

# Bendigo Financial Planning Wealth Concierge

Financial Services Guide

1 December 2022

## Introduction

Bendigo Financial Planning (BFP) is required to provide you with this Financial Services Guide (FSG). It is designed to help you understand the important features of the general financial advisory services provided by the Wealth Concierge team, and to assist you in deciding whether to use any of these services.

General advice is broad in nature and it does not consider your financial situation, objectives and needs. General advice may assist you to understand information regarding a financial product or service, its features, benefits, drawbacks, risks and any eligibility requirements.

This FSG is designed to provide you with a clear understanding of what you can expect as a customer of Bendigo Financial Planning.

This guide outlines:

- The financial services and products we\* offer
- The financial benefits that may be received by Bendigo Financial Planning and related persons in connection with the financial services provided
- Any interests, associations or relationships that could influence the general advice we give you
- Our internal and external dispute resolution procedures and how you can access them.

\* Throughout this Financial Services Guide, Bendigo Financial Planning Limited is referred to as "BFP", "we", "us", "our" or any such variations.

## About Bendigo Financial Planning Limited

Bendigo Financial Planning Limited (ABN 81 087 585 073), is part of Bendigo and Adelaide Bank Limited (the Bank) and the Bendigo and Adelaide Bank Group (the Group). Our Australian Financial Services licence number is 237898.

With a national reach, our Wealth Concierge team help guide our customers to the right financial solution.

### Who is responsible for the advice I receive?

Bendigo Financial Planning, as the holder of an Australian Financial Services licence, is responsible for the general advice provided to you. The Wealth Concierge designated staff as representatives of BFP act on behalf of Bendigo Financial Planning.

## Our service

We are committed to providing an expert Wealth Concierge team to provide general financial advice to our customers, their families and their businesses. Our Wealth Concierge team members are qualified to provide general advice on a range of wealth products and services offered or distributed by the Group:

- Investment
- Superannuation
- Risk management (Personal insurance), and
- Retirement planning

### Will the advice be tailored to my personal needs?

No, a Wealth Concierge is able to provide general advice only, which will not take into account your personal financial situation, objectives and needs. As general advice will not be specific to your personal circumstances, you will need to consider if the general advice provided is suitable for your investment objectives, financial circumstances and needs before you take any action.

If the general advice relates to acquiring or possibly acquiring a particular financial product, you should obtain and consider the relevant Product Disclosure Statement before making any decision to acquire the product.

If you require advice which is tailored to your personal needs and specific circumstances, your Wealth Concierge can help you arrange a meeting with our financial planning partner, Bridges Financial Services Pty Ltd ABN 60 003 474 977 (Bridges) for you to discuss your personal financial circumstances and financial planning advice needs. Bridges holds their own Australian Financial Services licence (AFSL) No. 240837.

If you elect to receive personal financial advice via Bridges, you should read a separate FSG from Bridges who is responsible for their advice.

### **Does Bendigo Financial Planning have any relationships or associations that may affect the advice given to me?**

The general advice given to you is done so by Bendigo Financial Planning through our Wealth Concierge team. For personal financial advice, the Bank has entered into a referrer relationship with Bridges for the provision of personal financial planning services to customers of the Group.

The Bank will be entitled to receive a fee from Bridges for referral of clients who receive personal financial advice. The details of the fee will be disclosed to you in a Statement of Advice (SOA). As at the date of this FSG, the fee paid from Bridges to the Bank is \$1,150 plus GST for each referred client that is issued personal advice from Bridges.

Bridges holds an AFS licence and Bridges financial planners are required to act in your best interests when providing personal advice to you and to explain the risks associated with the investments or strategies recommended to you.

The Bank or BFP is not responsible for any services or advice provided by Bridges, their employees or representatives. Bridges is not part of the Bendigo and Adelaide Bank Group. Please review any documents provided to you by Bridges to understand how Bridges will provide personal financial advice to you.

#### **How are Wealth Concierges remunerated?**

Wealth Concierge staff are salaried employees of the Bank and are not remunerated via commission. Wealth Concierge staff may be eligible for the Group's Performance Bonus Scheme however these bonus payments are not an additional cost to you. Bonuses, if applicable are based on the satisfactory performance of all activities across the entire business.

### **Wealth Concierge Fees**

There is no charge for the consultation with the Wealth Concierge.

If our Wealth Concierge refers you to Bridges for personal advice, fees relating to personal advice will apply, and are required to be set out in Bridges' regulated documents. BFP is not responsible for Bridges' fees or for any services provided by Bridges.

### **Remuneration received by other Group companies for products issued by them**

If you acquire a product issued by a company in the Group, the relevant company may receive product fees in relation to that product, including commissions, referral fees, entry fees, management fees, exit fees or any other fees specified in the PDS or the disclosure document for that particular product. These product fees may benefit other Group members or associates.

If a Community Bank Branch or an Agency of the Bank refers you to us and you decide to progress with personal financial advice through a secondary referral by us to Bridges, the Branch/Agency will receive a referral fee of \$460 plus GST. Any amounts paid to Community Bank Branches or Bendigo Bank Agencies will be debited from the \$1,150 plus GST paid to the Bank by Bridges and will not be an extra charge to you.

#### **Does Bendigo Financial Planning have any associations that may influence the advice I receive?**

Bendigo Financial Planning is a subsidiary of Bendigo and Adelaide Bank Limited.

