



**FinWealth Pty Ltd**

# **Financial Services Guide (FSG)**

Issued by:

FinWealth Pty Ltd

ABN 58 622 892 915

Australian Financial Services Licence  
(AFSL) 504485

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Registered Office

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## **This Financial Services Guide (FSG) is an important document.**

**The purpose of this FSG is to help you make an informed decision about the Services we can provide you.**

It outlines information on:

- ∞ Who we are and how to contact us
- ∞ Your financial advisers and how they get paid
- ∞ The advice and services we can offer
- ∞ How we are paid and any conflicts which may exist
- ∞ How you will receive our advice i.e. Advice Documents and the Advice Process
- ∞ Other documents you may receive from us and their purpose
- ∞ How we expect to receive your instructions
- ∞ Our Privacy Policy
- ∞ How we deal with complaints if you are not satisfied with our service.
- ∞ Our relationships

### **1. Who We Are**

FinWealth Pty Ltd (FinWealth) is a boutique financial services business that provides customised financial and wealth creation solutions designed in line with our clients' personal needs. FinWealth holds an Australian Financial Services Licence (AFSL No. 504485) which has been issued by the Australian Securities and Investments Commission (ASIC).

#### **MLA Advisers and Your Financial Advisor**

MLA Advisers (Mendi Nominees Pty Ltd ATF the Arendtsz Family Trust Trading as "MLA Advisers") is a Corporate Authorised Representative (**252567**) of FinWealth.

Marguerite Arendtsz is an Authorised Representative (**250840**) of FinWealth and a director of both FinWealth and MLA Advisers.



## Your Adviser details:

<b>Adviser Name</b>	<b>Marguerite Arendtsz</b>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Masters of Business (Banking and Finance)</li><li>• Certified Financial Planner <sup>TM</sup> or CFP <sup>®</sup> qualification Margin Lending and Geared Investments</li><li>• Self-Managed Super Fund Accreditation</li><li>• Accredited Listed Products Adviser (ALPA)</li></ul>
<b>Authorised Representative Number</b>	250840
<b>Memberships</b>	Financial Planning Association of Australia (FPA)
<b>Bio and Experience</b>	Marguerite is the founding Director of MLA Advisers. She has over 24 years of extensive experience in all aspects of the financial services industry. With this background and experience she is well qualified to help clients achieve their financial goals.

FinWealth and MLA Advisers is privately owned and therefore maintains no ownership connection with any financial institution, bank, insurance company or product provider. This means your FinWealth advisers can seek the most suitable investments and/or products on your behalf without constraint.

FinWealth and MLA Advisers provide expert advice with the aim of guiding clients towards their financial goals and objectives. The company boasts over 25 years of financial services experience which is at our clients' disposal in the creation of wealth and achieving their financial independence.

Research and ongoing training of our advisers is the corner stone of our business and our Approved Product List (APL) consists of only recommended investments / products which are ASIC and APRA approved and research backed. The basis of our recommendation is that it best suits our clients' needs.

### Head Office contact details

#### **Registered Office**

**Ground Floor,**

**99 Coventry Street**

**South Melbourne VIC 3205**

**P +61 (03) 9690 8600 or (03) 9690 8686**



## 2. The Advice and Services we can offer you

- ∞ Deposit and payment products
- ∞ Debentures, stocks or bonds issued or proposed to be issued by a government
- ∞ Securities (direct shares)
- ∞ Personal Risk insurance
- ∞ Superannuation and SMSFs
- ∞ Retirement planning advice
- ∞ Estate planning advice
- ∞ Standard Margin Lending facility
- ∞ Investment Strategies including gearing and savings plans
- ∞ Portfolio Review Services
- ∞ Budget and cash flow planning
- ∞ Debt Management
- ∞ Ongoing advisory services

### Tax implications of our advice

Our advisers are registered with the Tax Practitioners Board as Tax (Financial) Advisers and can provide tax advice in regard to the strategies and financial products that are recommended to you.

We will not consider any other tax matters in our advice to you. Where tax implications are discussed they are incidental to our recommendations and only included as an illustration to help you decide whether to implement our advice.

## 3. How we are paid and any conflicts which may exist

### ∞ **Initial Advice Fee**

Where advice is provided, we will charge an upfront fee which will cover the collection and review of your current personal circumstances, strategic analysis and research, preparation of an advice document and the presentation of this advice to you. The initial fee is based on the scope and complexity of the advice to you and will be agreed with you at our first meeting prior to proceeding. It will be signed off in our Terms of Engagement prior to commencing the work.



#### ∞ **Implementation Fee**

The fee for these services will be agreed with you prior to work commencing, it will also be documented in our Terms of Engagement and will again be disclosed in the Advice Document. The amount charged will depend on the complexity of the transactions and time required to complete our advice to you.

