Financial Services Guide (FSG)

Version: 6 April 2025

About Us

BIFA Licence Pty Ltd

ABN 526 814 348 28 | AFSL No. 563505

Address: Office 5, Level 4, 97 Boundary Street, The Greenhouse, West Village, West End QLD 4101
Postal: PO Box 72, Red Hill QLD 4059
Phone: +61 7 3521 8044
Email: Operations@BrisbaneIndependent.com.au

BIFA Licence Pty Ltd has authorised the distribution, website disclosure of information, and alteration of this FSG to ensure it is up to date.

Purpose of This Document

This Financial Services Guide (FSG) contains important information to help you make an informed decision about our services and whether they are appropriate for you to use, before you receive any financial service from us.

This guide includes information regarding:

- Our Australian Financial Services licensee
- Who we are and how you can contact us
- The services and products we are authorised to provide advice on and deal with
- Documents you will receive when given advice
- How we are paid for the service and advice we provide
- The person providing your advice
- How we handle your personal information
- Our complaints procedure

If you have any questions, please contact our office before making any decisions to engage us.

Responsible Entity

BIFA Licence Pty Ltd (ABN 526 814 348 28) is an independent Australian Financial Services Licensee (AFSL Number: 563505) and is responsible for the advice provided by its Authorised Representatives, specifically:

- Brisbane Independent Financial Advisory Pty Ltd has been appointed as a Corporate Authorised Representative (ABN: 92 681 436 180) of BIFA Licence Pty Ltd
- Rebecca Scarrabelotti has been appointed as an Authorised Representative (ASIC Authorised Representative Number: 001270434) of BIFA Licence Pty Ltd.

Brisbane Independent Financial Advisory and your adviser are authorised by BIFA Licence Pty Ltd to provide you with the types of financial advice and products detailed in this FSG. BIFA Licence Pty Ltd is responsible for any of the financial services provided to you.

Independent and Unbiased Financial Advice

BIFA Licence Pty Ltd (ABN 526 814 348 28) and its Representatives provide independent, impartial, and unbiased financial advice. As providers of independent financial advice, we do not receive commissions or any other payments from financial product providers, we do not take any referral fees or other incentives that could influence our advice, we do not charge asset-based advice or professional fees, and we are not owned by any product provider or institution. We also do not have a restricted product list. We comply with s923A of the Corporations Act 2001.

Financial Services We Can Provide

BIFA Licence Pty Ltd and its Authorised Representatives can provide the following financial services:

- Wealth creation and accumulation strategies
- Debt management
- Cashflow management
- Claims handling services
- Risk management advice (including life, disability, income protection, and trauma insurance)
- Business succession planning
- Pre-retirement and retirement planning
- Superannuation
- Aged care strategies
- Estate planning
- Tax (financial) strategies (relating to the tax consequences of the advice we provide)
- Government benefits
- Goal setting
- Financial decision-making support

Financial Products We Can Advise and Deal In

BIFA Licence Pty Ltd and its Authorised Representatives can provide general and personal advice on the following financial products:

- Term deposits and cash management trusts
- Non-basic and basic deposit products (cash accounts)
- Government debentures, stocks, and bonds
- Investment life insurance
- Life risk insurance (such as term life insurance, total and permanent disability insurance, income protection insurance, trauma insurance)
- Securities (direct shares)
- Managed investments
- Managed investment schemes including Investor Directed Portfolio Services (IDPS)
- Managed investment schemes including Managed discretionary account (MDA) services
- Superannuation
- Self-managed superannuation (SMSF)
- Investment platforms, wrap accounts, master trusts
- Annuities and pensions

Documents You Will Receive When Given Advice

You can provide instructions to us via email, phone, or in writing. In some cases, your signed instructions may be required.

As our client, you can expect to receive the following documents from us:

Statement of Advice – When we first provide personal advice to you, we will provide a Statement of Advice, which documents our personal financial recommendations, along with the reasons for such recommendations and the risks and costs of following our advice. The purpose of this document is to help you make an informed decision regarding the advice we provide. Our recommendations are based on the information you provide to us regarding your goals and objectives, and your current financial situation, along with enquiries we make on your behalf into your financial situation.

