



FINANCIAL SERVICES GUIDE

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Your Adviser

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WHY DO I NEED TO READ THIS GUIDE?

This guide is designed to provide information about the financial services provided by Everystep Financial Planning Pty Ltd ABN 47 668 078 359 (referred to as 'EFP' 'we', 'our' or 'us') and its authorised representatives and how we work with you if you decide to use these financial services. This guide gives you information about:

- Who Everystep Financial Planning is.
- Who our advisers are.
- What services we offer you.
- How we work with you and others.
- How we are paid for these services.
- What you can do if you have any concerns.

This guide is only complete when the Everystep Financial Planning adviser's profile is attached.

Everystep Financial Planning has authorised the distribution of this guide.

WHO IS EVERYSTEP FINANCIAL PLANNING?

Everystep Financial Planning is an Australian Financial Services Licensee (AFSL) licensed by the Australian Securities & Investment Commission (ASIC).

Everystep Financial Planning is a privately-owned company and has no ownership by any major banks or financial institutions. This helps to ensure that Everystep Financial Planning advisers act only in the best interest of the client.

Everystep Financial Planning is responsible for the advice and conduct of your Everystep Financial Planning adviser. We are not responsible for any unauthorised services they may offer (to the full extent permitted by law), so please check the services your adviser offers in their profile.

Everystep Financial Planning has Professional Indemnity Insurance which covers us and our advisers for errors or mistakes relating to our services. The insurance meets the requirements of the Corporations Act 2001 (Corporations Act) and covers claims against our advisers after they cease to be engaged by us, provided that the insurer is notified of the claim when it arises and within the relevant policy period.

WHO IS MY EVERystep FINANCIAL PLANNING ADVISER?

Your adviser is authorised by Everystep Financial Planning to provide you with financial advice on our behalf. Everystep Financial Planning advisers undergo rigorous training and professional development to continue to meet the high professional standards that we set.

Your adviser will:

- Advise you to the best of their ability.
- Deal with you efficiently, honestly, and fairly.
- Tailor advice to your individual needs.
- Recommend products approved by Everystep Financial Planning.
- Implement recommendations only after you have agreed they are appropriate for you.

Diego Carrasco

Diego has over 25 years of experience in the financial industry. As a director and financial strategist, Diego educates his clients to help them understand the financial planning process and the strategies available to them. Diego appreciates that clarity and certainty are important, and it is his intention to provide peace of mind and ongoing support. Diego and the team at Every Step Financial Solutions value long-term relationships and strive to help plan, articulate, implement, and manage a pathway forward helping clients achieve short and long-term financial protection.

Diego holds the following qualifications:

- Bachelor of Accounting
- Diploma Financial Planning
- Financial Planners and Advisers Code of Ethics accredited
- Diploma Finance and Mortgage Broking
- SMSF Specialist Advisor

Diego is a Fellow member of National Tax & Accountants' Association, SMSF Specialist Advisor accredited by the Self-Managed Super Fund Association and a member of the Tax Institute of Australia and Mortgage and Finance Association of Australia

Diego is also registered as a Tax agent.

WHAT CAN EVERystep FINANCIAL PLANNING ADVISE ME ON?

As an AFSL, Everystep Financial Planning is licensed to advise you on and deal in the following classes of financial products to retail and wholesale clients:

- Deposit products (including basic deposit and payment products other than basic deposit products).
- Debentures, stocks, or bonds issued or proposed to be issued by a government.
- Investment life and life risk insurance products (including any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds)
- Interest in managed investment schemes (including investor directed portfolio services).
- Superannuation.

Everystep Financial Planning can advise you on:

- Financial planning.
- Investment.
- Superannuation.
- Retirement planning.
- Estate planning.
- Cash management trusts.
- Social security.
- Wealth creation.
- Debt management.
- Life and disability insurance.

Your adviser may only be authorised to advise you on some of these areas. Please check your adviser's profile for specific details.

Everystep Financial Planning advisers can recommend investments, superannuation, and risk products on our approved product list (APL). The products on this list are analysed, reviewed regularly and must constantly meet Everystep Financial Planning's stringent requirements. Everystep Financial Planning also utilises leading research houses to assist with this analysis. If you have an existing superannuation fund that is not on the APL, we can still advise you on your existing fund.

HOW WILL MY ADVISER WORK WITH ME?

To ensure we understand your financial needs and recommend the most appropriate solutions, your Everystep Financial Planning adviser will:

1. Provide you with this guide and agree on how we will work with you.
2. Obtain relevant information about your financial needs, objectives, and your current financial affairs.
3. Research the solutions that will best satisfy those needs and objectives.
4. All recommended products are approved by Everystep Financial Planning.
5. Provide you with a written Statement Of Advice (SOA) which explains these recommendations, the key issues involved and how we are paid for advising you.
6. Discuss the SOA with you and vary the recommendations if necessary.
7. Provide you with a Product Disclosure Statement (PDS) for each product we recommend in the SOA. The PDS contains information about the product.
8. Implement the agreed recommendations.
9. Review your financial situation as agreed.

If you are an existing Everystep Financial Planning client, you may have been through this process. If you receive further advice from us, you will receive either a Record Of Advice (ROA) or a SOA if the advice is in relation to a different type of financial product, or your circumstances have changed.

