



Financial Services Guide

Wealthadvice.com.au Pty Ltd meets S923a of the Corporations Act that defines that we are independent. We are owned by our director. We make recommendations in the best interests of our clients and where possible this will be where there is no commission from life insurance products involved. There have been no commissions on any investment product including superannuation since 1 January 2021. Where a client may come to us with existing commission related policies, we will either re-negotiate the policy or alternatively rebate the commission to the client in full.

Wealthadvice.com.au Pty Ltd Financial Services Guide (FSG)
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Australian Financial Services Licence 230253
Tax Practitioners Board Registration 24827114
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www.wealthadvice.com.au

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It is important that you understand this FSG as it is a legal document. If any part of this document is not clear please speak to your financial planner.



Why am I receiving this document?

This Financial Services Guide (FSG) for your wealthadvice.com.au Pty Ltd (wealthadvice) financial planner outlines the financial planning services provided through wealthadvice.

It is an important document which will help you decide if you want to use the services being offered. It contains information about:

- wealthadvice and your financial planner
- the services offered
- how financial advice is documented
- how your financial adviser, wealthadvice.com.au Pty Ltd and other relevant persons are remunerated in relation to the services.
- how we deal with your complaints if you are not satisfied with the services provided.

This document is the first part of the FSG. You must read this document in conjunction with the Financial Planner (Adviser) Profile, which gives you more details about your financial planner. Together these documents form the complete FSG for your wealthadvice.com.au Pty Ltd financial planner.

Other documents you may receive

When your financial planner provides you with financial planning services you may also receive:

- a Statement of Advice (SoA) which contains information about the advice provided to you to help you decide whether to act on the advice
- a Product Disclosure Statement (PDS) which provides information about a product to help you decide whether to purchase that product.
- Research and other supporting material on the recommendations including comparison information to your current investments or alternative to the recommended solutions
- Risk profile information that we have used to assist us to build solutions that meet your needs



What can wealthadvice do?

wealthadvice.com.au Pty Ltd (wealthadvice) is a financial planning and business advisory company. This document is specifically focussed on the financial planning arm of the business where we aim to assist and advise our clients to achieve their financial goals. We establish and develop strategic solutions for our clients in the face of varying situations and identify the need to adapt to changing circumstances. The company is owned by Marisa Broome who is also an authorised representative and a CERTIFIED FINANCIAL PLANNER® professional. wealthadvice.com.au Pty Ltd Pty Ltd offers services that are personalised to each client. The focus is always to ensure our clients are better off after following our advice.

Wealthadvice.com.au Pty Ltd holds an Australian Financial Services Licence (AFSL) 230253 issued by the Australian Securities and Investments Commission (ASIC). Wealthadvice is a professional practice with the Financial Planning Association (FPA). Wealthadvice is also registered with the Tax Practitioners Board (registration number 24827114) and complies with the TASA legislation.

Your financial planner will provide financial planning services to you as an authorised representative of wealthadvice.com.au Pty Ltd. Your financial planner acts on behalf of wealthadvice which means wealthadvice is responsible for the advice and services they provide to you. Your financial planner will provide advice to you only in terms of what they are authorised to provide under wealthadvice's AFSL, as set out in their Adviser Profile.



Why choose a wealthadvice financial planner?

Range of services and products

With the support of wealthadvice, your financial planner is able to provide you with access to a broad range of financial planning services which may include:

holistic financial planning including just getting your life in order

- strategic financial advice including establishing structures and mechanisms to make your money work as hard as you do
- business and other consulting services
- investment planning advice
- superannuation and rollover advice
- Advice around getting ready for retirement
- Starting the retirement journey
- Protecting you and your family including personal insurance advice
- Ongoing review of your personal situation including regular portfolio review
- Estate planning advice
- Downsizing, Elderly Care and Aged Care issues

The Financial Adviser Profile provided with this FSG includes more information about the services provided by the financial planner you have chosen to work with.

wealthadvice provides your financial planner with significant support and supervision to ensure the quality of the advice you receive.

