



Argenic

# Financial Services Guide

Date: 5 October 2023

# Contents

1.	<b>PURPOSE AND CONTENT</b>	<b>2</b>
2.	<b>OUR SERVICES</b>	<b>2</b>
3.	<b>OTHER DOCUMENTS YOU MAY RECEIVE</b>	<b>3</b>
4.	<b>PROVIDING INSTRUCTIONS TO US</b>	<b>4</b>
5.	<b>REMUNERATION, COMMISSION AND OTHER BENEFITS</b>	<b>4</b>
6.	<b>ASSOCIATIONS</b>	<b>5</b>
7.	<b>COMPLAINTS AND DISPUTE RESOLUTION</b>	<b>5</b>
8.	<b>PROFESSIONAL INDEMNITY INSURANCE</b>	<b>6</b>
9.	<b>PERSONAL INFORMATION</b>	<b>6</b>

## **IMPORTANT**

This Financial Services Guide (**FSG**) is designed to help you decide whether to use any of the services we provide. Please read this FSG carefully. Always retain a copy of this FSG (and related documents) for future reference.

# Financial Services Guide

This Financial Services Guide (**FSG**) has been issued by Argenic Pty Ltd (**Argenic, we, us or our**) which is an authorised representative of The Clever Fox Financial Services Pty Ltd (ABN 89 601 295 112) (**Clever Fox**), which holds AFSL 481914.

Our contact details are:

Argenic Pty Ltd  
ABN 53 663 970 812  
AFS Representative 001300456

Level 13, 300 Ann Street  
Brisbane, Queensland 4000

T: 1300 778 887

E: support@argenic.com

www.argenic.com

## 1. Purpose and content

---

This FSG provides information that will help you decide whether to use the financial services we offer. It includes the following details:

- Information about us and how we can be contacted.
- The products and services we provide.
- The benefits paid to us and others in connection with our services.
- Details of any associations or relationships that might affect the services we provide.
- Our dispute resolution processes and how you can access them.

### What should I do with this FSG?

This FSG is an important document. You should save an electronic copy of this FSG and/or print a copy for safekeeping. You can obtain a printed copy of our FSG by asking us.

If you consent to receiving this FSG electronically, then any material changes or updates to this FSG that may affect you will be notified to you by email (such as providing you with a hyperlink to the updated FSG) or via your user account hosted on our online platform.

## 2. Our services

---

### Authorised financial services

Argenic is authorised to provide the following financial services:

- Provide general financial product advice for the following classes of financial products:
  - Deposit and payment products limited to:
    - Basic deposit products;
    - Deposit products other than basic deposit products; and
    - non-cash payment products.
  - General insurance products.
  - Debentures, stocks or bonds issued or proposed to be issued by a government.
  - Life products including:
    - Investment life insurance products funds; and

- Life risk insurance products.
- Interests in managed investment schemes, including IDPS.
- Retirement savings account products.
- Securities.
- Superannuation.
- Deal in a financial product by arranging for another person to apply for, acquire, vary or dispose of financial products in respect of the following classes of financial products:
  - Deposit and payment products limited to:
    - Basic deposit products;
    - Deposit products other than basic deposit products; and
    - non-cash payment products.
  - General insurance products.
  - Debentures, stocks or bonds issued or proposed to be issued by a government.
  - Life products including:
    - Investment life insurance products funds; and
    - Life risk insurance products.
  - Interests in managed investment schemes, including IDPS.
  - Retirement savings account products.
  - Securities.
  - Superannuation.

We are authorised to provide these financial services to retail and wholesale clients.

#### **No personal financial product advice**

Argenic does not provide personal financial product advice. If you require personal financial product advice, then we recommend you consult a licensed financial adviser.

Argenic is only authorised to provide general financial product advice. Any advice we provide (including any statement of opinion or recommendation) will not take into account your individual objectives, financial situation or needs. Before using our services or the Argenic Payment System you should consider the appropriateness of our services or the Argenic Payment System in regard to your objectives, financial situation and needs before you act on any advice we provide.

### **3. Other documents you may receive**

---

#### **Product Disclosure Statement**

We will provide you with a PDS (where required by law) if we offer to provide a financial product to you. The PDS contains information to help you make an informed decision about whether you wish to acquire the financial product. It includes information about the financial product, such as fees payable, risks, benefits and significant characteristics.

