

Initial Client Contact Policy

Version 1.01

Last updated 09.01.18

AIM OF THIS POLICY

The aim of this policy is to explain the requirements for providing FSG's to clients and providing initial advice warnings when first meeting with clients.

APPLICATION OF THIS POLICY

This policy applies to all Representatives of your Licensee.

WHAT THIS POLICY COVERS

- Provide an FSG
- Initial Advice Warning

Each Requirement in this Policy Must be Followed

This policy comprises a number of requirements and each must be followed.

Professional Indemnity

You should be aware of the terms of your Licensee Professional Indemnity (PI) Insurance Policy before meeting with any current or prospective client.

Initial Client Contact

Provide an FSG

The FSG (Part 1 and Adviser Profile FSG Part 2) is intended to enable the client to make an informed decision about whether they want to use the services you offer.

The FSG (Part 1 and Adviser Profile FSG Part 2) must be provided to your clients before you provide financial product advice. You should provide the FSG at the initial appointment or seminars you provide for prospective clients.

You should note that the Adviser Profile FSG Part 2 forms part of the FSG and must always be provided with the main FSG.

You do not need to provide an FSG to existing clients each time they receive advice but if the FSG (Part 1 and/or Adviser Profile FSG Part 2) is updated, you should provide the new FSG (Part 1 and/or Adviser Profile FSG Part 2) to them before you next provide advice.

Initial advice warning

At meetings with prospective clients you will often attempt to sell the benefits of the services you provide. In doing so, you may try to personalise these benefits to the client and instil confidence that you can provide advice that meets their needs and objectives. Likewise, a client's decision to engage your services may rely on your ability to demonstrate an understanding of their situation, concerns and needs. In some cases, clients may also expect a discussion of possible 'solutions' with them at the initial meeting.

Given these types of discussions it is important to warn prospective clients that these are discussion points only and do not constitute formal recommendations. The following warning should be

provided at all initial client meetings:

‘This information is of a general and preliminary nature only and has been provided without taking full account of your objectives, financial situation or needs. You should not act on this advice until I have fully considered your personal circumstances and provided you with a Statement of Advice and Product Disclosure Statement.’

If you provide any record of the initial meeting in writing to the client, then the warning should also be in writing.