



# FINANCIAL SERVICES GUIDE

## Acclaim Management Group Pty Ltd

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## WHAT IS A FINANCIAL SERVICES GUIDE?

This Financial Services Guide (FSG) provides you with information about Acclaim Management Group Pty Ltd ('AMG', 'we', 'us', or 'our') and is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with a financial service. The matters covered by the FSG include who we are, how we can be contacted, what services we are authorised to provide you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, and details of our internal and external dispute resolution procedures and how you can access them.

You have the right to ask about our charges, the type of advice we will provide, and what you can do if you have a complaint about our services. It is intended that this FSG should assist you in determining whether to use any of the services described in this FSG.

You should also be aware that you are entitled to receive a Statement of Advice whenever we provide you with any advice which takes into account your objectives, financial situation or needs. The Statement of Advice will contain the advice, the basis on which it is given may have influenced the provision of advice.

In the event we make a recommendation to acquire a particular product (other than securities) or offer to issue or arrange the issue of a financial product, we must also provide you with a Product Disclosure Statement containing information about the particular product which will enable you to make an informed decision in relation to the acquisition of that product.

## WHAT KIND OF FINANCIAL SERVICES DO YOU PROVIDE?

### ***Personal and General advice***

AMG can provide you with personal and general advice on classes of financial products outlined in the section below (What kind of financial services is Acclaim Management Group Pty Ltd authorised to give advice and deal in?).

When we provide you with personal advice, we will tell you how we have taken into account your objectives, financial situation or needs. We will provide you with a Statement of Advice disclosing the advice and the basis of the advice that we have provided to you. The Statement of Advice will also tell you about our fees and commissions and any associations we have with the Financial Product Issuers or other parties which may have influenced the advice we give to you.

If we provide you with a service that relates to the acquisition, or the possible acquisition, of an interest in a particular product, you should obtain a *Product Disclosure Statement* (PDS) which contains details about the product and consider the PDS before making any decision about whether to acquire the product.

## WHAT KIND OF FINANCIAL SERVICES IS ACCLAIM MANAGEMENT GROUP PTY LTD AUTHORISED TO GIVE ADVICE AND DEAL IN?

### **Advice**

Under our Australian Financial Services (AFS) licence AMG is authorised to provide financial service product advice to both retail and wholesale clients. The following classes of financial products for which this authorisation covers are list below:

- Superannuation.

### **Deal**

An authorisation to deal in financial products allows AMG to apply for, acquire, vary or dispose of financial products on your behalf. The following list summarises the product authorisations that have been granted for a dealing services:

- Superannuation.

## WHO WILL BE PROVIDING THE FINANCIAL SERVICES TO ME?

Acclaim Management Group Pty Ltd (AFS licence number 305 604) is licenced under the Corporations Act to provide the financial services outlined in this FSG. Acclaim Management Group Pty Ltd is responsibility for the service of advice you receive.

Contact details for Acclaim Management Group Pty Ltd:

Telephone: (07) 3210 6733  
Facsimile: (07) 3228 2633  
Address: Level 22, 300 Queen Street  
Brisbane QLD 4000  
Email: [info@amgsuper.com.au](mailto:info@amgsuper.com.au)

## WHO DOES MY ADVISOR ACT FOR WHEN PROVIDING FINANCIAL SERVICES TO ME?

Your Advisor will be acting as a representative of Acclaim Management Group Pty Ltd who, as licensee, will be responsible to you for all services your advisor provides.

## HOW CAN I GIVE INSTRUCTIONS ABOUT MY FINANCIAL PRODUCTS?

You may tell us how you would like to give us instructions – for example by telephone, fax or other means such as e-mail. Once we receive your instruction, if possible we will comply with your request.

**HOW WILL I PAY ACCLAIM MANAGEMENT GROUP PTY LTD FOR THE SERVICES PROVIDED TO ME?**

The service and advice fee will be based on hourly rates and will vary depending on the scope of the work undertaken. Whilst much of this will be time cost, we may negotiate a fixed cost fee arrangement in some circumstances. Regardless, wherever possible, estimated fees for this service or advice will be provided before we commence any work.

