



FINANCIAL SERVICES GUIDE

Version 1
10 July 2023

SMSF Wealth Pty Ltd

ABN: 57 663 011 309
Corporate Authorised Representative Number: 1304606
Level 13/50 Cavill Avenue, Surfers Paradise QLD 4217
Phone: 1300 882 553
www.smsf-wealth.com.au

Licensed Financial Planners

Simon Cooper - 1248807
Mark Marshall - 311582

Australian Financial Services Licensee

SMSF Wealth Licensing Pty Ltd
ABN: 93 663 532 312
AFSL: 547749
Level 13/50 Cavill Avenue, Surfers Paradise QLD 4217

About SMSF Wealth Licensing Pty Ltd (SMSF Wealth Licensing)

SMSF Wealth Licensing holds Australian Financial Services License (AFSL) Number 547749 and has authorised the creation of this Financial Services Guide (FSG). SMSF Wealth Licensing have authorised representatives who provide high quality advice to clients throughout Australia. SMSF Wealth Licensing and its representatives may advise on:

- investments (shares, fixed interest, listed property, deposit products, managed funds and Exchange Traded Funds);
- superannuation (including Self-Managed Superannuation Funds);
- personal insurances;
- cash-flow management; and
- retirement planning.

The Corporations Act 2001 defines various financial products and regulates the way in which consumers can be advised about those products. SMSF Wealth Licensing has a list of approved financial products for authorised representatives. This list of approved financial products is one of the longest of any financial planning service in Australia. Ask your Adviser if you want a copy of SMSF Wealth Licensing Approved Product List (APL).

The purpose of this financial services guide (FSG)

This FSG is an important document that explains how your adviser provides financial product services to you. You should read this FSG carefully before using our services. It is intended to give you sufficient information to decide whether to obtain financial services from us.

Most of the content of this FSG is dictated by the Corporations Act and is mandatory under law, so bear with us regarding its form and content. Please feel free to contact us by telephone, e-mail or in writing should this FSG be unclear or should you have any concerns about our services.

This FSG explains:

- who we are and how you can contact us;
- what documents you will receive from us;
- the financial services we provide;
- any potential conflicts of interest;
- our privacy policy;
- our internal dispute resolution procedures;
- our external dispute resolution procedures; and
- our compensation arrangements, i.e. our professional insurance arrangements.

Product disclosure statements (PDSs)

If a particular product (other than listed securities), a platform, wrap account or master-fund, a managed fund or a similar product is recommended to you, your adviser must provide you with a PDS for that product. The PDS contains the information needed to make an informed decision about acquiring a product. The PDS documents detail costs and product fees including commissions and is usually created by the financial institution providing the product.

Lack of Independence

SMSF Wealth is not considered 'independent' based on the definition in the Corporations Act because: it might receive commissions from insurers for the advice it provides on personal insurance and products; and it might charge asset-based fees calculated on the sum invested.

Getting started with SMSF Wealth Licensing

Getting started with SMSF Wealth Licensing is easy. Simply contact your Adviser to arrange a meeting. To ensure that this meeting covers all aspects of your financial management, we ask that you complete a fact find document. Ideally, this should be done a few days before you meet with your adviser. This gives them the opportunity to review your information and prepare well ahead of the initial meeting.

The fact find asks for an extensive amount of information and it may take time to gather it. A copy of the most recent accounts and tax returns for yourself and any related entities such as trusts or a self-managed superannuation funds would also be greatly appreciated. Please provide your adviser with any other information that you feel is relevant to your circumstances.

Getting to know you

Your adviser aims to provide advice that suits your circumstances and is generally appropriate and relevant to you. To do this, they must first understand your financial profile. The detailed client questionnaire (fact find) is an important document and you should complete it carefully, either before or during your first meeting. The more information you provide the better the advice will be.

Delivery of advice

Once you have met and determined a draft plan, your adviser will prepare a Statement of Advice (**SOA**). The SOA may be delivered via email or post, as you prefer. Your SOA contains the information needed to understand your advice and the basis on which it is made. It includes information about:

- the specific advice;
- the reasons for the specific advice;
- any fees or commissions;
- any associations or relationships that may influence the advice;
- the implementation plan; and
- any other relevant matters.

Your adviser will also provide other documents as needed. These documents may include educational material or PDS documents, as discussed above.

Record of advice

Once you have been provided with a SOA and provided there has been no change in your personal circumstances or the basis of the advice set out in the SOA, further advice may be provided in a form known as a record of advice (**ROA**).

Retention of SOA and ROA

We retain all SOAs and ROAs for at least seven years and you may request a copy of the SOA or ROA at any time within that period. This request may be verbal or in writing.

Implementation of advice

Your statement of advice will contain instructions on how the advice should be implemented. Your adviser will work with you to ensure that the advice is properly implemented.

Review of advice

Financial plans should be reviewed on at least an annual basis, if not more regularly. You should contact your adviser immediately if your circumstances change in any way, or if you believe for any reason your advice is not appropriate to you.

Dispute resolution and complaints policy

SMSF Wealth Licensing provides a dispute resolution service to our clients. This obligation is a key tenet of the consumer protection principles of the Australian Financial Services Licensing system. If you have a complaint about our service, you should:

- Contact your Adviser by telephone, email or post to explain your situation and let them know of your concerns. Your Adviser will confirm receipt of your complaint within 24 hours from when the complaint is received. Your Adviser will provide you with a formal response to the complaint within one week from the date your complaint is received.
- If this does not resolve your complaint, contact SMSF Wealth Licensing's Compliance Manager by emailing compliance@smsf-wealth.com.au or write to:

SMSF Wealth Licensing

Attention: Compliance Manager
Level 13/50 Cavill Avenue,
Surfers Paradise QLD 4217

The complaint will be objectively considered and discussed with you and your Adviser. We will provide our final response within 30 days from when your Adviser initially receives your complaint.

