**Transcript: Timeline celebrating 35 years of the Financial Information Service**

To celebrate 35 years of the Financial Information Service, we thought we'd take a look back at the journey so far.

It all began in 1989 when the Financial Information Service for Pensioners was launched.

By 1991, our services expanded to all Australians, and we became the Financial Information Service or FIS.

Throughout the mid-90s we enhanced our services with seminars, home visits, community talks, interviews, a dedicated support team and a national phone line.

In 1998 we started supporting businesses dealing with redundancy and integrated our phone service with the older Australians line.

1999 saw FIS featured in financial magazines including Securing Your Future and Paul Clitheroe's Money magazine.

In 2007, we held our first in language seminar catering to the Vietnamese community.

Between 2017 and 2019, we provided nationwide support for asset test changes, expanded our servicing strategy, broadened our support to the financially vulnerable and celebrated our 30th anniversary.

We provided support during natural disasters and teamed up with our mobile service centres to reach more Australians, a service we continue today.

From 2021 to 2024 we launched online webinars, expanded video chats, achieved 100,000 YouTube views, introduced the Financial Capability Framework and notably our FIS officers supported Australians through a whole bunch of services.

Thank you for joining us on this 35 year journey.

We look forward to informing and educating all Australians to increase their financial capability, helping them make well informed decisions to benefit their financial future.