

# Count Financial Limited

## Supplementary Financial Services Guide

ABN 19001 974 625 | AFSL NO 227232

This Supplementary Financial Services Guide (SFSG), dated 1 November 2018, supplements the Count Financial Services Guide Part 1 Version 17 dated 1 January 2018 and the corresponding Part 2 given to you at the same time as Part 1 (FSG), both of which are provided to you with this SFSG. This SFSG is to be read in conjunction with the FSG.

This SFSG has been authorised for distribution by the authorising licensee:

Count Financial Limited ABN 19 001 974 625  
 Australian Financial Services Licence No. 227232  
 11 Harbour Street Sydney NSW 2000

**In section 1 titled ‘About Count Financial Limited’ in Part 1 of the FSG, replace the content under subtitle ‘Our relationship with the Commonwealth Bank Group’ with the following:**

### Our relationship with the Commonwealth Bank Group

We are a wholly owned, but non-guaranteed subsidiary of the Commonwealth Bank of Australia, one of Australia’s largest financial services organisations.

We have associations with and may deal or provide advice on products issued by a range of financial product providers or services issued by a range of entities, some of which include the following entities within the Commonwealth Bank Group:

Avanteos Investments Limited
Australian Investment Exchange Ltd (AUSIEX)
BankWest, a division of Commonwealth Bank of Australia
The Colonial Mutual Life Assurance Society Limited (CMLA trading as CommInsure)
Colonial First State Investments Limited
Commonwealth Bank of Australia (CBA)
Commonwealth Securities Limited (CommSec)
Finconnect (Australia) Pty Ltd Australian Credit Licence No. 385888
Realindex Investments Pty Limited

**Note:** The Commonwealth Bank of Australia (CBA) has announced the sale of CMLA, among other entities, to the AIA Group. CBA, CMLA and AIA Australia Limited have also agreed to enter into a 20-year Distribution Agreement for the provision of life insurance products to customers in Australia. The sale is subject to a number of conditions and regulatory approvals and is targeted to complete in the first half of calendar year 2019. From the date of completion, CMLA will form part of the

AIA Group and will no longer be part of the CBA Group. Please ask me for information on whether the sale has completed to confirm details of the Licensee’s current associated entities.

Count has a significant shareholding in Countplus Limited ABN 11 126 990 832 (Countplus).

Class Super is Count’s preferred third party service provider of software to assist in the administration of Self-Managed Super Funds. In situations where you purchase this software Count receives 17.5% of the annual software licence fee.

**In section 5 titled ‘Our fees and other costs’ in Part 1 of the FSG, replace the content under subtitle ‘Life insurance products’ with the following:**

### Life insurance products

#### Additional cover added to an existing product which was issued before 1 January 2018

The initial commission we receive on insurance products may be up to 124% of the first year’s premium. The ongoing commission we receive may be up to 33% per annum of the renewal premium.

#### New products issued on or after 1 January 2018 and before 1 January 2019

The initial commission that Count Financial may receive on insurance products applied for and issued on or after 1 January 2018 and before 1 January 2019 will be no more than 88% of the premium in the year of issue. The ongoing commission that Count Financial can receive will not exceed 22% per annum of the premium (33% per annum of the premium for level commission structures).

#### New products issued on or after 1 January 2019 and before 1 January 2020

The initial commission that Count Financial may receive on insurance products applied for and issued on or after 1 January 2019 and before 1 January 2020 will be no more than 77% of the premium in the year of issue. The ongoing commission that Count Financial can receive will not exceed 22% per annum of the premium (33% per annum of the premium for level commission structures).

**In section 7 titled ‘Complaints, privacy and compensation arrangements’ in Part 1 of the FSG, replace the content with the following:**

### **7. Complaints, privacy and compensation arrangements**

We always strive to provide quality advice and service and welcome any feedback that allows us to continue to improve our services.

#### **What to do if you have a complaint**

Count is committed to resolving your concerns. If you are not fully satisfied with any part of the service or advice for whatever reason, you should take the following steps:

#### **Step 1: Contact your Adviser**

If you have a complaint or are not satisfied with the advice or services provided to you, you should contact your Adviser in the first instance and discuss your concerns with them. Most complaints can be resolved quickly and fairly at this stage.

#### **Step 2: Complaints Manager**

If your complaint has not been resolved to your satisfaction, you can contact the CBA Group Customer Relations team.

CBA Group Customer Relations is the Commonwealth Bank Group’s primary escalation point for client feedback with a particular responsibility for resolving complaints. You can contact them by:

Writing:	Group Customer Relations Reply Paid 41 Sydney NSW 2001
Emailing:	customerrelations@cba.com.au
Phone:	1800 805 605

#### **Step 3: Australian Financial Complaints Authority (AFCA)**

If you’re not satisfied with our handling of your complaint or our decision, you may refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA offers a free independent dispute resolution service for consumer and small business complaints.

Writing:	Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001
Online:	www.afca.org.au
Phone:	1800 931 678 (free call)
Email:	info@afca.org.au

Information about your rights can also be obtained from the Australian Securities and Investments Commission on 1300 300 630.

If your concerns involve unethical conduct, you may wish to consider raising these concerns with the Financial Planning Association of Australia (FPA). They can be contacted at GPO Box 4285 Sydney NSW 2001.

**In section titled ‘Advice preparation and implementation fee’ in Part 2 of the FSG, replace the content under subtitle ‘Life Insurance – Schedule 2 (Retail insurance)’ with the following:**

#### **Life Insurance – Schedule 2 (Retail insurance)**

##### **Additional cover added to an existing product that was issued before 1 January 2018**

The initial commission that we may receive can be up to 124% of the first year’s premium. The ongoing commission that we can receive may be up to 33% per annum of the renewal premium.

##### **New products issued on or after 1 January 2018 and before 1 January 2019**

The initial commission that we may receive on insurance products applied for and issued on or after 1 January 2018 and before 1 January 2019 will be no more than 88% of the premium in the year of issue. The ongoing commission that we can receive will not exceed 22% per annum of the premium (33% per annum of the premium for level commission structures).

##### **New products issued on or after 1 January 2019 and before 1 January 2020**

The initial commission that we may receive on insurance products applied for and issued on or after 1 January 2019 and before 1 January 2020 will be no more than 77% of the premium in the year of issue. The ongoing commission that we can receive will not exceed 22% per annum of the premium (33% per annum of the premium for level commission structures).

**If the FSG you were provided includes details in the ‘Referral arrangements’ section of a referral arrangement between Count, our Firm and Pacific East Coast, please note that this arrangement no longer applies.**

**Count Financial Limited  
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11 Harbour Street  
Sydney NSW 2000  
Phone: 1300 650 432**

**Date of preparation: 1 November 2018**

