



Foresters  
Financial

INVESTED SINCE 1849

# FINANCIAL SERVICES GUIDE (FSG)

1 July 2022

## Financial Services Guide

This Financial Services Guide (FSG) is an important document that provides you with information about the financial services offered by Foresters Financial Limited (also referred to in this FSG as Foresters, 'we', 'us' or 'our') ABN 27 087 648 842 and to comply with our obligations as the holder of Australian Financial Services Licence (AFSL) 241421.

The contents of this FSG have been provided to ensure that you receive the information required to make an informed decision about whether to use the financial services that are provided by us.

Please retain this FSG for your reference and any future dealings with us. A copy of this FSG will also be available on our website [www.forestersfinancial.com.au](http://www.forestersfinancial.com.au).

## Purpose of this FSG

This FSG is designed to help you decide whether to use our financial services and provides information on:

1. Who we are, what services do we offer and what advice can we provide
2. What other documentation you will receive
3. How we are remunerated
4. How we disclose details of any potential conflicts of interest
5. How we look after your privacy
6. How you can lodge a complaint
7. Who provides the financial service and how they are remunerated
8. Who you can contact for more information

This FSG only contains general information about the products and services we offer. Should you have any queries after reading this FSG, we encourage you to contact us directly. Our contact details are at the end of this FSG.

### 1. Who we are, what services do we offer and what advice can we provide

Foresters is a member owned Australian financial services provider of investment and insurance products. We have been supporting our members and community since 1849.

Foresters is authorised by the Australian Securities and Investments Commission (ASIC) under its AFSL to carry on a financial services business to:

- (a) provide financial product advice to retail and wholesale clients limited to:
  - i. deposit and payment products limited to basic deposit products; and deposit products other than basic products; and
  - ii. life products including investment life insurance products and life risk insurance products; and
- (b) deal in a financial product to retail and wholesale clients limited to:
  - i. issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:
    - a. life products, including investment life insurance products and life risk insurance products; and
  - ii. applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:
    - a. deposit and payment products limited to basic deposit products; and deposit products other than basic deposit products; and
    - b. life products including investment life insurance products and life risk insurance products.

Whilst Foresters' AFSL allows for the provision of broader financial services, it is important to note that in practice Foresters only provides factual information or general (not personal) advice which you would receive from Foresters' staff, via our website or from our marketing materials.

## 2. What other documentation you will receive

All our financial products and services are issued under a Product Disclosure Statement (PDS). The PDS is provided to assist you in making an informed decision about whether to invest in Foresters' financial products and contains information about the product's features, benefits, costs and risks. We will provide you with the relevant PDS so that you can invest in any of our financial products, or you can obtain the relevant PDS from our website.

## 3. How we are remunerated

Foresters' receives remuneration through the fees that it charges relevant to the financial product, which may include contribution fees and management fees; in some situations, account fees and transaction fees may also apply. A detailed description of our fees for each financial product offered by Foresters can be found in the relevant PDS.

We reserve the right to charge for certain administrative services which may arise through the course of your dealings with us. The charges for certain administrative services are outlined in the relevant PDS.

## 4. Who provides the financial service and how they are remunerated

Foresters provides financial services through a variety of channels including direct or through advisory distribution platforms.

Foresters' distribution model for funeral bonds involves acquisitions by members through funeral directors who, by law, are not required to hold or be authorised under an AFSL in order to refer customer to Foresters' funeral bonds. Funeral directors may be provided marketing assistance from Foresters' management fees.

Foresters' employees are remunerated by way of a salary and other employee benefits. They may also be eligible for performance bonuses related to their overall performance which may include quality of service provided to clients and other performance criteria. Any performance bonus our employees receive will not affect the level of fees charged on your investments or your investment account. Foresters' employees do not receive commissions.

Foresters' has relationships with a number of third parties such as industry bodies or membership associations. Foresters does not pay commissions to financial advisers or other intermediaries for any products issued.

## 5. How we disclose details of any potential conflicts of interest

We have a conflicts management system in place to assist the Board and management to effectively identify, disclose and manage any actual, potential or perceived conflicts of interest in order to ensure good governance and protect the integrity of Foresters.

We do not have any relationships or associations with financial product issuers.

## 6. How we look after your privacy

We are committed to maintaining the privacy and security of your personal information. As a financial service provider, we are obligated to verify your identity and the source of any funds.

Foresters collects, maintains, uses and discloses personal information in the manner described in our Privacy Policy which is available on our website. This is primarily for processing your application and complying with certain legal obligations.

If you have any questions or concerns, you should contact:

Privacy Officer  
Foresters Financial Limited  
PO Box 7702  
MELBOURNE VIC 3004

Telephone: 1800 645 326 (free call)  
Email: [service@forestersfinancial.com.au](mailto:service@forestersfinancial.com.au)  
Website: [www.forestersfinancial.com.au](http://www.forestersfinancial.com.au)

## 7. How you can lodge a complaint

Foresters is committed to providing a high standard of service to its members. Should you have a query regarding the quality or level of service we would like to hear from you. Please contact your Account Manager or our Member Service Team to discuss your query. Problems can usually be quickly rectified.

If your complaint cannot be resolved at the first point of contact, we have an internal dispute resolution process in place to resolve any concerns or complaints you may have quickly, fairly and consistently. Any concerns or complaints should be directed to:

Customer Resolution Leader  
Foresters Financial Limited  
PO Box 7702  
MELBOURNE VIC 3004

Telephone: 1800 645 326 (free call)  
Email: [service@forestersfinancial.com.au](mailto:service@forestersfinancial.com.au)  
Website: [www.forestersfinancial.com.au](http://www.forestersfinancial.com.au)

If we have not resolved your complaint within 30 days, or the issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to consumers. They can be contacted:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

Telephone: 1800 931 678 (free call)  
Website: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)

You can also make a complaint and obtain information about your rights on the ASIC free call information line on 1300 300 630 or online at [www.moneysmart.gov.au](http://www.moneysmart.gov.au).

## 8. What compensation arrangements we have in place

Foresters has compensation arrangements in place, including professional indemnity insurance cover that is adequate for the type of financial services we provide and also for any potential liability arising from compensation claims. These arrangements satisfy the requirements under section 912B of the *Corporations Act 2001* (Cth).

## 9. Who do you contact for more information?

If you have any further questions about the services Foresters provides, please contact us at:

Foresters Financial Limited  
PO Box 7702  
MELBOURNE VIC 3004

Telephone: 1800 645 326 (free call)  
Email: [service@forestersfinancial.com.au](mailto:service@forestersfinancial.com.au)  
Website: [www.forestersfinancial.com.au](http://www.forestersfinancial.com.au)