The Group comprises a number of wholly owned subsidiaries including Sandhurst Trustees Limited, Bendigo Superannuation Pty Ltd and Leveraged Equities Limited. These subsidiaries provide products and services which may be discussed during your general advice discussion.

Bendigo and Adelaide Bank distributes AIA MaxLife, for which the Bank may receive commissions. The Bank does not issue or guarantee this product.

Wealth Concierge is a complimentary service offered by the Bendigo Bank. Should you decide to purchase a product after a discussion with the Wealth Concierge, no commissions or bonuses will be paid to the team member.

## Contact details

Wealth Concierge designated staff are representatives of Bendigo Financial Planning. You can be connected to BFP and Wealth Concierge by contacting us in any of these ways.

- Visiting your local Bendigo Bank branch
- Contacting 1300 BENDIGO (1300 236 344)  
8am – 8pm Monday to Friday (local hours)  
9am – 4pm Saturday (local hours)  
9am – 4pm Sunday (local hours)
- Visiting our website at [www.bendigobank.com.au](http://www.bendigobank.com.au)
- Writing to us at:  
Bendigo Financial Planning Limited  
Level 5, 120 Harbour Esplanade  
Docklands VIC 3008
- Facsimile: (03) 8414 7242
- Email: [wealthconcierge@bendigoadelaide.com.au](mailto:wealthconcierge@bendigoadelaide.com.au)

## Providing instructions to us

Generally, you need to give us instructions in writing by using the contact details set out above. Some products and services may have their own requirements as to how to provide instructions or execute certain transactions. Please refer to the relevant PDS or other disclosure document for further details of these requirements.

## Our complaint resolution process

We consider internal dispute resolution to be an important and necessary first step in complaint handling process as it gives us an opportunity to hear when we do not meet our customer's expectations and address them genuinely, efficiently and effectively.

You can raise your complaint with us by:

- Contacting us on 1300 062 363 (8.30am to 5.00 pm AEST Monday to Friday)
- Emailing us at [wealthconcierge@bendigoadelaide.com.au](mailto:wealthconcierge@bendigoadelaide.com.au)
- Writing to us at:  
Bendigo Financial Planning Limited  
C/- Wealth Concierge  
Level 5, 120 Harbour Esplanade  
Docklands VIC 3008

If you are not satisfied with the response provided, you can refer your complaint to:

## The Australian Financial Complaints Authority (AFCA)

- Website: [www.afca.org.au](http://www.afca.org.au)
- Email: [info@afca.org.au](mailto:info@afca.org.au)
- Phone: 1800 931 678
- Mail: Australian Financial Complaints Authority  
GPO Box 3 MELBOURNE VIC 3001

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if, or when the time limit relevant to your circumstances expire.

## Your right to privacy

We are committed to ensuring the privacy and security of your personal information. All personal information is handled in accordance with the Privacy Act, as set out in our Privacy Disclosure Statement. Additional information on our information management practices can be obtained at [www.bendigobank.com.au](http://www.bendigobank.com.au) or by contacting our Customer Help Centre on 1300 361 911.

We aim to ensure that the personal information we retain about you is accurate, relevant, complete and up to date. Accordingly, if you have any concerns about the completeness or accuracy of the information, we have about you, or would like to access or amend your information, call us on the above number.

## What information does Bendigo Financial Planning keep about me?

If previously you have received personal advice from BFP we will maintain a record of your personal profile which includes details of your investment objectives, financial situation and needs. If you wish to view your file, please contact the Wealth Concierge team via email at [wealthconcierge@bendigoadelaide.com.au](mailto:wealthconcierge@bendigoadelaide.com.au) and we will make arrangements for you to do so.

## **Our Privacy Disclosure Statement**

We collect and hold personal information about you that may include sensitive information.

Bendigo Financial Planning or Wealth Concierge may use your personal information as part of its advice services. If a referral is made to Bridges, all relevant personal information such as your name, age, contact details and the areas of advice will be shared to ensure they can provide you the required financial service.

We may also use your personal information such as your name and contact details to perform our business functions (for example internal audit, operational risk, product development and planning).

Where required, we may disclose your information to other professionals within the Group, our agents and organisations to whom we outsource functions such as mailing and printing houses and IT providers, in connection with the purposes detailed above. Other disclosures usually include joint account holders, account operators and account applicants and government authorities.

Some of the organisations we disclose your personal information to may be located overseas. Where an organisation is located overseas, we will either take reasonable steps to ensure that it complies with Australian privacy laws or we will seek your consent to the disclosure.

We may also share your personal information with related companies in the Group and our joint venture partners so that we can tell you about the products and services available from us or other companies within the Group. If you do not want to receive this information, call the Bendigo Bank Customer Help Centre on 1300 361 911.

In the event we consider it necessary to use or disclose information about you for purposes other than those detailed above or related purposes, we will seek your consent.

For further details, please refer to our privacy policy at [www.bendigobank.com.au](http://www.bendigobank.com.au)

Our Privacy Policy contains information about:

- how you can access and seek correction of your personal information;
- how you can complain about a breach of the privacy laws by us and how we will deal with a complaint;
- if we disclose personal information to overseas entities, and where practicable, which countries those recipients are located in.

## **Compensation and insurance arrangements**

Bendigo Financial Planning is required by the Corporations Act to maintain a compensation arrangement which is designed to compensate retail clients for losses they may suffer as a result of a breach by it or its representatives in respect of the provision of financial services. These compensation arrangements are in accordance with and satisfy the requirements for compensation arrangements under section 912B of the Corporations Act.