



WEALTH PLUS
Solutions

Financial Services Guide (FSG)

Version 1.3

Effective: 8 August 2019

Wealth Plus Solutions

Issued by
Wealth Plus Solutions Pty Ltd
ABN 23 103 435 669
Australian Financial Services Licence (AFSL) 487103

116 Edward Street
Perth WA 6000
Telephone: 1300 974 974
www.wealthplus.com.au

Purpose of this Document

This Financial Services Guide (**FSG**) provides you with important information about Wealth Plus Solutions Pty Ltd (**WPS**) Australian Financial Services Licence (**AFSL**) 487103 and any Authorised Representatives (**Adviser**) who may provide you with the services described in the FSG.

Please take the time to read this document carefully. Effective solutions depend on open and honest communication. Understanding our services and our fees is the cornerstone of this communication.

This Guide includes the following:

- Who we are
- How we can help you
- How you can contact us
- How we are paid
- Protecting your privacy
- What else you need to know
- Who to contact if you have a complaint or concern
- Adviser profile

Who we are

Wealth Plus Solutions Pty Ltd is an Australian Financial Services Licensee that was established to provide wealth advice and expertise to assist clients to realise their dreams and achieve their objectives. We have a disciplined approach designed to help you achieve security and financial independence.

Your adviser is employed by Wealth Plus Solutions and we are responsible both for their advice and the financial services they provide to you. In addition to monitoring their performance, We provide your adviser with training, compliance and professional indemnity insurance. If you have any concerns or complaints, you have access to free dispute resolution services.

How we can help you

As you go through life, your priorities or perspectives may change, but one thing that should remain constant is managing your finances well to help you get what you want from life.

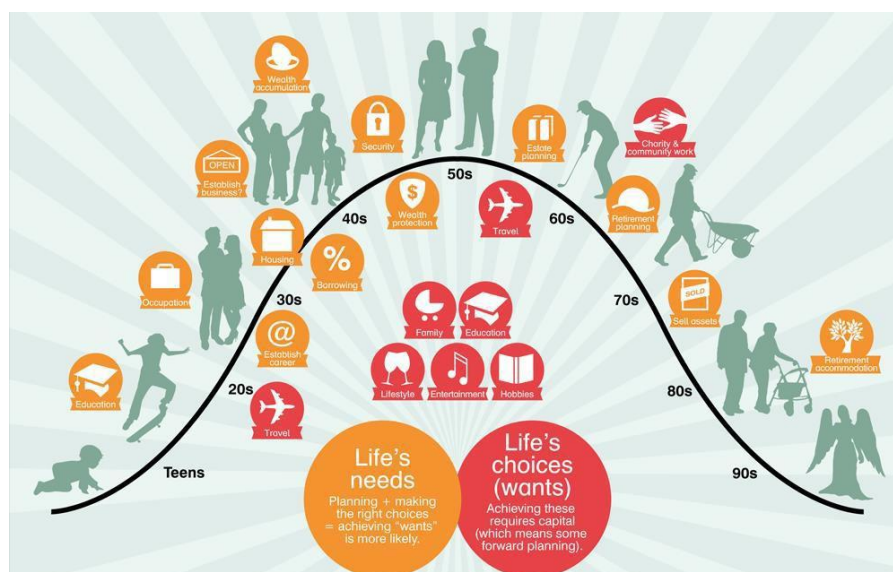
Your financial adviser will guide you by:

- Understanding your personal circumstances and helping you identify your goals, needs and objectives, such as an early retirement, travelling or building funds for your children's education
- developing strategies for saving, investing, and contingency plans to protect you against life's hazards along the way
- keeping you on track by regularly reviewing your direction and adjusting as required.

Your financial adviser understands that your priorities may change over time and will be here to guide you on your financial journey.