HOW DO I COMMUNICATE WITH EVERYSTEP FINANCIAL PLANNING?

You can give us instructions or information verbally or in writing. In some cases, we will need your instructions in writing. We will let you know what information we need or what forms we need you to complete and sign.

WHAT DO I NEED TO DO?

To help us to advise you appropriately and to protect you throughout our relationship, please:

- Provide accurate information about your personal circumstances.
- Update us on any changes to this information.
- Do not make any payments for investments, contracts, or fees “made payable” to your adviser.
- Do not sign blank forms.

HOW DO I PAY FOR EVERystep FINANCIAL PLANNING'S ADVICE?

The method and the specific amount you will pay for Everystep Financial Planning's advice will be explained in your SOA, the recommended product's PDS, and your adviser will discuss these with you.

For investment advice, you pay for Everystep Financial Planning's advice in one or a combination of these three ways: upfront, ongoing, or fee for service.

1. Upfront – Everystep Financial Planning advisers may charge an upfront fee for service for a specified amount agreed upon by the client. This can be taken from the amount you invest or paid directly.
2. Ongoing - Everystep Financial Planning adviser's may be paid an ongoing fee for service for an agreed specified amount.
3. Fee for service - You agree upfront with your adviser to pay for the services you receive either on an hourly rate, a set fee per year, a percentage of funds invested, or a combination of these.

For life risk insurance advice, Everystep Financial Planning adviser's may be paid in one of these two ways: upfront or level.

Lack of Independence

Everystep Financial Planning is not independent, impartial or unbiased because we receive commissions for the advice, we provide on life risk insurance

1. Upfront - Everystep Financial Planning adviser's may be paid a commission of up to 66% of the first year's premium and 22% of ongoing year's premiums. For example, commission on a premium of \$1,000 is up to \$660 upfront and up to \$220 each year thereafter.
2. Level - Everystep Financial Planning adviser's may be paid a commission of up to 30% of both the first year's premium and ongoing year's premiums. For example, commission on a premium of \$1,000 is up to \$300 per year from inception.

Details of these payments will be disclosed in the SOA you receive. The basis and amount of all commissions and fees for service will be set out in the SOA and explained by your adviser.

WHAT ARRANGEMENTS DOES EVERystep FINANCIAL PLANNING?

Everystep Financial Planning has Introducer arrangements with many Investments, Insurance, Superannuation product providers and Lenders

Everystep Financial Planning maintains its agreements by not accepting any bonuses or volume-based incentives.

Product providers may provide free Professional Development Training to Everystep Financial Planning advisers.

Other Associations and Relationships

Every Step Financial Solutions offers mortgage broking and accounting services. Diego Carrasco is director and shareholders of Everystep Financial Solution Pty Ltd, which is a separate entity to Everystep Financial Planning Pty Ltd, of which Diego Carrasco is a Director and Shareholder. Referrals may pass between these 2 entities. Whilst there is no direct payment received by either party, there may be a potential financial benefit received by the owners of either business as a result of fees charged for services provided to the referred party.

HOW DOES EVERystep FINANCIAL PLANNING DEAL WITH MY PERSONAL INFORMATION?

Everystep Financial Planning holds personal information about you. We hold this information in accordance with our obligations under the Privacy Act. The information has been and will continue to be collected by us for the purpose of providing you with the financial services outlined in this guide.

Any personal information you give us will be maintained in a secure personal file. Please ask us if you want a copy of anything in this file, and we'll give it to you free of charge. You may request a copy of any advice records we keep. Any request for a copy of an advice document must be made within 7 years of the advice being provided.

We are required by the Corporations Act and the ASIC to ask for this information about you for the purpose of providing you with our services.

If you do not provide us with the information requested by us, we may not be able to provide you with the services you require.

We may be required from time to time to disclose information about you to representatives of Everystep Financial Planning.

In the event that the adviser proposes to sell their business we may disclose your personal information to potential purchasers for the purpose of their conducting due diligence investigations any such disclosure will be made in confidence, and it will be a condition of that disclosure that no personal information will be used or disclosed to them. In the event that a sale of the adviser's business is affected, we may transfer your personal information to the purchaser of the business. You will be advised if a transfer such as this takes place.

WHAT DO I DO IF I HAVE CONCERNS ABOUT EVERystep FINANCIAL PLANNING'S ADVICE'S SERVICES?

You have the right to express your concerns about Everystep Financial Planning's services either verbally or in writing. Everystep Financial Planning has established procedures to consider and deal with your concerns.

First, please contact your Everystep Financial Planning adviser to discuss your concerns.

If your adviser has not satisfactorily resolved your concerns or if you do not wish to contact your adviser, please contact:

Director, Everystep Financial Planning

Suite 24
12 – 18 Orient Street
Batemans Bay NSW 2536

Telephone: 02 4472 5178
Email: diego@everystepfp.com.au
Website: www.everystep.net.au

If we have not been able to satisfactorily resolve your concerns, you may lodge a complaint with:

Australian Financial Complaints Authority Limited (AFCA)
GPO Box 3
Melbourne Vic 3001

Telephone: 1300 931 678
Email: info@afca.org.au
Website: www.afca.org.au