



Financial Services Guide

Provided by

Gartora Enterprises Pty Ltd ACN 078 664 392 Australian Financial Services Licensee **No. 522840** trading as CLS Investment Services ABN 76 073 837 179,

Date: 31/10/2024

Purpose of this document

The purpose of this FSG is to assist you in deciding whether to use our services by giving you information about the type of services we provide, how we are remunerated and your rights when you have a complaint about the services, we provide to you.

We recommend that you read and understand this FSG before you engage us to provide you with any financial services. If you have any questions, please get in touch with us.

Additional documents you may receive from us

When we provide you with financial planning services you may receive:

- a Statement of Advice (**SOA**) or Record of Advice (**ROA**). These documents set out the advice we provide to you. If you have not been provided with the ROA, you may request a copy of it free of charge at any time within 7 years after the advice was provided to you, by contacting us;
- a Product Disclosure Statement (**PDS**) which provides details about the significant risks and benefits, costs, charges and other significant characteristics or features of the products we have recommended.

If you enter into an ongoing service agreement with us, you will receive a fee disclosure statement each year and a renewal notice every two years.

Not Independent

Because:

- we receive commissions on the sale of life risk insurance products

we are not able to refer to ourselves or our advice as 'independent', 'impartial' or 'unbiased'.

Financial services we are authorised to provide

We are authorised to provide personal advice and dealing services to both retail and wholesale clients for the following financial products:

- deposit and payment products (basic and non-basic deposit products);
 - debentures, stocks or bonds issued or proposed to be issued by a government;
 - life risk insurance and investment life insurance products;
 - interests in managed investments schemes including investor directed portfolio services and MDA services;
 - retirement savings accounts products;
 - securities;
 - superannuation;
 - superannuation investment strategies (strategic asset allocation) SMSF setup;
 - Centrelink and other Government benefits;
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How can you provide us with instructions?

You can give us instructions by phone, email or any other means that we agree with you from time to time. Please refer to our engagement letter for more information on this.

Who do we act for?

In providing these financial services, we act on our own behalf.

Fees

All fees are payable to us. Mende Dulevski is our owner and ultimately receives the profits that we make.

General advice

We may charge you a fee for any general advice we provide to you. That fee may be either a fixed fee or based on the number of hours it takes us to prepare and provide you with the general advice. Details of the fee will be agreed with you in a Terms of engagement letter. You may request information about these fees within a reasonable time after receiving this FSG but before you are provided with any general advice.

Personal advice

We will charge you a fee for any personal advice we provide to you. That fee may be either a fixed fee or based on the number of hours it takes us to prepare and provide you with personal advice. These fees will be agreed with you beforehand in a terms of engagement letter] and will be disclosed in a SOA or ROA which will be provided to you.

Ongoing fees

Our ongoing advice service fees depend on the ongoing service that we provide to you. They are typically charged as a percentage based on the value of your portfolio and are paid monthly.

The ongoing advice service fee will be agreed with you in our ongoing service agreement.

Placement fees

We may receive one-off placement fees where you invest in some listed investments. These will be paid by the issuer of the investment and will typically be a set % of the investment amount.

The fees will be set out in the SOA or ROA that we provide to you.

Commissions

To the extent we are permitted to do so by law, we receive commissions and other benefits from some product and service providers.

The commission will vary depending on the product or service which is recommended. You will be advised of the exact amount in the SOA or ROA.

Insurance commissions

We receive a one-off upfront commission when you take out an insurance policy we recommend. We also receive a monthly commission payment for as long as you continue to hold the policy. You will be advised of the exact amount of these commissions in the SOA or ROA.

Insurance (including those held within superannuation)	Up to 66% of the first year's premium. We may receive commissions on increases or additions on existing policies of up to 130%	Up to 33.00% of the premium each following year.	If your insurance premium was \$1,000, we would receive up to \$660 initially and \$330.00 pa.
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Other Benefits

We may also receive additional benefits by way of sponsorship of educations seminars, conferences or training days. Details of any benefits received above \$100 will be maintained on a register which is available to you on request.

Adviser remuneration

Mende Dulevski is paid a base salary and does not receive commissions from product issuers. However, as stated above, as our shareholder he ultimately receives the profit we make.

Referrals

We may pay a referral fee to any third party who successfully refers you to us to receive financial services. Similarly, we may receive benefits for referring you to another party, including referral fees or non-monetary benefits. All referral payments will be disclosed in any SOA or ROA you receive.

