

Privacy Statement

Helping our clients to be financially well organised and
to achieve and maintain financial independence



Privacy Statement

What does Privacy mean for me?

Privacy is important to us and to our clients. Privacy laws ensure that you, our client, understand what information we, your financial adviser and licensee, hold about you, how we use that information and to whom we are likely to disclose that information. In addition it reinforces our commitment to keeping your information up to date and secure.

What types of personal information about me does Focused Financial Advice hold?

As a provider of financial services we collect and hold information about you that is both relevant and necessary in order for us to provide you with those services. The types of information we hold depend on the services provided and may include information about your identity, personal objectives, financial position, health, lifestyle and financial plan.

We will always endeavour to obtain information about you directly from you.

How does Focused Financial Advice use my personal information?

Our primary purpose in collecting information about you is to understand your needs and provide you with appropriate financial advice and services. Your information is used to develop your financial plan which serves as a basis for product selection and regular performance review. In order to achieve this we may need to appoint another authorised representative within the licensee to manage your financial needs and services.

From time to time we may use your information in order to assess and bring to your attention other products and services that may be relevant to your financial plan.

What is a licensee?

A licensee is a holder of an Australian Financial Services Licence or Australian Credit Licence issued by ASIC.

What services do we provide?

Focused Financial Advice holds licences to provide a comprehensive range of services (to both retail and wholesale clients) which include:

- **Investment advice including shares and managed funds.**
- **Margin lending, mortgage advice and other credit assistance.**
- **Superannuation and SMSF advice.**
- **Retirement planning advice.**
- **Aged care financial advice.**
- **Personal insurance advice.**

Who does Focused Financial Advice disclose my personal information to?

Your information is only disclosed to other parties as are necessary for us to provide our services to you. Other parties may include fund managers, life companies, other licensees and related parties. In addition, we will disclose your information where we are required to by law.

We will not pass your information to other parties for any purposes other than those for which you have been informed.

How do I get access to the personal information Focused Financial Advice holds about me?

You may request access to the information we hold about you by contacting your financial adviser or Focused Financial Advice directly. Upon receipt of your request we will endeavour to service your request as fully and as quickly as possible.

In some circumstances access to your information or parts thereof may not be possible. If this is the case we will inform you as to why and, where practicable, make alternative arrangements. Depending on the requirements a fee may be charged to service requests.

How do I make a complaint?

You may make a complaint at any time by contacting your financial adviser who will seek to resolve it within 3 working days. If this is not possible, you will be referred to the financial adviser's licensee.

If you are not satisfied with the licensee response to your complaint, you may contact:

Director of Compliance
Office of the Federal Privacy Commissioner
GPO Box 5218
SYDNEY NSW 1042

We're focused on you!
www.focusedadvice.com.au

**PROFESSIONAL
PRACTICE**

