



Family Shield

General Advice Financial Services Guide

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Enva Australia Pty Ltd ABN 21 098 806 501 (AFSL Number 424494)

Licensee contact details

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About this Guide

This Financial Services Guide (FSG) contains essential information to help you decide if you wish to use our services.

It includes information on:

Our Financial Services Licence

How we resolve your concerns

The services we provide, our process and the documents you might receive

Details relating to your privacy, payments and any relationships we have with 3rd parties

Our fees and the services you can expect

Terms and conditions of Family Shield

About Enva Australia Pty Ltd

Enva Australia is an Australian Financial Services Licensee (**AFSL**) authorized by the Australian Securities and Investment Commission (**ASIC**) under licence number 424494 to provide financial services and advice per the Corporations Act (2001). Enva Australia Pty Ltd is wholly owned by Enva Holdings Pty Ltd, a privately held company with diverse shareholders. Details of the shareholders and their relevant holdings can be made available upon request.

Not Independent

Enva Australia Pty Ltd and its authorized representatives are "not independent" (In terms limited by legislation and ASIC), impartial or unbiased because we;

- a) may receive commissions from insurance providers, which we advise you about in this FSG and elsewhere.
- b) May attend training services provided by product providers to be better informed about what we recommend.

[For clarification on this statement, please call US.](#)

How licensing works

To provide a financial service or product to a retail consumer, a company or individual must hold a licence. ASIC grant this license which is called an AFSL or Australian Financial Services Licence. Licensees can appoint authorized representatives to operate under the supervision of the AFSL.

Resolving your Concerns

If you feel like you are not satisfied with our service, you can contact your adviser by e-mail, phone or in writing. We aim to resolve your concerns as quickly and fairly as possible. If you are not satisfied with the response you receive, or we have taken more than five days to resolve your concerns, you should contact our Complaints Manager.

Contact our Complaints Manager

Enva Australia Pty Ltd

Phone 1300 160 803
E-mail complaints@enva.com.au
Address **Complaints Manager**
Enva – 8/130 Main Road McLaren Vale, South Australia, 5171

If your complaint has not been resolved satisfactorily within 45 days, you may escalate it to the following External Dispute Resolution Schemes.

Any issue regarding our general advice

Australian Financial Complaints Association (AFCA)

Phone 1800 931 678
E-mail info@afca.org.au
Address **The Complaints Manager**
GPO Box 3
MELBOURNE VIC 3001

Any issue relating to your privacy

The Privacy Commissioner

Phone 1300 363 992
E-mail privacy@privacy.gov.au
Address **The Privacy Commissioner**
GPO Box 5218
Sydney NSW 2001

You may also contact the **Australian Securities & Investments Commission (ASIC)** on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

Professional Indemnity Insurance

We hold Professional Indemnity Insurance cover for the activities conducted under Enva Australia's AFSL. The limit of the indemnity is \$2,500,000 per claim and \$5,000,000 in the aggregate for all claims.

The insurance will cover claims made concerning the conduct of authorized representatives, representatives and employees of the Licensee who no longer work for the Licensee (but who did at the time of the relevant conduct). We believe that our Professional Indemnity Insurance cover satisfies s—912 B of the Corporations Act.

Financial services we provide

Enva Australia Pty Ltd is licenced to provide both general and personal financial product advice in the following classes of financial products:

- deposit and payment products
- securities;
- personal, general and group insurance;
- Government debentures stocks or bonds;
- interests in managed investment schemes
- investor directed portfolio services;
- retirement savings accounts, superannuation and SMSFs;

This document explains our general advice services only. You will receive a separate Financial Services Guide from a qualified adviser or staff if you require personal advice.

Financial advice is a recommendation or statement that would or could influence your decision to hold, dispose or acquire a financial product.