Associations

We are required to disclose any associations or relationships between us, our related entities and product issuers that could reasonably be capable of influencing the financial services we provide to you. No such associations or relationships exist.

Conflicts of Interest

We may recommend investments in shares that we hold or may hold in the future. You will be advised where a conflict of interest may exist and how the conflict will be managed.

About Mende Dulevski



Ph: 0415761313

EMAIL: mende@mycls.com.au

AFSL Number 522840

Authorised Representative Number 330266

Qualifications

Diploma of Financial planning

Diploma of Financial services (Financial Planning)

Advance Diploma of Financial Planning

Diploma of Finance and Mortgage Broking Management

Professional Membership

AFA - Association of Financial Advisers

MFAA- Mortgage and Finance Association of Australia

Professional Designation

FChFP - Fellow Chartered Financial Practitioner

Schedule of fees

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

Initial fees

These are fees paid when you have agreed to receive our advice:

Initial service	Fee amount
SOA plan, preparation, research and implementation of services	Starting from \$1,500 plus GST

Ongoing service fees

We provide ongoing services for clients with existing ongoing fee arrangements to help you stay on track to meet your goals. Our ongoing service fees vary depending on the scope and complexity of services provided. The cost of these services are as follows:

Ongoing service	Fee amount
Platinum Support Package <ul style="list-style-type: none">• Full annual review (comprehensive) in person• Semi-annual portfolio reports sent to you via email and/or mail• Unlimited support meetings with designated advice planner• Unlimited access to designated advice planner via phone, email and mail.	<p>The ongoing fee will be up to a maximum of 1.1% per annum of funds under advice subject to a minimum of \$4,400 per annum (GST inclusive)</p> <p>For example: If your funds under advice were \$1,000,000 the maximum you will be charged will be \$11,000</p>
Full Support Package <ul style="list-style-type: none">• Annual review in person• Yearly portfolio reports sent to you• An annual support meeting with planner in person• Unlimited access to planners via phone, email and mail• Non-Advice support (administration) rather than ring a Call Centre	<p>The ongoing fee will be up to a maximum of 1.1% per annum of funds under advice subject to a minimum of \$1,650 per annum (GST inclusive)</p> <p>For example: If your funds under advice were \$400,000 the maximum you will be charged will be \$4,400</p> <p>Add \$330 for additional review service for New Business</p>
Limited Support Package <ul style="list-style-type: none">• Annual review over the phone or via video conferencing• Yearly portfolio reports emailed to you• Limited access to planners via phone, email and mail• Non-Advice support (administration) rather than ring a Call Centre.	<p>The ongoing fee will be up to a maximum of 1.1% per annum of funds under advice subject to a minimum of \$550 per annum (GST inclusive)</p> <p>For example: If your funds under advice were \$150,000 will be charged will be \$1,650</p> <p>Add \$550 for additional review service for New Business</p>

The amount of fees will depend on the service offering and these will be provided in a separate advice or services agreement. Note that ongoing service are closed to new clients and are applied to existing 'ongoing advice agreements' prior to 1 March 2020.

Making a Complaint

We endeavour to provide you with the best advice and service at all times.

If you are not satisfied with our services, then we encourage you to contact us. Please call us or put your complaint in writing to our office. We will endeavour to resolve your complaint in 5 business days.

If you still do not receive a satisfactory outcome or we do not respond to you within 45 days after you make the initial complaint, you have the right to complain to the Australian Financial Complaints Authority (**AFCA**) at the following address:

GPO Box 3

Melbourne VIC 3001

Ph: 1800 931 678

Fax: 03 9613 6399

Website: www.afca.org.au Email:

info@afca.org.au

You may only contact AFCA once you have followed the above procedure.

Your Privacy

We are committed to protecting your privacy.

We have a Privacy Policy which sets out how we collect, hold, use and disclose your personal information. It also sets out how you can access the information we hold about you, how to have it corrected and how to complain where you are not satisfied with how we have handled your personal information.

Our Privacy Policy is available on request and on our website at mycls.com.au

Compensation arrangements

We hold professional indemnity insurance in respect of the financial services we provide. This professional indemnity insurance complies with the requirements of the Corporations Act. The professional indemnity insurance covers all of the financial services we are authorised to provide to you.

Contact us

If you have any queries about our financial services, please do not hesitate to contact us:

39 Market Street Wollongong NSW 2500 Head office

Level 10, 14 Mason Street Dandenong Vic 3175

Po Box 15 Wollongong NSW 2520

PH: (02) 4274618

EMAIL: mende@mycls.com.au