AMG does not accept commissions from any financial product issuers with whom we place new investments. We will provide you with a Statement of Advice which will detail our fees and any payments made to us by a financial product issuer/s.

**HOW IS MY REPRESENTATIVE PAID BY ACCLAIM MANAGEMENT GROUP PTY LTD?**

All AMG representatives are salaried employees and as such, do not retain commissions, fees or any other form of benefit or advantage arising out of recommendations made to you.

Under the Corporations Law, the licensee and its representative have a duty to disclose details of any interest that they may have, whether financial or otherwise and whether direct or indirect, in the making of recommendations. Whilst we attempt to avoid conflicts of interest at all times, if there is a potential conflict of interest we will disclose this information to you when we make recommendations.

**DO YOU HAVE ANY RELATIONSHIPS OR ASSOCIATIONS WITH A FINANCIAL PRODUCT ISSUER?**

Acclaim Management Group Pty Ltd is a joint venture of independent Queensland based enterprises whose two shareholders are Pension Investments and DDH Graham Limited.

Acclaim Management Group Pty Ltd is the Sponsor and Administrator for AMG Universal Super, a Public Offer Superannuation Fund. If a superannuation or pension product is required to meet your individual objectives, financial situation and needs, then we are likely to give preference to AMG Universal Super products in our recommendations.

Your AMG representative does not retain commissions, fees, or any other form of benefit or advantage arising out of recommendations made to you. At any time that we become aware of an existing relationship or association with any recommendations that we have made, we will disclose this relationship to you.

## **WHAT INFORMATION DO YOU MAINTAIN IN MY FILE AND CAN I EXAMINE MY FILE?**

We maintain a record of your personal profile including your name, address and other contact details as well as details about the services provided to you by AMG including records of communication and records of all recommendations made to you.

AMG is committed to ensuring the confidentiality and security of your personal information in accordance with the National Privacy Principles. Our Privacy Policy detailing our handling of personal information is available on request.

If you wish to examine your file, we will make arrangements for you to do so.

## **WHAT COMPENSATION ARRANGEMENTS DO YOU HAVE IN PLACE WITH REGARD TO THE FINANCIAL SERVICES PROVIDED?**

Acclaim Management Group Pty Ltd has professional indemnity insurance cover in place in respect of the financial services provided by retail clients. This insurance covers claims in relation to representatives of Acclaim Management Group Pty Ltd. These arrangements comply with the requirements of Section 912B of the *Corporations Act 2001*.

## **WHAT SHOULD I DO IF I HAVE A COMPLAINT?**

To ensure Acclaim Management Group Pty Ltd provides the highest quality service, we have employed an internal compliant resolution policy and complaint handling procedures that meet the relevant Australian Standards, to respond to any complaints efficiently and effectively. We are also a member of the Financial Ombudsman Service Limited (FOS), an approved external complaints resolution scheme which provides a free consumer service.

If you have a complaint about our services or advice, the following steps should be taken:

1. Contact the advisor directly and tell them the nature of your complaint giving them an opportunity to resolve the complaint immediately.
2. If your complaint has not been satisfactorily resolved within 7 days, please contact the Compliance Manager of Acclaim Management Group Pty Ltd on (07) 3228 4088 or by putting your complaint in writing and sending it to:

Compliance Manager  
Acclaim Management Group Pty Ltd  
GPO Box 330  
Brisbane QLD 4001

3. We will do everything within our power to resolve the issue as quickly as possible. If you still do not get a satisfactory outcome within 45 days of the first notification of your complaint to us, you can contact FOS on 1300 780 808 or by sending your complaint in writing to:

Financial Ombudsman Service Limited  
PO Box 579  
Collins Street West  
Melbourne VIC 8007

Please note that the scope of matters FOS can deal with has some financial limitations. FOS will advise you if they can deal with your complaint, and if so, what information you need to supply. Both AMG's internal complaint handling procedure and the FOS service are free of charge.

The Australian Securities and Investment Commission (ASIC) also has a freecall Infoline 1300 300 630 which you may use to obtain information about your rights.