



THE WEALTH
CONNECTION

Financial Services Guide

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ABOUT THIS DOCUMENT

This Financial Services Guide describes The Wealth Connection Pty Ltd's financial planning and advisory services to assist you to decide whether to use our services. It describes how we are remunerated, our professional indemnity insurance and how we handle any complaints you may have.

What other documents are there?

If you decide to obtain personal financial advice, your Adviser will need to determine your needs, objectives and relevant financial circumstances.

At the initial advice appointment, your Adviser will typically gather the relevant information by using a client data collection form. You will be asked to provide accurate information about your personal and financial situation and keep your Adviser informed of any changes to your relevant circumstances.

Your Adviser will also need to verify your identity.

When your Adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Letter of Engagement
- Statement of Advice (SoA)
- Record of Advice (RoA)
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)
- Renewal Notice

The SoA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable.

Where you receive ongoing or further advice a RoA may be provided.

A PDS will be provided if a product recommendation is made and includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

An FDS will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your Adviser for a period greater than 12 months. The FDS will contain information about the services you were entitled to receive, the services you actually received and the fees you paid during the period. The FDS will be provided to you annually.

Should you commence an ongoing fee arrangement for the first time after 1 July 2013 (or in circumstances where the ongoing fee arrangement is significantly varied after 1 July 2013), your Adviser will also issue a Renewal Notice every 2 years. The Renewal Notice will give you the option of renewing the ongoing fee arrangement.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

WHAT WE ARE AUTHORISED TO DO?

At the heart of our business is our passion to provide personalised, successful long term strategic financial planning to our clients.

To give you suitable advice, your adviser will work with you to determine your individual financial objectives and needs. To enable your adviser to work with you, you will need to provide relevant information as requested by your adviser. You are not obligated to provide this information, but if you decline to do so your adviser either may not be able to provide advice or the advice may not be entirely appropriate.

Your adviser can liaise with your other professional advisers in relation to matters such as tax, insurance, risk management and estate planning. We are not, however, accountants, nor are we registered tax agents or lawyers.

The detail

All our advisers are authorised representatives of The Wealth Connection Pty Ltd, and can provide advice to and apply on your behalf for the issue, variation or disposal of the following kinds of financial products:

- Life insurance
- Superannuation
- Securities
- Managed investment schemes
- Investor directed portfolio services
- Retirement savings accounts
- Derivatives
- Deposit and payment products
- Government debentures, stocks or bonds

Not Independent

The Wealth Connection may receive commissions associated with the issue of life insurance products

For this reason, we are unable to represent ourselves as independent, impartial or unbiased. We are however no way obliged or incentivised in offering one over another. Please refer to the 'Fees and Costs' section for more information.

ABOUT THE WEALTH CONNECTION

The Wealth Connection employs the following experienced financial advisers, who are Authorised Representatives of The Wealth Connection Pty Ltd. All of The Wealth Connection's Representatives are authorised to provide advice in regards to the above mentioned financial products.

- **Nathan Hancock** (Authorised Representative number 471164)
Private Wealth Adviser / Director
- **Roger Hancock** (Authorised Representative number 1001810)
Private Wealth Adviser / Chairman
- **Benjamin Bouffler** (Authorised Representative number 1243352)
Financial Adviser
- **Monica Jia** (Authorised Representative number 1265063)
Financial Adviser
- **Michael Fennell** (Authorised Representative number 1300831)
Associate Financial Adviser

OUR ADVICE PROCESS

This will begin with initial meetings with you to assess if your personal and financial goals and objectives can be met through our professional services. The discussions will also help you to determine if you wish to engage us to assist you to achieve those goals and objectives.

It is important for you to understand that the discussions in our initial meetings will only be in general terms. This means you should not act or make any decisions until you receive personal advice. This will occur after we have thoroughly investigated and considered viable strategies and products that aim to meet your goals and objectives as agreed with you.

REVIEWS

We cannot promise that the recommended strategy and your investments will remain suitable for you over time. Things change, your personal circumstances, legislation and more suitable investments for you may become available.

For this reason, your adviser may recommend that you engage us to review our advice on an ongoing basis and we strongly recommend you consider this. Likewise, you should contact your adviser whenever your circumstances change to see if your strategy or investments need to be adjusted.

HOW DO YOU INSTRUCT US?

We act for you when providing our services. You may give us instructions in writing, by post, fax or email. Sometimes your adviser will be happy for you to tell them what you want to do over the phone or in person.

FEES AND COSTS

Fees for our Advice

The advice fee is calculated based on your individual needs and requirements, and the extent of financial services provided to you. Before commencing work for you, we will discuss and agree with you the scope of the services that you have asked us to provide, the cost of providing those services and the method of payment. We will confirm this in an Engagement Agreement.

Other fees for any advice or work carried out by other professionals, after consultation and agreement with you, will be separately invoiced to you by that other professional.

Portfolio Review and Management services, if applicable and required, are charged separately, based on the value of investment we are reviewing and managing for you, and charged on a reducing incremental scale percentage.

Initial Advice

The work undertaken to explore your current financial situation, your goals and objectives, and assessing the suitability of options for you is extensive. The minimum fee for our Initial Advice service is \$2,200 including GST and increasing with complexity.

Implementation

We may charge a fee to cover the cost of implementation of our advice. The fee will vary depending on the level and complexity of work involved. This fee, if applicable, is a minimum of \$1,650 including GST.

Ongoing Advice

Establishing your financial strategy is important. Equally important is ongoing advice to cater for changes in your personal circumstances, legislation, economic and financial conditions.