Your financial planner has completed external assessments and they must complete an annual training program to maintain their knowledge. They are also subject to regular reviews from experienced Compliance professionals who assess the quality of their advice.

wealthadvice has an agreement in place with a number of external companies to provide research, software, compliance services, training and other necessary services required to offer you appropriate service.

wealthadvice has an extensive Approved Product List which means your financial planner can select the right product for you. All products on the Approved Product List are supported by research from experts.



wealthadvice ensures your financial planner:

is only authorised to provide services to you where he/she has the appropriate qualifications

- stays up to date with relevant industry and legal changes to maintain their qualifications
- is provided with excellent technical support and tools to provide financial planning advice
- is provided with high quality financial product research
- is monitored and supervised to ensure they comply with the requirements of the law and wealthadvice's standards.

Protecting you and your assets

wealthadvice and your financial planner promote long-term investment strategies which do not take unnecessary risks with your investments. For this reason, your financial planner is not permitted to switch your investments frequently or make speculative investments in products such as tax-driven schemes or unregulated products. Your financial planner is also restricted our Approved Product List unless they receive special approval from wealthadvice to use other products.

To further protect your interests, wealthadvice does not allow your financial planner to:

- act as a trustee for you or operate a trust account on your behalf
- hold a Power of Attorney
- hold funds or have access to withdraw funds on your behalf
- act on behalf of any other Australian Financial Services Licence holder
- ask you to sign documents which have not been fully addressed or completed

What you will receive when provided with a financial service

Your financial planner will provide you with recommendations which are appropriate for your circumstances and meet your needs and objectives. To achieve this, your financial planner will:

- work with you to understand your needs, objectives and personal circumstances
- explain to you the scope of advice being provided and importantly what is not being provided
- provide you with a Statement of Advice which documents their recommendations to you and explains the basis for the advice, the cost to you of implementing the advice and any commissions or associations which could have influenced the advice
- provide you with a Product Disclosure Statement containing information about each product recommended to help you to make an informed decision about whether to purchase that product.

When will you receive a Statement of Advice (SoA)?

Your financial planner may meet with you several times to discuss possible strategies and investment options before finalising their recommendations that will be personalised for you. Once they have finalised their advice they will explain their recommendations to you and document it for you in an SoA. You should only implement advice after taking the time to read and understand the SoA.



You may not receive an SoA in the following circumstances:

- General advice – such as advice provided in seminars and through newsletters, which does not consider your personal circumstances.
- Further advice – if you previously received advice documented in an SoA, any further advice which is not significantly different to the initial advice will be recorded in a Record of Further Advice which you can request from your financial planner.

Your financial planner may provide other services independently of wealthadvice

- Your financial planner may provide services other than financial planning services. For example, they may also act as your accountant. While your financial planner may provide these services, you should understand that they are not provided under the licence held by wealthadvice and wealthadvice does not train, support or supervise your financial planner in providing these services.

Remuneration and benefits relating to Financial Services

We pride ourselves on being a fee for service practice. From inception, wealthadvice has charged clients based on their circumstances, the complexity of the work and the time it takes to provide the services that are required to meet the client's needs.

Fees, commissions and incentives

You will find more detailed information about your particular financial planner's fees, in the attached Adviser Profile, and specific details in each SoA you receive. You can ask your financial planner for details about fees, commissions and incentives at any time.

What fees are charged for initial advice?

Your financial planner may charge a plan preparation fee for the initial advice they provide and for preparing an SoA. The amount charged may be based on the scope and complexity of advice provided to you. Your financial planner will agree the plan preparation fee with you before starting work on your financial plan through a letter of engagement. This fee is usually payable in full when you receive your SoA. Your financial planner may also charge a plan implementation fee where you decide to implement the advice including the costs of establishing structures to better enable your wealth creation.

