



# 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 together **we**,

Date: 13/04/2025

## **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'.
- We Receive commission from property developers when referring you to purchase and investment property  
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;
- Direct property Investments
- retirement savings accounts products;
- securities;
- superannuation;
- superannuation investment strategies (strategic asset allocation) SMSF setup;
- Centrelink and other Government benefits;

## **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.

We do receive Commission for advising to purchase investment properties from Choice Homes these commission can be up to \$35,000 plus GST per property

### **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 education 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](mailto:mende@mycls.com.au)**

**AFSL Number 522840**

**Authorised Representative Number 330266**

### **Qualifications**

Diploma If 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

## Our schedule of fees

Our preferred method of payment is by an agreed fee. The actual fee charged to you will depend on the nature of the advice or service we provide. We will discuss and agree the actual fees with you before we proceed. The following section outlines our types of fees that may apply.

### Agreed advice fees

The following section outlines the agreed advice fees we charge for initial and ongoing advice.

#### Initial advice fees

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

Service	Fee amount	
SOA FEE	Standard SOA	\$2500 Plus GST
	Complex SOA with insurance	\$3000 Plus GST
	Complex Retirement SOA	\$4000 Plus GST

These prices should be used as a guide only. We will discuss your individual needs and agree our costs with you. The final cost will be based on the complexity and extent of services we agree to provide you.

#### Ongoing advice fees

We offer ongoing services as part of our client value proposition.

The cost of these services are as follows:

Ongoing advice service	Annual fee amount
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<b>Ongoing Advice Fee</b> <b>Ongoing Advice Fee will be as follows</b> <b>Platinum support package</b> (Min \$4400 annual fee) <b>Full support package</b> (Min \$2500 annual fee) <b>Limited Support package</b> (Min \$550 Up to \$2500 annual fee)	1.10% of your account balance  For example, if your account balance was \$100,000, your fee would be \$1,100.00
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## 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](http://www.afca.org.au) Email:

[info@afca.org.au](mailto: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](http://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](mailto:mende@mycls.com.au)