The Ongoing Advice service we offer will depend on your situation and requirements. For an ongoing advice service, we charge a minimum fee of \$2,200 per annum (including GST) and this will increase with the complexity of the client's needs and circumstances. This fee is an annual retainer, based on hours, complexity and resources required to service your needs, and will be calculated and advised in both the Engagement Agreement and the initial Statement of Advice (SoA). We will review this annually with you and any changes will be documented in our ongoing Engagement Agreement and advice documents.

Portfolio Review and Management services

Depending on your situation, and if required, we may also charge a Portfolio Review and Management Fee as a percentage of the value of your investments, using a reducing tiered based percentage approach. We charge a maximum of 0.77% per annum including GST, of the value of your investment portfolio under our management. The fee is usually charged monthly in arrears based on the average daily value of your portfolio, during the preceding month. So, for example, if your portfolio value is \$500,000, the maximum you would pay is \$3,850 per annum or \$320.83 per month, including GST.

Personal Insurance Services

We accept commissions from the insurers for the personal insurance advice and services we provide to you. As an indication, we receive up to 66% of the first year's premium to reflect the amount of work we undertake when advising on and arranging the insurance and up to 22% of the ongoing annual premium thereafter, both excluding taxes and statutory charges.

For insurance products purchased prior to 1 January 2018, we may continue to be paid commissions in the same manner as what would have been previously been advised to you at the time of obtaining the product(s). These commissions are included in the premium for the policy. This may also be the case if new or additional cover is established under your existing policy.

The table below illustrates how our commission would currently be calculated for a policy costing \$2,000 in year 1 and increasing to \$2,200 in year 2.

	Year 1		Year 2	
Premium	\$2,000		\$2,200	
Upfront Commission	66%	\$1,320	-	-
Ongoing Commission	-	-	22%	\$484

Where these commissions can be negotiated with the product provider your adviser will agree the amount of up-front and ongoing commissions with you. These will also be set out in your advice document.

ADVISER REMUNERATION

As all of our advisers are employees of The Wealth Connection Pty Ltd they receive a salary. Directors, Chairman and equity holders of The Wealth Connection Pty Ltd are also entitled to a share of dividends and profits of The Wealth Connection Pty Ltd.

OTHER FORMS OF REMUNERATION OR BENEFITS

The Wealth Connection Pty Ltd and/or its Advisers may receive non-monetary benefits where:

- The amount is less than \$300 and identical or similar benefits are not given on a frequent basis;
- The benefit has a genuine education or training purpose (including attendance to conferences) and is relevant to providing financial product advice; and/or
- The benefit consists of the provision of information technology software or support and is related to the provision of financial product advice in relation to the financial products issued or sold by the benefit provider

Payments or benefits received are disclosed in a register. A copy of the register is available upon request.

RELATIONSHIPS AND ASSOCIATIONS

The Wealth Connection Finance Pty Limited

Nathan Hancock is also a Director of The Wealth Connection Finance Pty Ltd and has a 40% stake in this business and is entitled to a share of the business profits.

It is important to note The Wealth Connection Pty Ltd is not associated or responsible for the services provided by the Wealth Connection – Finance Pty Ltd.

WHAT ELSE SHOULD YOU UNDERSTAND?

Professional Indemnity Insurance

The Wealth Connection holds a professional indemnity insurance policy, which covers claims against us for errors or mistakes relating to our financial planning services. This insurance meets the requirements of the Corporations Act and covers the services provided by our authorised representatives whilst authorised by The Wealth Connection Pty Ltd.

Privacy

We are committed to protecting your privacy. We use the information you provide us to advise you on your financial circumstances, goals and strategies. We provide your information to the product issuers with whom you choose to deal with (and their representatives). We do not trade, rent or sell your information. We may disclose your information to recipients in the Philippines for the purpose of document preparation and client file upkeep. We will only disclose your information to recipients who are either regulated by laws which protect your information in a way that is similar to the *Privacy Act 1988* (Cth) or who agree to protect your information in that way.

If you don't provide us with full information, we can't properly advise or assist you with your financial services needs. For more information about how to access the information we hold about you, how to have it corrected and how to complain if you think we

have breached the privacy law, ask us for a copy of our Privacy Policy by contacting your Adviser or visiting our website at www.thewealthconnection.com.au.

Anti-Money Laundering and Counter-Terrorism Financing

As a reporting entity under the Anti-Money Laundering and Counter-Terrorism Financing Act, we are committed to ensuring our services do not facilitate or are associated with money laundering or terrorism financing practices. Before we arrange a financial product for you, we will need to verify your identity by viewing your identification documents (e.g. passport, driver's licence). We will retain copies of this information and assure you that this information will be held securely.

Complaints

If you have a complaint which you cannot resolve with your adviser, please contact the team. Our contact details are as follows:

Compliance Manager

The Wealth Connection Pty Ltd

Phone: 02 4268 5555
Email: info@thewealthconnection.com.au
Mail: PO Box 621
Thirroul NSW 2515

If you are dissatisfied with the response, you may raise the matter directly with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers if you have a complaint that is not satisfied within 45 days of raising it. AFCA contact details are:

Telephone: 1800 931 678
Email: info@afca.org.au
Web: www.afca.org.au
Post: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

There are some complaints which AFCA are unable to deal with and AFCA will tell you if this is the case.

Furthermore, the Australian Securities and Investments Commission (ASIC) has a free of charge infoline on 1300 300 630, which you may use to obtain information about your rights and to make a complaint. Please visit moneysmart.gov.au for more information on financial advice.

Licensee Contact details

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