This may include recommendations relating to the following:

- Aged care
- Centrelink and Government services
- Contributions or withdrawals relating to a product or service
- Financial modelling of your current or recommended cash flow.
- Estate planning and other areas

How we provide our services

You have the flexibility to choose the level of service you want. This might include:

General Advice

We provide you with information about a financial product or service that does not consider your personal circumstances and may not be appropriate for you.

You should conduct your research and determine if the advice is right for you before making any change to your financial circumstances.

Transaction Services

You provide us with specific instructions, and we implement them on your behalf. We will ask you to confirm your instructions in writing and ensure you have received the relevant product disclosure statement for the requested product or service.

Documents you may receive

Financial Services Guide

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Product Disclosure Statements

Let's make a recommendation to acquire a particular financial product (other than securities) or offer to issue or arrange the issue of a financial product. We must also provide you with a Product Disclosure Statement (**PDS**) containing information about the particular product, enabling you to make an informed decision about that product.

Product or Strategy papers

We may provide you with content prepared by a product provider or a strategy paper created by us that explains a particular product, feature, service, or strategy. This document will be generic and not consider your personal circumstances.

How our staff are paid

Advisers and staff paid by Enva Advisory Pty Ltd receive a fixed salary with the potential for a quarterly bonus based on a balanced scorecard. No payments are made to employees directly linked to any one client, product or product type or referral partner.

Relationships with other companies

No preference or priority is given to any financial product or service provider.

We may, in some circumstances, receive invitations to corporate events or lunches to view product offerings. We may also receive support services such as access to software and or training.

Referral Relationships

We may pay a marketing fee to businesses that refer you to us.

Privacy, payments, and relationships

We do not provide tax advice

We are not registered tax advisers and can only give you limited information about tax. Limited information includes factual information provided by legitimate sources or financial modelling supplied by us to estimate the benefit of a given financial strategy. You should not rely on such information to complete your tax return without confirmation from a registered tax agent.

You can search for a qualified tax agent here:

www.charteredaccountantsanz.com/find-a-ca

Other costs

There may be other costs associated with our service to you, for example, legal and accounting costs.

All costs will be agreed upon with you upfront before incurring them.

Protecting your personal information

We are committed to the highest standards concerning collecting, using, accuracy, and storing your private information. The *Privacy Act 1988* contains 13 principles known as the "Australian Privacy Principles". Your rights, our obligations and how we deal with them are detailed in our Privacy Policy.

If you believe we have not acted appropriately concerning your privacy rights, you are entitled to lodge a complaint with us.

You can obtain a copy of our Privacy Policy free of charge on request or by visiting our website, www.enva-australia.com.au/legal.html

Privacy, payments, and relationships

Payment methods

We offer flexible payment options for your advice fees:

Direct debit (savings), credit card or cheque; EFT

All revenue is paid directly to Enva Australia as the Licensee.

If we receive commission payments because you instruct us to start a new insurance policy, we will disclose these payments.

Insurance Commission payments

Type	Insurance
Initial payment	Up to 66% of the first year premium.
Ongoing payment	Up to 33% of the ongoing years premium
Example	If your insurance premium was \$1,000, we could receive up to \$660 in the first year and \$220 per annum in the following years OR \$330 in the first year and ongoing years.

Using our services

This document contains information about our services, including the frequency of contact between us, service standards that may apply, the monthly fee arrangements and how the service can be terminated. If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or e-mail. We may refuse to accept instructions if we have doubts about the authenticity of the request.

Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF)

We are required to implement specific client identification processes.

We may be required to obtain information about you at the time of providing financial services to you and from time to time to meet our legal obligations.

As a result of the reporting obligations placed on us by the AML/CTF Act, information obtained from or about you may be provided to external third parties and regulators per the requirements imposed on us.

Family Shield Services

Fraud Monitoring

- We monitor supported products (those that can provide us with live data) for suspicious activity such as withdrawal requests, transfers for changes of address.

More than that, you can call or e-mail our team to ask us to investigate a phone call or e-mail - we will find out if it's real, and if it's not, we will report it to you.