There are many ways we can assist you to improve your situation including:

- Setting your goals and objectives that are specific and measurable
- Managing cash flow including budgeting, income streams, Centrelink, Aged Care and cash flow management
- Managing debt such as debt reduction strategies
- Investing monies including dollar cost averaging, superannuation, non-superannuation investing, borrowing to invest and portfolio construction
- Protecting you, your family and businesses by reviewing or establishing income protection, life term insurance, TPD insurance, trauma insurance, business insurance and discussing whether to hold insurance inside or outside of superannuation
- Estate planning strategies such as asset ownership
- Structuring or restructuring of trusts, companies, small business and Self-Managed Superannuation
- Healthcare strategies for health, aging and medical needs



How we work

We are committed to acting in your best interest. This means that we need to focus on what you need and ensure that your needs and preferences drive our advice. Ideally, our advice should put you in a better position but any recommendations we make should be suitable and appropriate for your individual needs and circumstances.

We encourage you to be open and honest with the information you provide to us. We understand your need for confidentiality, and recognise your right to privacy. We stand by the promises we make in our Privacy Policy.

You have a critical role in ensuring the quality of the advice you receive. Please understand that advice is only as good as the quality of the information on which the adviser relies. If you provide us with incomplete or inaccurate information, we may not be able to provide advice to you or you may receive advice that is not appropriate to your needs.

If your adviser lacks the capacity or confidence to provide you with the advice you need, you'll be referred to someone who can, or simply informed that we can't help you.

We value transparency, so we won't commence any work without confirming, in writing, the scope and cost of our services. Once we agree with you on the scope of the advice you require, and the costs involved for this advice, we'll provide you with an Engagement letter confirming your needs and instructions.

We aim to build enduring relationships with all our clients by providing quality services that meet their changing needs in life. The initial stages of preparing financial advice for you are outlined in the chart below. However, it is important to remember that the best financial advice adapts to meet your changing needs and priorities over time. Continually reviewing your strategy is essential.

The 7 Steps of financial advice

1. INITIAL MEETING

We discuss what's important to you

2. GETTING THE FACTS

We will complete a profile of your personal and financial goals

Discuss the right level of risk for you.

Develop a clear understanding of your situation

3. AGREEING TO THE SERVICE

Issuing a letter of engagement
Discuss our services and the costs involved

Obtain your agreement to prepare the specific advice

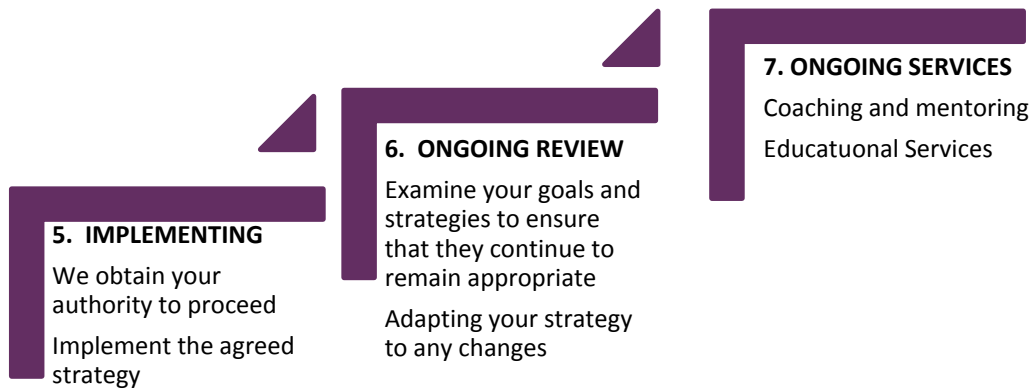
4. PREPARING THE ADVICE

Analyse possible strategies and options

Research potential products and relevant legislation

Prepare our recommendation Present and discuss with you the advice

Answer all your questions and ensure you understand and are comfortable with our recommendation



Everything is documented

When your adviser provides you with advice tailored to your needs, circumstances and goals (“personal financial advice) you will receive a Statement of Advice (SoA).

This SoA is a regulated document that confirms the advice, its basis, benefits, costs and consequences and outlines any other relevant information you need to know before you proceed.

If you are given supplementary advice, you may be given a further SoA or a Record of Advice.

A Record of Advice is used for supplementary advice if there’s been no material change to your circumstances or strategy since the SoA. Copies of any previously supplied advice documents are available from your Planner.

