



FINANCIAL SERVICES GUIDE

11th June 2018

The financial services referred to in this guide are offered by:
Melissa Goodin as an Authorised Representative (No: 1003992)
of Havana Financial Services Pty Ltd
ABN 90 619 804 518 AFSL No. 500435
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This guide contains important information about:

- The financial services we offer so you can make an informed decision whether to use those services.
- Information we need from you.
- The cost of our advisory services and how we are remunerated.
- What to do if you have a complaint about our services.
- How you can contact us

Other documents you may receive:

When we provide you with financial advice, you will receive a Statement of Advice. In order to produce this document, we will be making reasonable enquires about your current financial situation and future needs. This is to make sure that the advice is appropriate to you.

In the Statement of Advice we will tell you about:

- our fees and commissions
- any associations we have with financial product issuers or other parties which may have influenced the advice we give you.

If we recommend to you a particular Financial Product we will provide you with a Product Disclosure Statement. This document is designed to help you make an informed decision about the Financial Product.

About your adviser

Your adviser acts on behalf of Havana Financial Services who is the holder of Australian Financial Services licence no 500435. Under the Corporations Act, our primary responsibility is to you, our client.

Your adviser can provide a wide range of services from strategic advice, to investment advice, to advice on a wide range of insurance products such as life, trauma and income protection. Further details of your adviser's background along with the payments we receive are as per the profile which forms part of this FSG.

Who is responsible for the financial services provided?

Havana Financial Services is responsible for the financial services provided including the distribution of this FSG.

Relationships or associations that exist which might influence us in providing the financial service

Havana Financial Services is not controlled by any financial institution/s such as a fund manager, bank, insurance company or trade/credit union. None of these institutions has a vested interest in our business and are not therefore in a position to influence us in the provision of advice.

Financial Products that we are authorised to advise and deal in:

- Deposit and payment products
- Debentures, stocks or bonds
- Derivatives
- Investment life insurance products
- Life risk insurance products
- Managed investments schemes
- Securities
- Standard margin lending facility
- Superannuation

Information we need from you

We expect that you will provide us with accurate information that we request including your personal objectives, details of your current financial situation and any other relevant information, so that we have a reasonable basis on which to provide you with advice. We expect that you will use our advice to enable you to make informed financial decisions. As a financial service provider, we have an obligation under the Anti-Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as passports and driver's license. We will also retain copies of this information. We assure you that this information will be held securely.

Possible consequences of not providing this information

You are of course at liberty to decline to provide some or all of this information, but if you do not provide it, we may not be able to:

- Provide you with the product or service you want,
- Manage or administer your product or service
- Verify your identity, which may not protect you against fraud,
- Advise you of other products or services that may better meet your financial needs and lifestyle goals.

Giving instructions

You can instruct us by telephone, e-mail or in person.

Remuneration, commission, fees or other benefits we receive in relation to providing financial services and how are they calculated

Havana Financial Services advisers are remunerated through the fees and commissions that you are charged. To assist you in making an informed decision, your adviser will discuss with you and agree on any fees payable before providing a service. The Corporations Act requires us to fully disclose all fees and charges, so if you are in doubt please ask us to explain. You may be charged a fee for the services we provide or we may be paid a commission or brokerage or a combination of the two may apply.

All fees and commissions are payable to the Licensee (Havana Financial Services) which will be as per the schedule contained in the adviser profile. Details of the fees and commission for each product are contained in the Product Disclosure Statements (PDS) that your adviser will provide. Your adviser will also provide full details of fees and commissions in your Statement of Advice.

Alternative remuneration (Non-monetary benefits)

From time to time advisers may receive non-monetary benefits from product providers. This can range from small benefits such as movie or sporting event tickets to more valuable benefits such as sponsorship to attended conferences.

If the value of any of these benefits exceeds \$300 it will be recorded in the Alternative Remuneration Register. A register will be maintained by Havana Financial Services for any benefits received by them that exceed \$300, and each individual adviser will maintain a register for any benefits that they receive directly and are valued at more than \$300. A copy of the register will be available for inspection on request.

Information we maintain on file and for how long

We need to hold all information you give us for a period of 7 years. Yes you can view information held by making a request.

Compensation arrangements in place and compliant

It should be noted that Havana Financial Services has Professional Indemnity Insurance in place to cover us for the financial services that we provide. We understand that it is adequate to meet our requirements as a financial services licensee and meets the provisions of RG126. The policy includes coverage for claims made in relation to the conduct of representatives/employees who no longer work for us (but who did at the time of the relevant conduct).

We will provide you with the associated risks of certain financial products/strategies

We will explain to you any significant risks of financial products and strategies, which we recommend to you. If we do not do so, you should ask us to explain the risks to you. We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy can be requested at any time.

What should you do if you have a complaint?

We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, you should take the following steps:

1. Contact your adviser immediately.
2. If your complaint is not satisfactorily resolved within 7 days please contact Havana Financial Services within 7 days via phone no's 02 8004 6299 or put it in writing and send to PO Box R406 Royal Exchange Sydney NSW 1225.

If we cannot reach a satisfactory resolution within a further 45 days you can send your complaint to CIO at PO Box A252 Sydney South NSW 1235. Their free call number is 1800 138 422. The Australian Securities and Investments Commission, (ASIC), also has a free call info line on 1300 300 630 which you may use to make a complaint or obtain information about your rights.

Adviser Profile

Melissa Goodin

Team Goodin Pty Ltd trading as Retire Me Young

Suite 3/33 Palm Beach Avenue, Palm Beach QLD 4221

Phone : 0400 114 000 Email: info@retiremeyoung.com.au

Adviser Authorised Representative Number: 1003992

Melissa and the Retire Me Young Philosophy

With a background in psychology and over 12 years as a financial adviser, I help everyday Australian's take control of their own financial destiny. At Retire Me Young we believe your finances are the key to living life on your terms. We help you build a plan to retire early, work part time or simply ensure you are set up financially so you can live the life of your dreams.