All fees will be disclosed in the letter of engagement BEFORE your financial planner commences work for you and then again in the statement of advice.



What fees are charged for subsequent services?

Your financial planner can provide ongoing administration and advice services to ensure the strategy and products they recommend continue to meet your needs and circumstances.

If you choose to receive ongoing services, you may be charged a fee based on the scope of the services you receive. Your financial planner will agree the amount of the fee with you and record it in your SoA. This fee may be deducted from your account each month or payable directly to wealthadvice via an invoice. Your financial planner may continue to charge the agreed ongoing services fee until you notify them that you no longer require ongoing services, but we will ask you to agree to these services each year.

Does my financial planner receive commissions from product providers?

No. Wealthadvice.com.au Pty Ltd meets S923a of the Corporations Act that defines that it is independent. We are owned by our director. We make recommendations in the best interests of our clients and where possible this will be where there is no commission from life insurance products involved. There have been no commissions on any investment product including superannuation since 1 January 2021. Where a client may come to us with existing commission related policies, we will either re-negotiate the policy or alternatively rebate the commission to the client in full. All of this will clearly be disclosed in our Letter of Engagement and our Statement of Advice and repeated to you annually in our fee disclosure statement.

Does wealthadvice charge any fees?

wealthadvice will not charge you any additional fees unless they are fully disclosed to you. These fees may be for external consultants used in areas such as the establishment of a Self-Managed Super Fund or in estate planning matters. We would ask these service providers or consultants to charge you directly for their fees.

What other benefits do wealthadvice and my financial adviser receive from product providers?

Wealthadvice does not accept or receive any benefits from any product providers except access to some of their educational material. This is to ensure that the advice we provide and the recommendations that this advice may contain is not influenced or biased in any way and is totally appropriate for you as our client. Any benefits that may be received are recorded in our Registers.



Other information

The law requires wealthadvice to have arrangements in place to compensate certain persons for loss or damage they suffer from certain breaches of the Corporations Act by wealthadvice or its representatives. wealthadvice has internal compensation arrangements as well as professional indemnity insurance that satisfy these requirements.

Wealthadvice and your financial planner endeavour to provide the best financial service to you. If you have any complaints, we are committed to resolving them as quickly as possible.

If you have a complaint about the service provided to you:

1. Contact your financial planner about your complaint.
2. If your complaint is not resolved to your satisfaction within five days, contact: Marisa Broome at wealthadvice.com.au on 0413 588 680 . Alternatively, please put your complaint in writing and send it to:

The Principal

Wealthadvice.com.au Pty Ltd

PO Box 317

Balmain NSW 2041 or by email to marisa@wealthadvice.com.au and set up a read receipt to the email.

wealthadvice will aim to resolve your complaint quickly and fairly.

3. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)¹

If writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

4. If your concerns involve unethical conduct, you can raise your concerns by writing to the Financial Planning Association of Australia, Level 4, 75 Castlereagh Street Sydney NSW 2000



wealthadvice.com.au

Privacy statement

Your Financial Planner maintains a record of your personal information and any recommendations made to you. If you do not want to disclose your personal details, you have the right not to do so.

If you wish to examine your file, you should ask your Financial Planner. No fee will be charged for an access request but wealthadvice.com.au Pty Ltd may charge you the reasonable costs of giving you any information you have requested. Your Financial Planner may provide you with marketing material prepared by wealthadvice.com.au Pty Ltd or a range of other financial services providers. If you do not want to receive this material, please contact your Financial Planner.

Who else will have access to my personal information?

Your financial planner and wealthadvice will not use your personal information and disclose personal information about you unless specifically authorised by you and we will communicate with you separately on this to gain your specific permission.

Where can I access more information about the Privacy Act with respect to my investments?

wealthadvice's privacy policy explains our policies on the management of personal information. You can access the policy from your financial planner if required.