- ∞ **Subsequent Advice:** Any fees applicable to subsequent and/or “new” Advice will be based on our Fee Structure detailed in our Terms of Engagement. Fees will also be disclosed in the written subsequent advice documents i.e. Statement of Advice or Record of Advice.

#### ∞ **Ongoing Fees**

Commencing when the recommendations in our Advice document are implemented, we will charge an ongoing fee for the advice and management of your financial affairs.

This fee will be determined in consultation with your adviser and documented in a formal Ongoing Service Agreement. This fee will cover your Annual Review, the regular portfolio evaluations we conduct throughout the year and investment research through regular fund manager / portfolio manager meetings in the year. The fee you will be charged and a comprehensive list of the ongoing services provided will be documented in your Terms of Engagement and Ongoing Service Agreement. The agreed ongoing fee will also be reflected in your initial SoA.

If you enter into an ongoing fee arrangement with us after 30 June 2013, you may be required to confirm this arrangement with us every two years.

In all instances, your adviser will discuss the calculation of the fees when you meet and agree on the services to be provided.

### **How are fees for services calculated and paid?**

Fees charged for our services may be:

- a dollar amount;
- a percentage of the amount invested;
- an hourly rate;
- a combination of some or all of the above, as agreed with you.



## Payment of fees for services

We will discuss and agree the method of payment with you before we provide you with our services. Generally, we will either invoice you directly, or deduct from your investments, or adopt a combination of these methods for the fees payable. Cash transactions will not be accepted.

## Commissions on Group Life Insurance Products

FinWealth Pty Ltd does not receive any initial or ongoing commission on group life insurance products held through superannuation including employer, corporate or industry superannuation plans. However, existing commission arrangements are grandfathered and will continue to be paid if the product was entered into before 1 July 2014. In instances where we advise that you retain such products we will continue to receive any existing ongoing commissions that are payable.

In respect of all other life insurance products apart from group life insurance products held through superannuation FinWealth Pty Ltd may receive payments in the form of initial commissions and/or ongoing commissions from the product providers for any product you choose to use that is recommended by us. These commissions are included in the fees and / or premiums you pay for the product. You do not pay these fees to us directly.

## Commissions received from Life Insurance Providers

Where we recommend a risk insurance product we may receive an initial and ongoing commission from the product provider. This commission is included in your premium and is not a separate charge to you.

Effective from 1 January, 2018 the upfront commission we may receive from Risk product providers is typically between 0%-88% of the first year's premium. We may also receive between 0%-33% of the premium from year two onwards.

The actual commission will be disclosed in your SoA where Risk product advice is provided.

### Example

If you pay \$1,000 p.a. in premium for a life insurance product recommended to you and the applicable initial commission is 80%, then FFA will receive initial commission of \$800 (i.e. \$1,000 x 80%). FFA may then pass on anywhere up to the full amount, \$800 in this example, to the Principal Practice.

## Investment Commissions

FinWealth does not receive initial or ongoing investment commissions for products entered into after 1 July 2014.



## **Placement Commissions**

We may receive one-off placement fees where you invest in some listed investments eg a bank hybrid or an Initial Public Offering (IPO). These will usually be paid by the Issuer of the investment and typically be a set fee of the investment amount eg. 1%. These fees will be disclosed to you in the Advice document at the time of investment.

## **Licensee Commissions**

FinWealth does not accept volume-based commissions which are paid by the investment product providers, insurance companies or platforms.

## **Other benefits - Register of Small Value Benefits**

FinWealth and its Advisers may be entitled to other benefits when providing services to you.

FinWealth and its Advisers keep a register of small value benefits (i.e. \$100 to \$300 in value) which may be received by them from product and service providers. These benefits are permissible unless they are received frequently or when similar benefits received combine to exceed \$300 per annum. If you would like a copy of the register, please ask your adviser and a copy will be made available to you within seven days.

## **Making and Receiving Referrals**

We may provide you with a referral to other professionals. This may include, but is not limited to, Accountants, Legal Practitioners and Property Consultants. You may also have been referred to us by another professional.

We may receive a payment for these referrals. If we are entitled to receive a referral payment, we will disclose this to you at the time of the referral.

We may give a payment for referrals to us. If this is the case, we will inform you of this payment prior to the referring party being entitled to the payment.

## **Financial Adviser Remuneration**

Marguerite Arendtsz is a director / shareholder of both FinWealth and MLA Advisers.

Marguerite Arendtsz may be paid a salary based on experience and capability and may receive dividends and/or distributions as a shareholder of MLA Advisers.



## Company/ies for which there is a related party relationship

Marguerite Arendtsz is a director / shareholder in Mendi Nominees Pty Ltd as Trustee for Jansz Family Trust trading as MLA Finance Solutions. MLA Advisers may refer you to MLA Finance Solutions for assistance with Lending Services.

