

G Fernando & Associates

FINANCIAL SERVICES GUIDE



Shanaka Gehan (Gee) Fernando
Authorised Representative of
Consilium Advice Pty Ltd
Authorised Representative Number: **421171**

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Consilium Advice Pty Ltd

ABN 86 158 826 647 ('Consilium')

Australian Financial Services Licence number 424974

Level 9, 44-48 Hunter Street SYDNEY NSW 2000

About Shanaka Gehan (Gee) Fernando

Adviser Name

When “I”, “me”, “my” or “mine” are mentioned in the following, they refer to Shanaka Gehan (Gee) Fernando as an Authorised Representative of Consilium, Representative Number **421171**.

My licensed authority to act

I am authorised to provide **General Product Advice** in

- **Life Risk Insurance Products.**

I am not able to provide any personal advice in relation to your personal circumstances and financial position.

My experience & education

Experience

- Combined Insurance Company of America
 - Sales Representative 2003-2004
 - Territory Representative 2004-2007
 - Sub-Regional Representative 2007-2011
- Spectrum Wealth Advisers Pty Ltd
 - Authorised Representative 2011-2019

Qualifications & Certifications

- Tier 1, RG146 – General Insurance

Providing General Advice

We may provide you with general information about Life Risk Insurance products, including:

- The features and benefits of the products
- The cost of the life risk insurance (premiums) that you require

We will also facilitate the paperwork with the life insurance companies and help to complete all documents.

How do I charge for my services?

I may be paid for my services in two ways:

- A. A commission that is paid through various product providers with your consent
- B. By a service fee that is negotiated between clients and me at the time of initial meeting and/or engagement.

Clients have a choice of either paying the service fee upfront or on an agreed frequency.

Note: All fees and/or commissions are initially paid to the licensee, Consilium Advice Pty Ltd, who forwards all fees and commissions directly to the nominated bank account of my business

Why you are receiving this Financial Services Guide

This Financial Services Guide (FSG) is an important document that we are required to give you as a condition of our Australian Financial Services Licence.

It is designed to provide you with information about your Adviser and their Licensee, Consilium, an understanding of what to expect from our services, what you can do if you have a complaint about our services, as well as the associated fees and charges.

This guide contains important information about:

- Financial services and products we offer
- How we are paid for our services, including all forms of fees or other benefits that may be received by us and related parties in connection with the financial services provided
- Any interests, associations or relationships that could influence the advice we give you, and
- Our internal and external dispute resolution procedures and how you can access them, and
- Our privacy policy

You may also receive the following documents when we provide financial services or products to you

Product Disclosure Statement (PDS)

A PDS is provided when we make a recommendation to acquire a particular financial product or offer to issue or arrange the issue of a financial product. The PDS outlines the key features, significant benefits, risks and fees associated with the product.

Service Agreements

Prior to any advice being given, we may ask you to enter into an agreement for the provision of this advice. An Ongoing Service Agreement is a formal contract that outlines the benefits, services and support offered by Consilium for ongoing service.

How we are remunerated for the services provided

Consilium and its Authorised Representatives offer a variety of payment options for the services provided. These may include one or more of the following:

- Fee for service
- Commission
- Brokerage
- Referral fees

Remuneration for advice services provided to you are fully disclosed to you. All costs of advice will be outlined in full to you prior to any advice being delivered.

What should I do if I dispute the advice given?

Consilium prides itself on providing high quality service to its clients. We are a member of the Australian Financial Complaints Authority (AFCA).

If you have a complaint about the financial services provided, you must take the following steps:

1. **Contact your adviser** to discuss the complaint
2. If the complaint is not satisfactorily resolved within 7 days, please **contact the Complaints Manager at Consilium** on

☎ 02 8003 5551 or

put your complaint in writing and send it to:

📄 Level 9, 44-48 Hunter Street
SYDNEY NSW 2000

✉ info@advisoryventures.com.au

We will try to resolve your complaint quickly and fairly and will respond in writing within 45 days.

3. If you are not satisfied with our response, or if you have not received a response within 45 days, you may **lodge a written complaint with the Australian Financial Complaints Authority (AFCA)**. This service is provided free of charge.

☎ Toll free: 1800 931 678

✉ info@afca.org.au

📄 GPO Box 3 MELBOURNE VICTORIA 3001

🌐 www.afca.org.au

AFCA Process

Stage 1 of the AFCA process is where AFCA facilitates discussions and negotiations between the parties. All relevant documents are exchanged and the issues in dispute are identified.

Stage 2 is conciliation by conference with both parties facilitated by AFCA. The role of the conciliator is to provide guidance on the issues in the complaint, assist the parties to explore options and come to an agreement with settlement.

Stage 3 when negotiations do not achieve an agreed settlement, AFCA will make a decision on the merits of the complaint (the Determination), taking into account the relevant law, industry codes & good practice, previous relevant determinations, fairness and reasonableness. If you accept the adjudicator's decision it is binding on the member.

4. The **Australian Securities and Investments Commission (ASIC)** also has a free call information line on:

☎ 1300 300 630

which you may use to make a complaint or to obtain information about your rights.

Compensation arrangements

Consilium has a Professional Indemnity (PI) Insurance policy underwritten by Certain Underwriters at Lloyd's that satisfies the requirements for compensation arrangements under Corporations Law. The PI insurance provides a "run-off" cover for a certain period of time for Authorised Representatives who are no longer connected with us.

Privacy of your information

We are required to maintain records for a minimum of seven (7) years. If you wish to examine your file you should ask your Consilium adviser.

We have a strong commitment to protecting your personal details. For more information please read our Privacy Policy by going to www.advisoryventures.com.au

About the Licensee - Consilium

Your adviser operates under the Consilium's financial services licence – Consilium Advice Pty Ltd AFSL No. 424974.

Consilium is a financial services business that provides tailored advice and product solutions. It does this through its Authorised Representatives ('advisers') who can provide advice in various capacities as outlined in this Financial Services Guide (FSG).



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 www.advisoryventures.com.au

Consilium is responsible for any financial advice or products provided to you by its Authorised Representatives. Your financial adviser will be acting on behalf of Consilium, but all our advisers have a duty of care to act in the best interests of their clients at all times.

Contacting Consilium

You can contact Consilium by:

-  02 8003 5551 from 9am to 5pm
Monday to Friday
-  info@advisoryventures.com.au