

# Retail Advice Documents

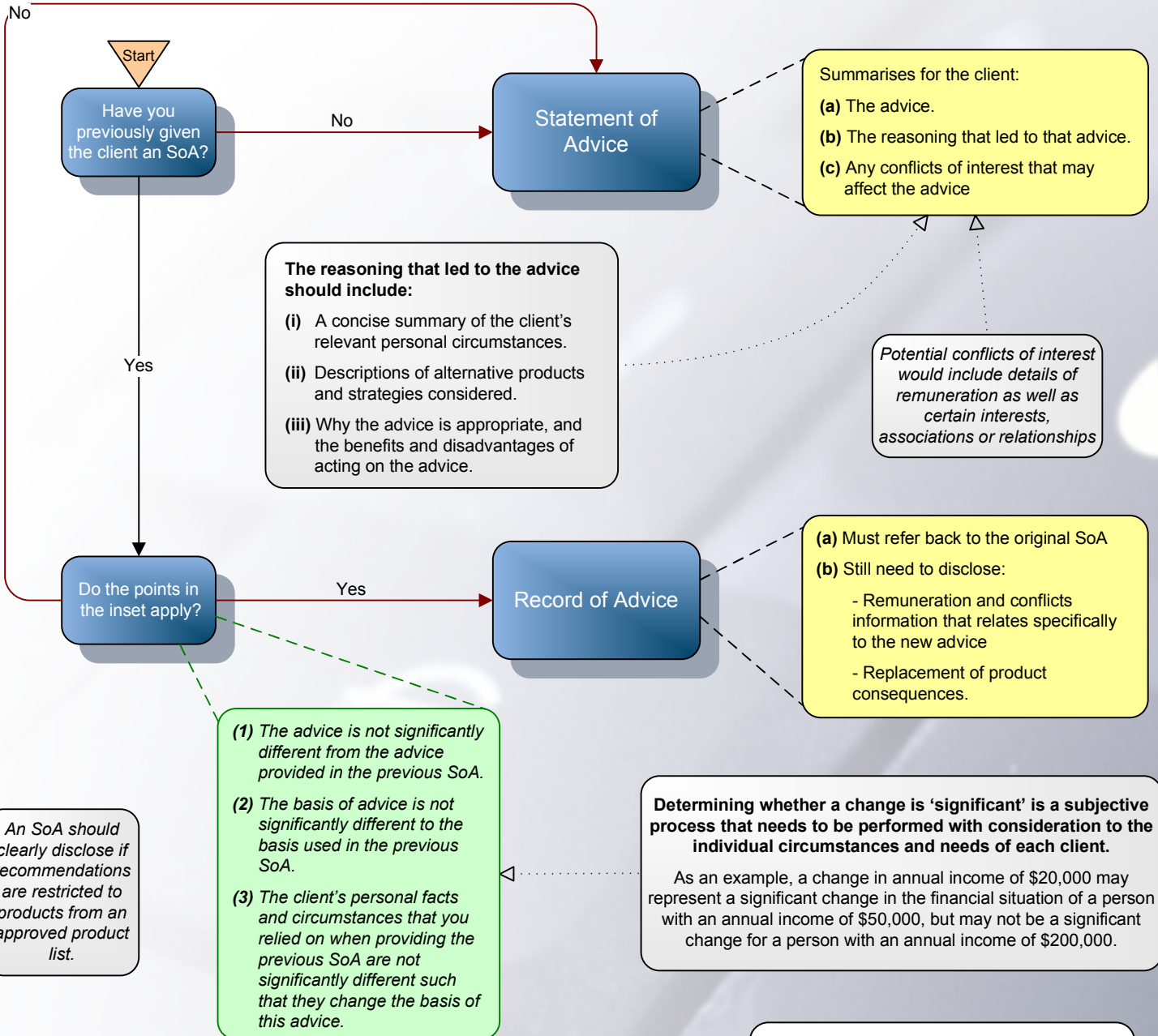
## Quick Guide



Email | info@outplan.com.au  
 Web | www.outplan.com.au  
 Phone | 1300 789 782

### Reasonable basis for advice s945A

- (a) Make reasonable inquiries about the client's relevant personal circumstances.
- (b) Reasonably consider and investigate the subject matter of the advice.
- (c) Ensure the advice is appropriate for the client.



### Incomplete or inaccurate information s945B

If the advice is based upon incomplete or inaccurate information you must:

- (a) Warn the client that this is the case.
- (b) Ask them to consider the appropriateness of the advice in light of their true circumstances.

*As a matter of good practice, the SoA should also include mention of which information is considered to be incomplete or inaccurate.*

### Product switching s947D

Where recommending the replacement of one product with another, statements about the following are required:

- (a) The cost of the recommended action.
- (b) The potential benefits that may be lost.
- (c) Any other significant consequences.

### Clear, concise and effective s942B(6A) and 942C(6A)

The statements and information in an SoA must be worded and presented in a clear, concise and effective manner.