## Conflicts of Interest

Your Adviser may recommend investments in shares or funds that they hold or may hold in the future. You will be advised where a conflict of interest may exist or arise and how the conflict will be managed.

## Professional Indemnity Insurance

FinWealth Pty Ltd has Professional Indemnity Insurance in place covering us for any errors or mistakes relating to our financial planning services. Our policy meets the requirements of the Corporations Act (2001).

## 4. Our Advice Process

We recognise that the objectives and personal circumstances of each client are different and what is right for one client may not be right for another. We will always act in your best interest in relation to the advice and financial products we recommend to you. To do this we will listen to you to understand your objectives and ask questions to ensure our advice is in your best interest.

**When we provide you with financial planning services your adviser may provide you with the following documents:**

- **A Statement of Advice (SoA) or Record of Advice (RoA).** Before your adviser provides you with any personal financial product advice (personal advice), they will collect information about you, your objectives, financial situation and needs.

The SoA will set out the advice and the basis upon which it is given. You may then decide whether or not to act on it. It will also set out information about our fees (including any applicable commissions) and how your adviser gets paid.

It will set out any associations or relationships which might reasonably be expected to influence us when providing the advice.



Any subsequent personal advice that is provided to you may be documented in an ROA, provided there has not been a significant change in your personal circumstances or the basis upon which the initial advice was provided. Copies of all advice documents will be retained on your client file and you may request a copy by contacting your adviser.

- **A Product Disclosure Statement (PDS).** If a particular financial product (other than securities) is recommended by your adviser you must also be provided with a PDS issued by the product issuer. The PDS contains information about the benefits, risks and other features of the product, which will enable you to make an informed decision about whether to purchase the product.

Our advice process is outlined in detail below:

#### **Step 1**

You will be provided with our Financial Services Guide (FSG) which includes details of your Adviser and the Advice process.

#### **Step 2**

You will be asked to provide information about your relevant personal circumstances (i.e. information about your current objectives, financial situation and needs), so we can provide you with appropriate advice. The information collected is recorded in your Client Data Form and the Client Risk Profile assessment.

#### **Step 3**

After collecting and understanding your financial information and current circumstances, your adviser will thoroughly research your information and formulate appropriate individual strategies to suit your needs and requirements.

#### **Step 4**

A Statement of Advice will be prepared by your Adviser and provided to you. The Statement of Advice will outline recommendations for you and the basis for them.

#### **Step 5**

With your approval the recommendations contained in your Statement of Advice will be implemented

#### **Ongoing Reviews**

As market conditions, investment opportunities and your personal circumstances are constantly changing it is important to review your situation regularly. FinWealth Advisers will provide an annual review service in which your goals, circumstances, investments and overall strategy will be revisited to ensure you remain on track to meet your objectives.



## 5. Privacy

We are committed to the confidentiality and security of your personal information. The financial planning process requires us to collect and keep a record of information about you, including sensitive information, in order to provide you with detailed financial advice relevant to your individual circumstances.

We may be required to provide your information to financial service providers on your behalf, whom you engage to carry out a service. If you do not consent to this, or we are unable to collect all the necessary personal information, we will not be able to provide you with the appropriate and relevant financial advice.

In most cases, we collect personal information directly from you. In other cases, we may collect information from third parties which include, but is not limited to, your accountant, your lawyer/solicitor, other financial services institutions, and insurance providers where you have provided consent.

Other legislation may also require us to collect your personal information such as the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006, and require us to carry out a client identification process. You will need to present identification documents such as driver's licence or passport in order to meet these obligations.

Our Privacy Policy sets out how we collect, hold, use and disclose your personal information. You can request a copy of our full Privacy Policy or access it on our website @ [www.finwealth.com.au](http://www.finwealth.com.au)

## 6. Complaints

- ∞ FinWealth and its Advisers strive to provide you with the best advice, outcomes and service at all times. If at any time you are dissatisfied with the advice or service provided to you by us, please call us or put your concerns in writing to our office:

FinWealth Pty Ltd  
Ground Floor,  
99 Coventry Street,  
South Melbourne. VIC 3205  
BH: (03) 9690 8600



- ∞ If you feel our response does not adequately resolve your concern or if you have not received a response to your complaint within 45 days you may refer the matter to the Australian Financial Complaints Authority (AFAC). AFAC offers a free, fair and accessible service to consumers who are unable to resolve a dispute directly with a financial services provider.

**You can contact AFCA at:**

**Australian Financial Complaints Authority (AFCA)**

GPO Box 3  
Melbourne VIC 3001

Online at [www.afca.org.au](http://www.afca.org.au);

By email at [info@afca.org.au](mailto:info@afca.org.au); or By calling 1800 931 678.