Verbal, Electronic, Or Supplementary Advice – Further advice will be provided to ensure your strategy and plans are kept up to date to allow for changes in your circumstances, goals and objectives, products and services available, the economy, and the law. When provided, further advice may be provided to you verbally (for instance, in meetings or over the phone), electronically (for instance, via emails), or through additional Statements of Advice. We encourage you to retain a copy of all advice provided to you.

We are legally required to keep a record of all advice provided to you for seven years. You may request copies of any advice provided to you during this period by contacting your adviser. We will provide your initial copy of the advice at no additional cost to you.

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

Annual Professional Fees

We work on a retainer basis and charge an annual professional fee. The fee for each client is based on the complexity of the advice and the scope of the work required. The services covered by the annual professional fee include the preparation of our initial and ongoing advice, implementation of the advice, support, and ongoing reviews of the strategies and products over the 12-month period. Our annual fee is fixed for the 12-month period.

Shortly after your initial appointment with us, we will confirm the annual fee for our services in writing before preparing any advice or providing financial services to you. As the fee is based on the complexity of the advice and the service we expect to provide to you, a range or estimate of fees cannot be provided in this document.

In the first year, the professional fee is typically not payable until the delivery of our advice. The fee is then reviewed each year to ensure it is appropriate for the advice and work required. Near the end of the 12-month engagement period, we will review the fees payable and invite you to continue with our services for another 12 months.

Your Financial Adviser

Rebecca Scarrabelotti | AR: 1270434

Brisbane Independent Financial Advisory Pty Ltd
ABN: 92 681 436 180 | ACN: 681 436 180
CAR #001313383

Authorised Representatives of BIFA Licence Pty Ltd
ABN 526 814 348 28 | ACN: 681 434 828
Address: Office 5, Level 4, 97 Boundary Street,
The Greenhouse, West Village, West End QLD 4101
Postal: PO Box 72, Red Hill QLD 4059
Phone: +61 7 3521 8044
Email: Bec@BrisbaneIndependent.com.au

Your Adviser's Qualifications

Rebecca Scarrabelotti's qualifications include:

- Master of Management Studies (Applied Economics & Finance), The University of Waikato 2003
- Bachelor of Management Studies (Finance & Economics), The University of Waikato 2002
- Advanced Diploma of Financial Services (Financial Planning), Kaplan Professional 2012
- Diploma of Financial Services (Financial Planning), Kaplan Professional 2011
- Ethics and Professionalism in Financial Advice, Kaplan Professional 2024
- Tax for Financial Advising, Kaplan Professional 2018
- Commercial Law, Kaplan Professional 2018
- CERTIFIED FINANCIAL PLANNER®

How Your Adviser Is Paid

Rebecca Scarrabelotti is an employee of Brisbane Independent Financial Advisory Pty Ltd and may receive a salary. Rebecca may also receive a distribution of profits from BIFA Licence Pty Ltd and/or Brisbane Independent Financial Advisory Pty Ltd.

Licensee Compensation Including Remuneration, Other Benefits, and Potential Conflicts of Interest

The professional fee you pay is disclosed in writing to you and paid to BIFA Licence Pty Ltd for the provision of services under its Australian Financial Services Licence. BIFA Licence Pty Ltd then pays fees to Brisbane Independent Financial Advisory Pty Ltd.

Rebecca is Director of BIFA Licence Pty Ltd, Brisbane Independent Financial Advisory Pty Ltd, and BIFA Group Pty Ltd which is the trustee company for BIFA Trust. BIFA Group Pty Ltd ATF BIFA Trust owns shares in BIFA Licence Pty Ltd and Brisbane Independent Financial Advisory Pty Ltd.

BIFA Licence Pty Ltd and Brisbane Independent Financial Advisory are providers of independent financial advice.

