



# FINANCIAL SERVICES GUIDE

**Odyssey Specialist Group | AFSL  
508797**

Version 1.0 | 28th April 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 as a licensee
- Details on how you may instruct your Adviser
- Who will be responsible for providing the financial services
- Details of the financial services and/or products Odyssey Specialist Group can provide
- The documents you may receive
- Remuneration received by your Adviser
- Other forms of remuneration or benefits
- 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).

Distribution of the Financial Services Guide (version 1.7) by the providing entity has been authorised by Odyssey Specialist Group.

Authorisation date: 5 October 2021

## 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 is licensed to provide financial product advice on the following services:

- Wealth creation strategies
- Life insurance advice
- Superannuation strategies
- Debt reduction strategies
- Cash flow management
- Retirement planning
- Aged care strategies
- Estate planning strategies
- Tax (financial) advice

We can advise in the following products:

- Basic deposit 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.

### 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)
- Fee Disclosure Statement (FDS)
- Renewal Notice

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).

An FDS will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your Adviser for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you actually received and the fees you paid during the period. The FDS will be provided to you annually.

Should you commence an ongoing fee arrangement for the first time after 1 July 2013 (or in circumstances where the ongoing fee arrangement is significantly varied after 1 July 2013), your Adviser will also issue a Renewal Notice every 2 years. The Renewal Notice will give

you the option of renewing the ongoing fee arrangement.

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](http://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
- IT service providers

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.

The following businesses assist us drafting our Statement of Advice documents.

- Quantum Paraplanning
- Abound Paraplanning.
- Paraplanner

### 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.

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 may receive a fee for the referral. You will receive more detailed information concerning any referral fee in your SoA or other relevant document.

## 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 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.

## Sponsorship

Odyssey Specialist Group and its related companies may receive payments or benefits from product providers in return for granting rights such as being recognised as a sponsor and give presentations at conferences and/or professional development training days.

Odyssey Specialist Group may use these payments to pay for costs associated with such conferences, training or professional development days.

## 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](http://www.odysseysg.com.au)  
Email [admin@odysseysg.com.au](mailto:admin@odysseysg.com.au)  
Mail Claims Manager  
  
PO BOX 8004  
Woolloongabba QLD, 4102
2. We will acknowledge receipt of a complaint immediately, 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.

The contact details for AFCA are:

Phone 1800 931 678 (free call)

Online [www.afca.org.au](http://www.afca.org.au)

Email [info@afca.org.au](mailto: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

Odyssey Specialist Group  
PO BOX 8004  
Woolloongabba QLD, 4102  
07 3315 2455  
[admin@odysseysg.com.au](mailto:admin@odysseysg.com.au)  
[www.odysseysg.com.au](http://www.odysseysg.com.au)

For more information:

Please visit [www.moneysmart.gov.au](http://www.moneysmart.gov.au) for more information on financial advice.



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## Odyssey Specialist Group



## BUSINESS CONTACT DETAILS

580 Stanley Street, South Brisbane QLD 4101

PO BOX 8004, Woolloongabba QLD 4102

**Phone:** 07 3315 2455

**Mobile:** 0457 257 735

**Email:** [keitha@odysseysg.com.au](mailto:keitha@odysseysg.com.au)

**Web:** [www.odysseysg.com.au](http://www.odysseysg.com.au)

Odyssey Specialist Group ABN 14 152 106 477 | AFSL 508797 authorises your financial adviser to distribute this document. This document forms part of and should be read in conjunction with the Odyssey Specialist Group Financial Services Guide (FSG).

## ABOUT ME

I commenced my career as a financial adviser in 2021 and became a representative of Odyssey Specialist Group on 01 April 2022.

I hold the following qualifications:

- Bachelor of Business – Majoring in Finance.
- Graduate Diploma of Financial Planning

I have met the following Financial Advisers Standards and Ethics Authority (FASEA) requirements:

- Passed the Financial Advisers Exam
- Completed my professional Year

I am authorised to provide the following financial services:

### Superannuation and Retirement Planning

Personal Superannuation  
Pensions and Annuities  
Self-Managed Superannuation  
Centrelink / Veterans' Affairs Assistance  
Aged Care

### Wealth Creation and Investments

Deposit Products  
Investment Bonds  
Managed Investments  
Exchange Traded Products  
Listed Securities (Shares and other products)  
Gearing

### Wealth Protection

Personal & Business Insurance  
Insurance Claims Assistance

### Other Financial Planning Services

Budgeting and Cashflow Management  
Debt Management  
Estate Planning Assistance

## My remuneration

I am remunerated by:

- Salary

The following table summarises the types of fees or commissions that applicable to the services that I provide. Prior to preparing any advice or providing financial services to you, we will discuss and agree upon all fees that will apply. All amounts are inclusive of Goods and Services Tax (GST).

Remuneration Type	From	To
Implementation Fee	\$0	\$8,000
SoA Preparation Fee	\$990	\$5,500
Remuneration Type	Initial	Ongoing (pa)
Adviser Service Fee*	\$0 to \$11,000	\$990 to \$11,000
Insurance Commission*	0% to 66%^	0% to 35%

\*Based on a % of funds invested or insurance premiums

^Applicable from 1 January 2020 to new policies. If the policy was issued before 1 January 2020 commission of up to 130% will apply to additional cover.

For example, a 66% Initial Insurance Commission on a \$1,000 annual premium would equal a \$660 fee payable by the insurer to the Practice.

## Benefits, interests and associations

The business, associated entities or I have arrangements with the following parties that may be capable or reasonably seen to be capable of influencing my advice. Arrangements may include payments or benefits and/or where another party may benefit financially should you utilise certain services or products.

Where applicable the specifics of any benefits or payments made or received will be disclosed to you in writing and agreed at the time of providing advice.

#### **Related Parties**

Odyssey Property Group Pty Ltd  
Odyssey Property Concierge Pty Ltd  
Odyssey Accounting and Tax (NEO Accounting Pty Ltd ATF NEO Accounting Trust)

#### **Shareholdings**

Odyssey Specialist Group Pty Ltd  
ClearVue Technologies Pty Ltd (CPV.ASX, CKJ.GR, CVUEF.US)  
Odyssey Accounting and Tax (NEO Accounting Pty Ltd ATF NEO Accounting Trust)

#### **Product Arrangements**

Direct Advantage Investment Fund.