We recommend that you read and consider the PDS before making any decision about whether to acquire the financial product.

#### **General Terms and Conditions**

To arrange for you to acquire a financial product, we may provide you with additional documentation to facilitate your request. For example, these documents may include agreements, terms and conditions and transaction documents.

---

## 4. Providing instructions to us

---

We may accept your instructions in person, via telephone, letter or email. You must check and confirm with us that instructions sent electronically have in fact been received by us.

---

## 5. Remuneration, commission and other benefits

---

The information in this section is subject to change and does not include information in relation to taxes or duties that you may be required to pay in relation to an investment.

Unless otherwise stated, all fees, charges, commissions and benefits disclosed in this FSG and the PDS exclude Goods and Services Tax ("GST") and are subject to change.

### **Fees and benefits**

Argenic receives fees, commissions and charges for the provision of its products and services offering, including use of the Argenic Payment System. With certain products, Argenic may be remunerated by product providers by way of commissions, fees or other incentives. Where permitted by law, Argenic may also be receive commissions, fees or other incentives where it refers you to other financial service providers or product issuers.

### **Commissions**

Commissions relating to investment amounts may be a one off or ongoing payment., calculated as a percentage of the funds you have invested. They may be deducted from the amount invested. Commissions may be calculated as between 0% and 5% of your investment amount.

*Example:* Assume that you invested \$10,000 in an investment product and maintained that investment for two years. If Argenic charged an initial one-off commission of 1% and received an ongoing commission of 0.5% per annum from the product provider, then Argenic would receive:

- \$100 as an initial commission; and
- \$50 per annum as an ongoing commission.

### **Transaction-based fees**

Transaction-based fees charged by Argenic are calculated based on the volume of transactions relating to your business and may also include periodic payments for the use of the Argenic Payment System.

Additional charges to integrate and manage the use of the Argenic Payment System into your business platform may also be applicable. The specific details of the fees, including quantum and frequency will be agreed with you in writing at the time your account is opened. The fees for using the Argenic Payment System and our services are set out in the PDS issued for the Argenic Payment System.

### **Argenic staff**

Generally, Argenic's staff are salaried employees (which include superannuation benefits) and do not directly receive any commissions or fees calculated by reference to the sale of products or services. Staff may be eligible for a discretionary bonus payment relating to their overall performance during the year, which may be based on a range of factors and benchmarks.

Sales representatives may receive a sales commission based on the volume of sales and the level of revenue generated from such sales, which may vary from time to time.

You may request further particulars of these commissions by contacting us on the details above; however, such a request must be made within a reasonable time after you have been provided with this FSG and before any financial service identified in this FSG has been provided to you.

### Third parties

If a customer is referred to us, we may:

- Pay the referrer a fee calculated as a percentage of the amount of the business generated by the customer; or
- Provide the referrer monetary or non-monetary incentives based on various measures.

Non-monetary incentives may include entertainment, gift cards, vouchers or other benefits that we choose to offer from time to time.

You can request more information about certain relevant remuneration payments referred to above before we provide services to you.

## 6. Associations

---

Argenic and Clever Fox are related companies that fall within 'TPA Group', which includes The Payment App Pty Ltd (ABN 29 635 080 849).

Argenic (and its associates) has commercial relationships with product providers who pay fees to it for the distribution of their products. Argenic does not own or control any of the product providers.

Argenic (and its associates) has commercial relationships with merchants who pay fees to it for transactions undertaken using the Argenic Payment System.

Argenic also has relationships with other key service providers. Argenic has an arrangement with Zepto Payments Pty Ltd (ACN 604 057 598) (**Zepto**) to access certain payment solutions. Zepto is sponsored by Cuscal Limited (ABN 95 087 822 455) (**Cuscal**), an Australian ADI which holds AFSL 244116, to access the Bulk Electronic Clearing System as a Tier 2 Participant (direct debit and direct credit) and the NPP as an 'Identified Institution' (NPP payouts, PayID delivery and NPP receivable payments). All payments made on the Argenic Payment System are cleared and settled by Cuscal pursuant to its ADI authorisation and related contractual arrangements with Zepto. In addition, Argenic accesses the NPP through Zepto which is a 'Connected Institution'.

Users of the Argenic Payment System, such as merchants, may also be provided with a stored-value account, operated as sub-account of Argenic's primary account held with Cuscal.

