide to obtain personal financial advice, your Adviser will need to determine your needs, objectives and relevant financial circumstances.

At the initial advice appointment, your Adviser will typically gather the relevant information by using a client data collection form. You will be asked to provide accurate information about your personal and financial situation and keep your Adviser informed of any changes to your relevant circumstances.

Your Adviser will also need to verify your identity.

When your Adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)

The SoA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable.

Where you receive ongoing or further advice a RoA may be provided.

A PDS will be provided if a product recommendation is made and includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

How to give instructions

Your Adviser may accept your instructions by phone, letter, email or fax. In some instances, your Adviser can only accept written instructions from you, and they will let you know when this occurs.

Your privacy

Your Adviser is required to maintain physical or electronic records of documentation for any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right to not to provide personal information to your Adviser. However, in this case, your Adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your Adviser may also decline to provide advice if they feel they have insufficient information to proceed.

Odyssey Specialist Group respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please see our Privacy Policy located at www.odysseysg.com.au.

Disclosure of information

Throughout the advice process, your personal information may be disclosed to other services providers. These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers

- Business service providers such as IT and compliance consultants

Odyssey Specialist Group may engage third party service providers to assist in the provision of products or services.

Some services may require disclosure of personal information to service providers outside Australia. The purpose of such disclosure is to facilitate the provision of financial services including the preparation of financial advice documents for Odyssey Specialist Group Advisers.

All reasonable steps will be taken to ensure that offshore service providers comply with the Privacy Act 1988.

Adviser remuneration

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided. Generally, whenever your Adviser provides a recommendation for a financial product or service, your Adviser may be remunerated through either:

- An initial fee for service; or
- A periodic or ongoing fee for service; or
- A contribution fee or implementation fee; or
- Insurance commissions; or
- A combination of any of the above.

Prior to preparing any advice or providing financial services to you, we will discuss and agree upon all fees that will apply.

Further details of Adviser remuneration is provided in the Adviser Profile. All fees or commissions are paid to Odyssey Specialist Group.

Licensee remuneration

Odyssey Specialist Group may receive a flat fee / percentage of the Adviser's remuneration for the provision of services required under its Australian Financial Services Licence.

Referrals

Should you be referred to your adviser by a third party, such as an Accountant or Mortgage Broker, the third party will not receive a fee for the referral.

Other forms of remuneration or benefits

Odyssey Specialist Group and/or its Advisers may receive non-monetary benefits where:

- The amount is less than \$300 and identical or similar benefits are not given on a frequent basis; or
- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product advice; or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider.

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

Related companies

Your Adviser may refer you to a related party of Odyssey Specialist Group if you need assistance with other services such as accounting, tax or property services.

Your Adviser may also hold shares in Odyssey Specialist Group or other companies related to product providers which may influence, or be seen to influence, the advice that they provide you.

Your Adviser will disclose any relevant shareholding and any other potential conflicts within the Adviser Profile and/or advice document.

Professional Indemnity

Odyssey Specialist Group maintains a policy which includes appropriate Professional Indemnity Insurance cover for Odyssey Specialist Group as required by the Corporations Act 2001.

Reporting your concerns

If you have a complaint about any financial service provided to you by your Adviser, you should take the following steps:

1. Contact the team to discuss your complaint.
Phone: 07 3315 2455
Online: www.odysseysg.com.au
Email: admin@odysseysg.com.au
Facebook: @OdysseySG.com.au
Mail: Complaints Officer
PO BOX 8004
Woolloongabba QLD, 4102
2. We will acknowledge receipt of a complaint within 1 business day, however, where this is not possible, acknowledgement will be made as soon as practicable.
3. We will then investigate the complaint and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. Any decision AFCA makes is binding on us, but not on you.

The contact details for AFCA are:

Phone: 1800 931 678 (free call)
Online: www.afca.org.au
Email: info@afca.org.au
Mail: GPO Box 3
Melbourne VIC 3001

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge infoline on 1300 300 630, which you may use to obtain information about your rights and to make a complaint.

CONTACT US

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www.odysseysg.com.au

For more information:

Please visit www.moneysmart.gov.au for more information on financial advice.