- If your complaint is not resolved appropriately by SMSF Wealth Licensing, you can access our external dispute resolution scheme. SMSF Wealth Licensing is a member of the Australian Financial Complaints Authority (**AFCA**). AFCA can be contacted on 1800 931 678 or via their website: www.afca.org.au. This is a free service to complainants.

Should you need any assistance in lodging a complaint, then please contact SMSF Wealth Licensing's Compliance Manager by emailing compliance@smsf-wealth.com.au or in writing to the postal address listed above.

Our fees and other charges: who receives the fees?

SMSF Wealth Licensing receives all fees including commissions for the services provided by your Adviser. Your Adviser is an employee of the Corporate Authorised Representative SMSF Wealth, who receives a salary and a bonus structure based on the quality of service that they provide to you.

Fees and other charges: how are they calculated?

SMSF Wealth Licensing receives the following:

- Fees paid directly by you, based on time, the amount invested or some other agreed criteria:
 - Upfront advice fees: Your adviser will charge an upfront advice fee based upon the agreed services that they are providing to you and at the set rate that is explained upfront prior to any work commencing. Our upfront advice fees for a family group range between \$10,000 - \$200,000 based on the number of family members and the complexity of advice provided and implementation required. Foundation client's previous upfront advice fees are carried over, which are relative to their advice needs.

- Ongoing advice fees: Your adviser will charge a fixed ongoing service fee based upon the agreed ongoing services that they are providing to you and at the set rate that is explained prior to any ongoing services that they are providing to you. Our ongoing advice fees for a family group range between \$10,000 - \$50,000 p.a. based on the number of family members and level of ongoing service required by the family group. Foundation client's previous ongoing advice fees are carried over, which are relative to their advice needs.

Commissions paid by an insurer. These will vary according to your circumstances, but will generally be as follows:

- Personal insurances: upfront commission of up to 66% of your initial annual premium and trail commission of up to 22% of your ongoing annual premium.

Your Adviser will agree to a basis for charging fees before providing any chargeable services to you and this will be advised in writing.

Fees will be advised in detail in writing in your SOA. Fees will also be advised in detail in the PDS documents for recommended financial products.

Any fees that are paid to a third person for referrals will be detailed in your SOA. SMSF Wealth Licensing and your adviser do not receive any direct adviser incentives but may receive non-cash benefits from product providers from time to time. These benefits could be construed as a conflict of interest; however, all advisers have a fiduciary duty to act in the best interests of the client at all times. They are not additional charges to you and are paid out of the provider's own resources. They may include lunches, tickets to events and occasional gifts such as bottles of wine at Christmas time etc.

Compensation arrangements

SMSF Wealth Licensing operates a compensation arrangement to compensate retail clients for losses connected to any breach of the Corporations Act or other law by your Adviser, SMSF Wealth Licensing or other relevant persons.

These arrangements comprise of comprehensive and extensive professional indemnity insurance. The insurance covers claims in relation to the conduct of former employees.

Privacy considerations

Your information is private and confidential and is not disclosed to any third parties unless required to do so under the law. SMSF Wealth Licensing and your Adviser comply with the National Privacy Principles. If you are not satisfied with our approach to privacy, you are entitled to contact the Office of the Privacy Commissioner, who may investigate any complaints you may make.

A copy of our Privacy Policy is available on our website: www.smsf-wealth.com.au/legal/ or upon request.

Anti-money laundering and terrorism legislation

Your adviser must verify your identity before they provide any financial services. This will be discussed at your first meeting.

No influential relationships

There are no relationships that will influence your adviser's advice to you in any way.

Relationships & Associations

SMSF Wealth Pty Ltd is a Corporate Authorised Representative of SMSF Wealth Licensing Pty Ltd and responsible for providing financial services to our clients.

A word of warning on risk

All investments have risks. "Risk" means the value of an investment may fall, or even disappear. SMSF Wealth Licensing assumes its clients are conservative, cautious or balanced investors unless the client specifically states otherwise. If a client states otherwise, the statement will only be accepted if a reasonable financial planner would assess the client as being otherwise, having regard to income, wealth, age, work experience or academic training.

SMSF Wealth Licensing adopts this conservative assumption to reduce your risk.

SMSF Wealth Licensing does not recommend investments that have significant internal gearing, or that clients borrow significant amounts to acquire investments. This is unless the client understands that these significantly increase the risk that their net equity will fall, or even disappear, if the value of the investment falls.

Clients should not acquire investments other than those suited to conservative, cautious or balanced investors unless they understand and accept the risk that their equity will fall, or even disappear, if the value of the investment falls.

Can SMSF Wealth Licensing operate a Managed Discretionary Account?

SMSF Wealth Licensing does not allow Managed Discretionary Accounts or similar facilities. SMSF Wealth Licensing regards these financial products as excessively risky and does not allow its authorised representatives to provide them to clients.

Any questions?

Please do not hesitate to contact your Adviser should you have any questions about your Adviser's services and how your Adviser and SMSF Wealth Licensing can help you improve your financial position.



1300 882 553

Level 13/50 Cavill Avenue, Surfers Paradise QLD 4217

info@smsf-wealth.com.au