As providers of independent financial advice:

- We are not owned by or linked with any financial institution, and we do not have or distribute any of our own financial products.
- We do not accept incentives, rewards, bonuses, or commissions from financial product or solution providers based on how much business we send to a provider. If a product provider, for instance an insurance company, has a process that requires them to pay a commission to us, we rebate this in full to the client.
- The professional fee our clients pay to us is not based on how much we invest for the client. We charge a fixed fee for our service.
- The fixed fee our clients pay for our service also does not change depending on the products or solutions we recommend.
- We do not have any association or relationship with the issuers of financial products or third-party service providers

that could reasonably be expected to influence us when providing financial services to you.

- We do not accept transactional fees when clients buy or sell investments.
- We do not accept referral fees from any professional we introduce a client to.
- We do not charge asset-based advice or professional fees. Where a provider such as an insurance company cannot remove commissions from their products, we rebate those in full to our clients.

Benefits we may accept from product providers are training, entertainment or meals where:

- The amount is less than $300 and identical or similar benefits are not given on a frequent basis
- The benefit has a genuine education or training purpose (including attendance at conferences) and is relevant to providing financial product advice
- 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.

Details on any benefits received above $100 are disclosed in a register which is available upon request.

Brisbane Independent Financial Advisory Pty Ltd and your financial adviser may introduce you to other professionals in areas that we do not practice in, such as an accountant, mortgage broker, or solicitor.

We do not pay anyone to refer clients to us, and do not accept payment for any introductions we make to other professionals.

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. We will also collect information from you to meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act.

We will generally collect this information directly from you. However, in some cases we will seek your authority to collect it from other parties such as your accountant or your superannuation fund.

You have the right to not provide personal information to your Adviser. 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.

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

We may from time to time need to disclose personal information about you to representatives of our business and to other professionals to provide you with financial advice and related financial services. These service providers may for instance include financial product providers, financial planning software providers, administration and paraplanning service providers, IT service providers, third-parties engaged by us to assist in providing products or services including licensing obligations.

If we consider it necessary to use or disclose information about you for any other purpose, or to an overseas recipient, we will first seek your consent.

BIFA Licence Pty Ltd and its Authorised Representatives respect your privacy and are 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 which can be viewed at www.brisbaneindependent.com.au.

Recording Telephone Calls

Our phone calls may be recorded. These recordings are used to keep an accurate record of our discussions for audit and advice preparation purposes. If you do not wish for your call to be recorded, please let us know and we will delete the recording.

Professional Indemnity

BIFA Licence Pty Ltd holds Professional Indemnity insurance, as required under section 912B of the Corporations Act (2001). This insurance policy meets ASIC requirements and is designed to protect our clients from loss as a result of error or negligence of present and past representatives. It does not cover investment losses due to typical movements in investment markets.

If You Have a Complaint

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

1. Contact your adviser and discuss your complaint.

2. If you are unable to resolve the issue within seven working days, please put your complaint in writing and email or post it to us at the following:

   The Complaints Officer
   BIFA Licence Pty Ltd
   PO Box 72
   Red Hill QLD 4059
   Operations@BrisbaneIndependent.com.au

3. We will acknowledge receipt of a complaint as soon as practicable and within 24 hours.

4. We will investigate your complaint and seek to resolve it quickly and fairly within 30 days. Some complex matters may take longer than this – in such a case, this will be discussed with you.

5. If you are not satisfied with our response, you have the right to complain to:

   - The Australian Financial Complaints Authority (AFCA) - BIFA Licence Pty Ltd is a member of the Australian Financial Complaints Authority. AFCA provide independent and impartial complaint resolution free of charge to consumers. They can be contacted via phone, email or post at the following:

     Australian Financial Complaints Authority
     GPO Box 3
     Melbourne VIC 3001
     Email: info@afca.org.au
     Phone: 1800 931 678

   - The Australian Securities and Investments Commission (ASIC) - ASIC has a free call Infoline which you may use to make a complaint and obtain information about your rights:

     Phone: 1300 300 630

Questions?

Please ask us to explain anything you do not understand in this FSG.