

# Client First Guarantee

As agreed between Genesys Wealth Advisers and Challenger Financial Services Group



## We guarantee that at all times we put our clients first.

- This financial planning practice is wholly owned by individuals within this business. We make our **own decisions** on how to run this practice.
- We have chosen to join Genesys Wealth Advisers and provide advice under its licence. We believe this helps us provide **the best possible service** to our clients.
- We will clearly disclose all fees, commissions or other forms of remuneration we are paid so that they are **easily understandable**.
- If we recommend a product, it is because that product best **suits your goals** and circumstances. At no time are we required to recommend particular products.
- The investment and product research we rely on is impartial and **free from commercial influences**.
- We receive a range of services from Genesys Wealth Advisers, which is owned by Challenger Financial Services Group. We pay for these services and **meet all our own costs**.
- We welcome regular external audits of our practice to demonstrate that we are meeting all our legal requirements and showing **due care to our clients**.

## We value integrity above all...

**We will never lose sight of the responsibility bestowed on us by our clients and will always act in their best interests.**