If your adviser recommends the purchase of a financial product (other than ASX listed securities) you will be given a Product Disclosure Statement containing information about that product.

We encourage you to read all documents provided and ask your adviser any questions you may have. Sometimes you may wish to make changes to your investments without receiving advice. In these cases, we can take your instructions by telephone, email or in person and arrange for the transaction to be completed without providing personal advice. If you have verbally asked us to do this we will ask you to provide this to us in writing, if you have asked us to do this by email we may phone you to confirm you did send the email.

We will clarify and agree to all fees and payments with you before providing our advice and services. The actual costs will be shown in our written advice to you.

Keeping your plans on track

As your circumstances change over time, it is important that your Adviser regularly reviews both your strategy and your situation to ensure recommendations remain current and appropriate to your circumstances.

Ongoing services include varying levels of advice, review, contact and information and your Adviser will discuss and agree your specific ongoing service requirements as part of the provision of your initial advice.

Should you choose to enter an ongoing fee arrangement with one of our advisers, you will receive an annual Fee Disclosure Statement. This will outline the fees paid and services you were entitled to and receiving in the preceding 12 months.

How we are paid

We're committed to a fair and transparent fee structure for the advice and services we provide. We'll generally be paid by you directly but you may choose to pay our fees as a deduction from your product. In some cases, like insurance, we'll be paid directly by the product issuer. We offer flexible payment options to suit your needs. Your adviser will explain, and agree with you, any fees and payment options before providing advice and services to you.

The Adviser Profile explains how your Financial Adviser is paid.

The costs of our advice and services include charges for preparing and implementing the initial advice and may also include charges for ongoing advice and services.

How you are charged for advice

The cost will depend on the nature of the services provided. There are various ways that you pay us for the service including:

- **Fee for service**

This is where you pay a fee for the services we provide. This can be either:

- ❖ An hourly rate, as set out in the Adviser Profile
- ❖ A fixed dollar amount
- ❖ A percentage of the funds invested (excluding borrowed funds)
- ❖ A combination of these methods.

- **Commission**

A commission may be paid to Wealth Plus Solutions by the issuer of the insurance policy. The rate of commission we receive will depend on the type of product, the services provided and the amount invested or premium paid.

Commission payments may be either:

- Initial commission – A percentage of the amount you invest, or insurance premium you pay
- Ongoing commission – A percentage of the ongoing loan administration fee or insurance premiums.

Commission amounts will vary by product. The commission amounts we may receive are:

I will receive an upfront commission from the product issuer if you decide to buy a life risk insurance product I recommend to you. I will receive an upfront commission of between 0% and 70% of the first year's annual premium, and then an annual ongoing commission of between 0% and 20% of the annual premium. For example, for an insurance product with an annual premium of \$2,000, where the issuer pays me an upfront commission of 70%, I will receive \$1,400. The issuer will pay me up to 20% of the annual premium as ongoing commission for as long as you hold the product. This commission is reclaimed (clawed-back) by the Insurer if you cancel your policy within two (2) years of commencement.

We may receive a combination of both fee for service and commission.

Protecting your Privacy

Wealth Plus Solutions collects your personal information in order to provide you with financial planning services. We'll secure the information you provide but please appreciate it may sometimes be necessary for us to disclose your personal information to third parties – either to arrange the products and services you need or because we've a legal reason to do so.

We'll collect and use information about you during your relationship with us. If you do not provide some of the information requested, we may be unable to provide you with services and products.

It is important that the information that we hold about you is up to date. You must let your Adviser know when information you have provided to us has changed.

For more information regarding our collection, use, storage and disclosure of your personal information, please read our Privacy Policy which can be accessed on our website at www.wealthplus.com.au

What else you need to know

Wealth Plus Solutions is licensed to provide financial product advice and deal in the following financial products:

- Deposit and payment products
- Risk insurance products
- Annuities and pensions
- Government debentures
- Securities
- Superannuation
- Managed investments including IDPS

If you would like a copy of our AFSL, please contact your or write to us at 116 Edward Street Perth WA 6000 or email myservices@wealthplus.com.au

Wealth Plus Solutions, as a privately owned Australian Financial Services Licensee, engages an independent compliance expert to provide a review of the implementation and effectiveness of its monitoring and supervision program of Representatives. This engagement includes a review of our policies and procedures for monitoring its authorised representatives and ongoing quarterly reviews of advisers' files to ensure compliance with legislation. This is a condition of our Australian Financial Services Licence and this review is provided to the Australian Securities and Investments Commission (ASIC).