Melissa Goodin and Retire Me Young are by Havana Financial Services to offer you the following services:

Provide financial product advice and to deal in a financial product by arranging for a financial product to be acquired, varied or disposed of in respect of the following financial products:

- Deposit and payment products
- Investment life insurance products
- Life risk insurance products
- Managed investments schemes
- Superannuation
- Margin Lending

We offer the following payment options:

- Invoice
- Direct debit from bank account
- Deduction from investment account

We'll provide you with details of all fees, commissions, or other benefits we may receive when we provide advice to you and, where possible, will give actual dollar amounts. If this information cannot be provided, we'll provide an example of how the calculation works. Even if you don't receive personal financial advice from us, you can still request the details of any fees or other benefits we receive in relation to any other financial service we provide you. Sometimes in the process of providing advice, our financial advisers may receive benefits from product providers.

Financial Plan Preparation Fee

We may agree to charge you a fee, depending on the time we spend developing your plan and the value of funds you invest. If you choose to pay a fee we can agree to rebate to you any initial commission we would otherwise receive. As an example, our current fees are based on an amount of \$350 per hour. The time to prepare a financial plan may take 20 hours, which at the above hourly rate would be \$7000. We may invoice you for a fee when you receive our written recommendations.

Managed Investment Products

We do not accept commissions/fees from managed investment providers as our time and expertise is covered by an ongoing fee based on the time involved and complexity of your advice, the value of the funds you invest and the financial products you use. This fee can be asset based and paid directly from your investment portfolio.

Alternatively, it may be a direct debit payment from your bank account or invoiced to you, depending on the arrangement you have agreed upon with your adviser.

** All fees and charges will be clearly disclosed to you in writing by your adviser at the time the advice is provided in your Statement of Advice. **



Privacy Policy

The privacy of your personal information is important to us at Retire Me Young. In addition to complying with existing laws that govern confidential information that you provide to us, we to are also required to comply with the Australian Privacy Principles. We will always seek to comply with the Australian Privacy Principles and other applicable laws regarding your personal information.

This privacy policy will explain how we manage your personal information, what sort of personal information we hold and for what purposes. As well as how we collect, hold, use and disclose that information.

Collecting Your Personal Information

Your personal information will be collected and held by Retire Me Young who is an Corporate Authorised Representative of Havana Financial Services (the holder of Australian Financial Services Licensee 500435), for the purposes of:

- managing our relationship with you; or
- contacting you about products and services in which you may be interested.

To enable Retire Me Young to provide you with the services required, we need to obtain and hold personal information about you. This includes:

- your name, contact details and date of birth;
- employment details and history;
- any other information that we consider necessary.

The personal information collected may include sensitive information such as memberships of professional or trade associations.

If it is reasonable and practicable we will only collect your personal information from you. Generally your personal information will be collected when you meet with a Retire Me Young representative in person, over the telephone, in person or with written material. We may need to collect personal information from third parties, such as your accountant.

How We Hold Your Personal Information

Your personal information will be held in client files or on a computer database. We will seek to ensure that we take reasonable steps to ensure that the personal information that we hold is protected from unauthorised access. Some of the measures that we have adopted are having facilities for the secure storage of personal information, having secure offices and access controls for our computer systems.

For any personal information that we no longer need we will also take reasonable steps to destroy or permanently de-identify.

Using and Disclosing Your Personal Information

Your personal information may be disclosed for purposes related to the provision of the Financial Service you receive. The types of service providers that may be provided with your personal information are:

- your mortgage broker, accountant, solicitor, tax agent, stockbroker or bank;
- organisations involved in a business restructure or a transfer of all or part of the assets of our business or the due diligence procedures prior to any such sale or transfer;
- government authorities and other organisations when required by law; and
- organisations that you have consented to your personal information being disclosed to.

Your personal information may also be used in connection with such purposes.

We will seek to ensure that your personal information is not used or disclosed for any purpose other than:

- the primary purpose for which it was collected or a related secondary purpose;
- where you have consented to the use or disclosure; or
- in other circumstances where the Australian Privacy Principles authorise the use or disclosure such as when it is required by or authorised under law.

We may disclose your personal information to third parties who provide services to us, in which case we will seek to ensure that the personal information is held, used or disclosed consistently with the Australian Privacy Principles.

Organisations outside of Australia

Currently we do not share your information with organisations outside of Australia. As we store your information in the cloud or other types of network and/or electronic storage, these may be accessed from various countries through an internet connection. Disclosures may occur in countries other than those listed. Overseas we may be required to disclose information we share with them under a foreign law.

Accessing your Personal Information

If you wish to gain access to the personal information that we hold this may be done, please contact us to request this. There may be exceptions by law. If we deny a request for access we will provide you with the reasons for this decision.

Correcting Your Personal Information

We endeavour to take reasonable steps to ensure that the personal information that we collect, use or disclose is accurate, complete and up-to-date. If you believe that any of the personal information that we hold is not accurate, complete or up-to-date please contact us and provide us with evidence that it is not accurate, complete and up-to-date.

If we agree that the personal information requires correcting we will take reasonable steps to do so. If we do not correct your personal information we will provide you with the reasons for not correcting your personal information. If you request that we associate with the information a statement claiming that the information is not accurate, complete and up-to-date we will take reasonable steps to comply with this request.

Contact Us

If you wish to obtain further information about the way in which we manage your personal information or if you wish to raise any privacy issues with us, including a complaint about privacy, this can be done by contacting us on 0400 11 4000.