No need to risk your computer being infected or losing sleep because maybe it was the ATO. Just ask us, and we'll check it out.

Financial Administration

- More complex financial products such as superannuation wrap accounts, investment platforms and retail insurance contracts often have more options, sophisticated reports and a more comprehensive range of investment options. You can continue to access these great products without the cost of an adviser, and our team can help you access and administer your account.

Family Crisis Support

- Our team has years of experience dealing with a crisis - the death of a loved one, moving a family member into care, or sudden illness can make it hard to remember where essential documents are stored.

We can hold copies of your will, work with your accountants, lawyers and even government departments to help if you need it.

We hope our clients never need this service, but as a family shield member, this assistance extends to parents and children of our clients.

General Advice

- General advice cannot consider your personal circumstances, but it can still point you in the right direction. You can access general financial services or product advice from a qualified financial adviser. They can help you understand the contribution options for superannuation, explain aged care entitlements and many other areas. Think of them like your human search engine.



The documents and services you can request from us at any time (subject to fair use)

There are many service requests we can complete on your behalf, which may include - but are not limited to - the following:

- Storage of confidential documents on your behalf.
- Communication with your accountant to ensure the correct lodgment of notices to claim a tax deduction for superannuation.
- Provide a statement for any investment or insurance policy we monitor or advise on.
- Online access where available.
- Request a change to your insurance policy on your behalf.
- Cancel a policy or arrange to roll over superannuation funds.
- Request a change in your current investments on any platform or superannuation product that can accept instructions from us or lodge paperwork on your behalf.
- Purchase stocks on your behalf (brokerage fees may apply)
- Purchase or sell a managed fund or life insurance policy.
- Withdraw funds from your investments
- Establish a cash account or term deposit
- Provide a comparison without advice on various products (e.g. insurance, term deposit rates etc.)
- Update or change the beneficiary on your insurance or superannuation funds
- Witness documents or certify copies of documents.
- Review any e-mail or communication you receive to determine if it is a fraud attempt.
- Accept one-off contributions, including bank cheques or deduction requests.
- Determine potential entitlements to Aged Care, Disability Support, Family Tax and other Government benefits using standard calculators.
- Assist with the setup of MyGov accounts.
- Assist with the setup of personal cash flow or business tax software Xero.
- Manage a claim for life insurance, disability, trauma, or income protection policy we manage.
- Assist with claims for life insurance policies we do not advise on.
- Refer you to a financial adviser, lawyer, general insurance broker or mortgage broker should you require their assistance.
- Provide information regarding the tax treatment on specific events - for example, capital gains tax - and refer you to a qualified practitioner for tax advice.

Terms and further considerations

Fees may be tax-deductible

General Advice related to the ongoing management of your investments may be tax-deductible. You should seek tax advice from a qualified tax practitioner concerning any potential deduction and should not rely upon this statement to lodge your tax return.

Each year, fees commence on the 1st of July, and pricing changes will be advised three months in advance.

Our service commences for all clients on the 1st of July each year and continues until the 30th of June in the following year. We will write to you in April of each year confirming the price for the next year.

Your direct debit agreement will continue and will renew automatically if the change is less than 5%.

Minimum charge:

You are free to cancel Family Shield at any time. If you have paid an annual fee, you will receive a prorated refund based on the months remaining in the payment period.

“Gaming” may result in termination:

“Gaming” of the service by stopping and starting on in the month service is required may result in us charging you for intervening months or refusing to restart the service. While there is no waiting period for our services, excessive use may result in a termination under our fair use policy.

Payment Frequency:

You can choose to pay the fee annually or monthly.

Minimum Service

You will receive regular e-mails from us explaining the services available to you as well as news content. Family Shield does not offer personal financial advice or an implied offer of regular contact from us. Family Shield is designed as a low-cost subscription service for cost-effective access to the many benefits a financial services firm can provide. It does not replace personal financial advice.