Other payments

If a third party refers you to your Planner, the referrer may receive a referral fee or commission or non-monetary benefit. Similarly, your Planner may receive benefits if they refer you onto another party. This is not an additional cost to you. All referral payments are disclosed in the advice documents that are provided to you.

Complaints

If you are unhappy about our advice or services, please contact your Planner in the first instance to discuss your concerns. Alternatively, you can contact the Wealth Plus Professional Standards Manager at 116 Edward Street PERTH 6000 or email compliance@wealthplus.com.au. We will investigate your complaint and respond as quickly as possible and within 45 days.

If we have not responded to your complaint within 45 days or if you feel it is not resolved to your satisfaction, you may refer your concerns to the Australian Financial Complaints Authority (AFCA) on 1800 931 678. You can write to them at GPO Box 3 Melbourne VIC 3001 or email info@afca.org.au. This service is provided to you free of charge.

Wealth Plus Solutions is covered by professional indemnity insurance satisfying requirements under the Corporations Act for compensation arrangements. This insurance provides cover for claims against Wealth Plus Solutions and its Representatives including claims in relation to the conduct of representatives who are no longer authorised with Wealth Plus Solutions but who were at the time of the relevant conduct.

Planner Profile: Darren Potter

Darren Potter, Authorised Representative No. 1004242, started his financial planning career at Westpac Bank in 2006 and then joined Wealth Plus Solutions in 2018. Darren is very professional with a friendly disposition, he prides himself on a very high level of client service and on building loyal, long term relationships with his clients. Darren will discuss your goals and objectives with you and with meticulous and carefully planned advice, Darren can assist you in securing your financial future. With an agreed ongoing service standard, Darren will ensure that you feel you are working together as a team to achieve the goals you set.

Darren has completed the following qualifications:

- Advanced Diploma of Financial Planning

Contact details:

Address: 116 Edward Street, Perth, WA, 6000
Phone: 1300 974 974
Email: darren.potter@wealthplus.com.au

Authorisations

Darren is authorised by Wealth Plus Solutions to provide financial advice to wholesale and retail clients, on the following areas:

- Setting your goals and objectives that are specific and measurable
- Managing cash flow including budgeting, income streams, Centrelink, Aged Care and cash flow management
- Managing debt such as debt reduction strategies
- Investing monies including dollar cost averaging, superannuation, non-superannuation investing, borrowing to invest and portfolio construction
- Protecting you, your family and businesses by review or establishing income protection, term insurance, TPD insurance, trauma insurance, business insurance and discussing whether to hold insurance inside or outside of superannuation
- Estate planning strategies such as asset ownership

Darren is authorised to provide financial product advice to my clients and deal in the following:

- Deposit and payment products
- Life products including investment life insurance and life risk insurance products
- Managed investment products including master trusts, wrap facilities, property funds, managed trusts and investor directed portfolio services (IDPS)
- Retirement savings account
- Government bonds, stocks or debenture securities such as ASX listed shares, instalment warrants and fixed interest
- Superannuation products including public offer funds, account-based pensions, complying annuities, Corporate superannuation funds and self-managed superannuation funds

Planner Profile: Andrew Scott

Andrew Scott, Authorised Representative No. 1003203 is a senior adviser at Wealth Plus Solutions. Andrew has a good understanding of the role taxation plays in formulating strategic financial advice incorporating wealth creation and both pre and post retirement strategies which he has gained after nearly 30 years' experience as a Private Banker and Senior Financial adviser with ANZ and Westpac. Andrew enjoys the challenges and intrinsic rewards in helping his clients achieve their individual financial goals and objectives. His client focused approach is centred around building and maintaining strong, long term relationships with all his clients

