



Financial Services Guide

Version 4, issued 1st November 2018

About Skylight

Skylight Financial Solutions Pty Ltd (ABN 46 076 835 848 AFSL 450139) (Skylight) is a fully owned subsidiary of BUSS (Queensland) Pty Ltd (ABN 15 065 081 281). Skylight was built by BUSSQ because we saw a need to provide financial solutions to workers in the building, construction and civil industries.

Purpose of this Financial Services Guide

We have prepared this guide to help you decide if you want to use the financial services we offer. It gives you information about the services we offer and lets you know how our representatives are paid. It also contains other information, including what to do if you have a complaint.

Before making any decisions to acquire a product or investment you should read the Product Disclosure Statement (PDS) for the relevant product. The PDS provides information about the benefits, including fees and risks associated with that product.

If you receive Personal Advice from Skylight you will be given a Statement of Advice (SoA) containing details of the advice that you have received and other relevant information including the risks associated with the advice and the fees that may be applicable.

About our Australian Financial Services License (AFSL) Number 450139

Under this licence, Skylight Financial Solutions and its representatives are authorised to provide financial advice and deal on your behalf in relation to:

- Deposit and Payment Products - Basic Deposit
- Deposit Products – other than Basic Deposit Products
- Deposit and Payment Products - Non-cash Payment
- Government Debentures, Stocks or Bonds
- Investment Life Insurance Products
- Life Risk Insurance Products
- Managed Investment Schemes, including IDPS
- Retirement Savings Account Products
- Securities
- Superannuation

Skylight Financial Solutions is responsible for the provision of the above advice services and the distribution of this document.

We do not provide advice in relation to:

- Stock selection;
- Direct property;
- Share placement; or
- General insurance products

About our Financial Planners

Skylight is responsible for the advice given to you. Our Planners act on behalf of Skylight. Our Planners and staff are salaried employees who are authorised to give you advice within the terms of our AFSL.

Not all Skylight representatives are authorised to provide advice on all of these products or services. They will advise you of what they are eligible to give advice on at the time.

Our employees and representatives receive a salary and an annual bonus which is determined by the meeting of overall business objectives primarily focused upon client service standards. They do not receive personal payments (hard or soft dollars) or commissions for the recommendation or sale of any products.

Skylight Directors do not personally receive commissions or bonuses as a result of the services offered to you by our representatives. Any surplus generated from fees or charges are retained by Skylight to offset against future costs. Commissions paid by product providers are sometimes used to offset client advice fees, as detailed below, however excess commissions are never retained by Skylight. Skylight does not pay any commissions to any third party whatsoever.

Member Compensation Arrangements

Skylight Financial Solutions has in place adequate arrangements, including Professional Indemnity (PI) insurance, to compensate clients for loss or damage suffered because of breaches of any relevant legislative obligations by Skylight or its representatives.

What information should you provide in order to receive advice?

In order for us to provide you with the most appropriate advice it is important that you provide as much information about your personal and financial circumstances as possible. When you do this we can provide advice that is most suitable to meet your needs and objectives. In order to collect this information we use a Fact Find document which we ask you to complete prior to or during our initial meeting. This information is kept securely and not available to any other party unless it is required to be disclosed by law.

How is my information protected?

Skylight respects the privacy of its' clients. Skylight only collects information that is necessary to provide advice, meet any legislative requirements and provide you with the opportunities available to you as a client. The Skylight privacy statement is available at skylight.com.au.

What relationships or Associations may influence the advice given to me?

Skylight is wholly owned by BUSS (Queensland) Pty Ltd, the trustee for Building Unions Superannuation Scheme Queensland (BUSSQ Building Super). Skylight provides advice services to BUSSQ members. Skylight Directors, staff and representatives may be members of BUSSQ Building Super. Skylight Directors may hold Directorships in funds in which BUSSQ invests. Skylight has a fee for service arrangement with the Building Employees Redundancy Trust (BERT) to provide advice to their members and other approved parties.

Fees and Charges

Skylight provides advice on a fee-for-service basis. Because you pay for our service in this way, and our Planners are not paid commissions, you will not be surprised by hidden charges.

The cost of our advice to you is based upon your individual circumstances and the assessment completed by your Financial Planner on the time involved, and complexity of your situation. We will always inform you of the cost of our service and you will need to agree to this cost prior to us proceeding to provide you with the advice. The costs will also be shown in the Statement of Advice (SoA). The cost of the advice and service provided is based on the length of time required to provide this advice service, and is charged at a rate of \$150 per hour including GST.

In some cases Skylight may receive an upfront commission in place of you paying for your advice. We only retain these commissions as agreed with you on a fee for service basis, and any excess commission received by Skylight will then be refunded to you. Skylight do not receive any ongoing commissions from products that we recommend.

You may have an arrangement with BERT to pay for your advice, due to your membership of BERT, certain unions or other eligible entities. In this instance you will not be personally invoiced for the advice provided.

Personal Advice

Personal advice is advice that takes into account your specific individual situation and future needs. We will provide you with a SoA, also known as a Financial Plan.

We will always tell you about any fees that will be paid in dollar amounts, in relation to a product we recommend or a service we provide. We will also tell you about any limitations on the advice we provide to you.

How do I contact Skylight Financial Solutions Pty Ltd?

Web: skylight.com.au

Phone: 1800 SKYLIGHT (1800 759 544)

Email: advice@skylight.com.au

Mail: Skylight Financial Solutions Pty Ltd
PO Box 1369
Milton QLD 4064

Visit: Skylight Financial Solutions
Level One
299 Coronation Drive
Milton QLD 4064

What if I am not happy with the advice provided?

Should you have a complaint about Skylight or one of its Representatives please contact the Skylight Complaints Officer in writing at the above address.

If after that step you are not satisfied with the response you may contact the Australian Financial Complaints Authority (AFCA). AFCA provides a fair and independent financial services complaint resolution that is free to consumers. AFCA may be able to help resolve your complaint, but only after you have taken the step of writing to the Skylight Complaints Officer. AFCA contact details are:

WEB www.afca.org.au

EMAIL info@afca.org.au

PHONE 1800 931 678 (free call)

POSTAL ADDRESS Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001