## 7. Complaints and dispute resolution

---

If, at any time, you are not satisfied with the financial services we provide you, you should contact us about your complaint. Please put your complaint in writing and send it to:

Argenic Pty Ltd

Attention: Complaints Officer

Post: Level 13, 300 Ann Street  
Brisbane, Queensland 4000

Email: support@argenic.com

We shall endeavour to resolve your complaint quickly and fairly. We will provide you with a decision in respect to your complaint within 45 days of us receiving it. In some circumstances it may not be possible for us to completely resolve a complaint within the 45 days.

If you do not agree with our decision in respect of your complaint or are otherwise unsatisfied with our response, you may escalate your complaint to one of the bodies listed below.

### **Australian Financial Complaints Authority**

The Australian Financial Complaints Authority deals with complaints relating to financial services. Contact details:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

T: 1800 931 678

E: [info@afca.org.au](mailto:info@afca.org.au)

[www.afca.org.au](http://www.afca.org.au)

The AFCA website also permits you to register or lodge a dispute online.

### **Office of the Australian Information Commissioner**

The Office of the Australian Information Commissioner deals with complaints relating to privacy and personal information. Contact details:

Office of the Australian Information Commissioner  
GPO Box 5288  
Sydney NSW 2001

T: 1300 363 992

[www.oaic.gov.au](http://www.oaic.gov.au)

The website for the Office of the Australian Information Commissioner also permits you to lodge a dispute or enquiry online.

### **Australian Securities & Investments Commission**

The Australian Securities & Investments Commission (**ASIC**) is Australia's integrated corporate, markets, financial services and consumer credit regulator. Depending on the nature of your complaint, you may be able to contact ASIC on 1300 300 630 (free call) to make a complaint and obtain information about your rights.

## **8. Professional indemnity insurance**

---

We are covered by professional indemnity insurance which satisfies the requirements imposed by the *Corporations Act 2001 (Cth)*. The insurance covers claims arising from the actions of our employees and representatives provided we notify the insurer of the claim when it arises, and this is done within the relevant policy period.

## **9. Personal information**

---

We recognise the importance of protecting your privacy and personal information. Your personal information will be handled in accordance with our privacy policy, which outlines how the information we collect from you is used, stored and disclosed.

We will collect your personal information from the information you provide us, including through our online platform or correspondence with our employees and advisers. By using our products and services (such as the Argenic Payment System), you consent to our collection, storage, disclosure and use of your personal information.

## How we use your personal information

The main reasons we collect, use and/or disclose your personal information, are to provide you with the products and services that you request.

Your personal information may be used to:

- Provide you with the products and services that you request.
- Process transactions on the Argenic Payment System.
- Operate the Argenic Payment Systems and our platforms.
- Provide you with details of other products or services that you may be interest in.
- Comply with applicable laws and regulatory obligations.
- Verify your identity.
- Deal with complaints and queries.
- Communicate with you.

As a financial service provider, we are obligated to verify your identity. Accordingly, we may ask you to provide identification documents or details to assist in this verification process. We may also check your identity with document issuers, official record holders or other electronic data sources via third party systems, which may involve disclosure of your personal information. If you do not provide the personal information requested, we may not be able to provide you with the financial services you require.

Personal information may also be provided to service providers and third parties on the basis that they deal with such information in accordance with the applicable privacy laws. The parties that may be provided with your personal information and the circumstances in which your personal information may be disclosed include:

- Banks, financial institutions and credit providers.
- Mail houses and their printers.
- Administration providers.
- Service providers and other professionals, such as lawyers, accountants and auditors.
- Electronic data verification providers and credit agencies.
- Government and other regulatory authorities when permitted or required by law, such as ASIC, Australian Taxation Office (**ATO**) and Australian Transaction Reports and Analysis Centre (**AUSTRAC**).

You have a right to know the information we hold and to require us to correct any errors. We make reasonable efforts to ensure the confidentiality and security of records covering personal information.

We may also record telephone calls made to us for training, compliance, quality and assurance purposes. Access to these recordings is strictly limited to authorised personnel.

## Accessing and correcting your personal information

If you have concerns about the accuracy and completeness of the information we hold about you, you may request access to your personal information by contacting us. You may also be able to update the personal information we hold about you via our online platform.

## Privacy policy

A copy of our privacy policy is available at: [www.argenic.com](http://www.argenic.com)

We will update our privacy policy from time to time.