Andrew has completed the following qualifications:

- Diploma of Financial Services (Financial Planning)
- Advanced Diploma of Financial Services (Financial Planning)
- Self Managed Superannuation Funds (SMSF)
- Taxation and Estate Planning

Contact details are:

Address: 116 Edward Street, Perth, WA, 6000

Phone: 1300 974 974

Email: andrew.scott@wealthplus.com.au

Authorisations

Andrew is authorised by Wealth Plus Solutions (AFSL 487103) to provide financial advice to wholesale and retail clients, on the following areas:

- Setting your goals and objectives that are specific and measurable
- Managing cashflow including budgeting, income streams, Centrelink, Aged Care and cashflow management
- Managing debt such as debt reduction strategies
- Investing monies including dollar cost averaging, superannuation, non-superannuation investing, borrowing to invest and portfolio construction
- Protecting you, your family and businesses by review or establishing income protection, term insurance, TPD insurance, trauma insurance, business insurance and discussing whether to hold insurance inside or outside of superannuation
- Estate planning strategies such as asset ownership
- Structuring or restructuring of trusts, companies, small business and Self-Managed Superannuation
- Healthcare strategies for health, aging and medical needs

Andrew is authorised to provide financial product advice to my clients and deal in the following:

- Deposit and payment products
- Life products including investment life insurance and life risk insurance products
- Managed investment products including master trusts, wrap facilities, property funds, managed trusts and investor directed portfolio services (IDPS)
- Retirement savings account
- Government bonds, stocks or debenture securities such as ASX listed shares, instalment warrants and fixed interest
- Superannuation products including public offer funds, account-based pensions, complying annuities, Corporate superannuation funds and self-managed superannuation funds

Planner Profile: Tom Atkinson

Tom Atkinson, Authorised Representative No. 1268004. Approaching a financial planner can seem daunting; but Tom Atkinson, will ensure you have a rewarding and exciting experience. By exploring your current situation and helping you to discover what's really important to you, Tom will articulate the short, medium and long-term goals that will drive your strategies. With an agreed ongoing service standard, Tom will ensure that you feel you are working as a team to achieve the goals you set.

Tom has completed the following qualifications:

- Master of Professional Finance and Banking (Finance Major)

Contact details:

Address: 116 Edward Street, Perth, WA, 6000
Phone: 1300 974 974
Email: tom.atkinson@wealthplus.com.au

Authorisations

Tom is authorised by Wealth Plus Solutions to provide financial advice to wholesale and retail clients, on the following areas:

- Setting your goals and objectives that are specific and measurable
- Managing cash flow including budgeting, income streams, Centrelink, Aged Care and cash flow management
- Managing debt such as debt reduction strategies
- Investing monies including dollar cost averaging, superannuation, non-superannuation investing, borrowing to invest and portfolio construction
- Protecting you, your family and businesses by review or establishing income protection, term insurance, TPD insurance, trauma insurance, business insurance and discussing whether to hold insurance inside or outside of superannuation
- Estate planning strategies such as asset ownership

Tom is authorised to provide financial product advice to my clients and deal in the following:

- Deposit and payment products
- Life products including investment life insurance and life risk insurance products
- Managed investment products including master trusts, wrap facilities, property funds, managed trusts and investor directed portfolio services (IDPS)
- Retirement savings account
- Government bonds, stocks or debenture securities such as ASX listed shares, instalment warrants and fixed interest
- Superannuation products including public offer funds, account-based pensions, complying annuities, Corporate superannuation funds

Remuneration

We may be remunerated by one or more of the following methods. If any are relevant to the advice provided to you, further detail will be set out in your advice document.

Fee Options

We offer an initial consultation at our expense, to get to know you and to identify how we can partner with you to help you meet your goals, however if you require urgent personal advice or documents to be signed at this initial meeting please let us know in advance so we can confirm if a fee will be charged for this service.

At our initial consultation, I will explain how we operate, what you can expect and our payment options. All fees and commissions payable by you will be explained to you at the time the advice is given and fully detailed in the SoA, RoA and PDS. You will have the ability to “select” your preferred payment option prior to the provision of personal advice.

Below is a summary of our payment options, which are inclusive of GST. The below payments will be made as agreed with you or to the extent permitted by law.

Advice Fee - You may be charged a fee based on either the time we spend or the complexity of developing your plan. Our current hourly base rate is \$350 per hour. Our Statement of Advice base fee ranges upward from \$1100. To make it easy for you, you have a choice of how to pay our fee. You can either be invoiced directly, our fee can be debited from your credit card or bank account, or debited directly from funds invested.

Implementation Fee - You may be charged a fee based on the time we spend implementing your recommendations and strategies. Our current hourly base rate is \$350 per hour. Our implementation fee ranges upwards from \$1,100. The price varies depending on the complexity and facilitation required to ensure correct and accurate action has been undertaken on your behalf.

You also pay a fee when you execute certain transactions. When we buy or sell securities on a listed exchange in Australia or invest in/redeem a managed fund on your behalf a securities trade fee charged.

You have a choice of how to pay our fee. You can either be invoiced directly, our fee can be debited from your credit card or bank account or debited directly from funds invested.

Ongoing Service Fee - You may be charged an ongoing service fee. This fee will be dependent on the service levels required to provide ongoing advice, regular reviews and professionally manage your financial plan to ensure that you are kept up to date and your strategies remain current.

Our ongoing service fee starts from \$3300. This fee can be paid via credit card or monthly direct debit from your bank or investments.

Initial & Ongoing Insurance Commission - Where risk insurance products are recommended the insurance provider may pay an initial commission based on the value of your premium. This may be up to 125% of the value of the premium.

There may be ongoing commission. This is factored into the cost of the policy and is paid by the product provider to Wealth Plus Solutions. The amounts paid will depend on the insurance premium and will continue for the duration of the insurance product. Where this happens, the ongoing commission may be up to 35% of the value of the ongoing premium amount. For insurance that is held within your superannuation there are no commissions payable on group insurance policies, however it may be payable on retail insurance policies.

We are able to maintain these fee levels because our costs are subsidised by the commission we expect

to be receive from recommending appropriate insurance policies. Please understand that if you cancel your insurance policy within 2 years of commencement, that commission needs to be repaid to the Insurer. In these circumstances, your adviser reserves the right to invoice you for the payments clawed-back by the Insurer.

In the event we provide assistance to you in relation to an insurance claim we may charge you a claims management fee. We will agree upon this fee with you before we provide this service to you.

You may pay for our services from fees paid directly by you or by commissions or fees paid by the product provider. These fees are paid to Wealth Plus Solutions Pty Ltd.

Wealth Plus Solutions Pty Ltd is also responsible for the payment of wages and salaries for its staff and for all other operational expenses such as rent, superannuation and overheads, which are necessary to deliver the range of financial services to you.

Referrals

Wealth Plus Solutions Pty Ltd refers property advisory services to National Real Estate Service. National Real Estate Service is a licensed real estate agent. Wealth Plus Solutions Pty Ltd may receive a payment for this referral should you proceed with a property recommendation.

Wealth Plus Solutions Pty Ltd refers self-managed superannuation fund (SMSF) administration services and taxation services to Sovereign Partners. Sovereign Partners is a registered tax agent. Wealth Plus Solutions Pty Ltd may receive payment for this referral should you proceed with SMSF administration or taxation services from Sovereign Partners Administration Services.

Wealth Plus Solutions Pty Ltd refers mortgage broking and lending services to Wealth Plus Lending. Wealth Plus Lending holds an Australian Credit Licence. Wealth Plus Solutions Pty Ltd does not receive payment for this referral should you proceed with mortgage broking and lending services from Wealth Plus Lending.

If business is placed because of a referral, full details of any applicable referral fee will be provided in your individual Statement of Advice where possible.

Conflicts of interest

In addition to this Wealth Plus Solutions Pty Ltd may have some common shareholders in entities associated with those shareholders. Any or all associated entities may receive a benefit for the services that you utilise.