

# FINANCIAL SERVICES GUIDE

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Version 1.2

## Information about this Financial Services Guide

Fenwicke Financial Services Pty Ltd ATF Anerom Unit Trust trading as Fenwicke Financial ABN 83 360 801 306 ('Fenwicke Financial') is providing you with this Financial Services Guide ('FSG') to assist you in making an informed decision about the financial services we offer. Fenwicke Financial ('we,' 'us' or 'our') holds its own Australian Financial Services License (AFSL No. 515738).

Jim Fenwicke is a director of Fenwicke Financial and provides services on behalf of Fenwicke Financial. Fenwicke Financial is responsible for the services and product advice provided to you.

**This FSG** contains important information about:

- Who we are.
- Other documents you may receive.
- Financial services and products we advise on.
- Collecting your personal information and providing instructions.
- What you can do if you are not satisfied with our services.
- How we are paid.

### **Not Independent**

Fenwicke Financial Services Pty Ltd receives commissions from life insurance products. As such we are not able to refer to ourselves as 'independent', 'impartial' or 'unbiased'.

## 1. Who we are.

We are a financial planning firm that has built a reputation for providing high quality financial planning strategies and services that place our client's needs at the centre of everything we do. We hold our own Australian Financial Services Licence.

We subscribe to a network of support services including investment research, compliance support, technical support, and ongoing professional development.

### About the Licensee

#### Fenwicke Financial

AFSL Number: 515738

**Address:** Suite 2620, Level 26, 100 Mount Street, North Sydney NSW 2060

**Telephone:** (02) 8078 2444

### Your adviser and how you can contact them

#### Jim Fenwicke

ASIC Adviser identification number: 336323

Jim has worked in the financial services industry for more than 20 years and has been providing financial advice to clients since 2009. Prior to this he has worked for some of Australia's leading banks and has experience in fixed interest, domestic equity, international equity and commodity markets. Jim is the principal adviser for Fenwicke Financial and is a CERTIFIED FINANCIAL PLANNER® professional.

**Address:** Suite 2620, Level 26, 100 Mount Street, North Sydney NSW 2060

**Telephone:** (02) 8078 2444

**E-mail:** jim@fenwickefinancial.com.au

**Website:** www.fenwickefinancial.com.au

Your adviser is remunerated by salary and distributions from the licensee.

## 2. Other documents you may receive

You may receive other documents in addition to this FSG when we provide you with personal financial advice or recommend a financial product.

### Statement of Advice

Any advice that you receive from us which takes your personal objectives, financial situation and needs into account, will be presented to you in writing in your Statement of Advice (SoA), also referred to as your financial plan.

The SoA is an important document as it sets out what we are recommending and why it is suitable and appropriate for you. It will contain enough detail for you to make an informed decision about whether to act on the advice.

We may sometimes use programs, calculators or worksheets as illustrative tools when you meet with us. We use these tools to find out about your relevant objectives, financial situation or needs. You should not rely or act on any representations made in these meetings as any personal advice that you receive will be set out in your SoA.

### Record of Advice

If your adviser provides you with further personal advice, you may receive a Record of Advice (RoA). A RoA will be provided if your circumstances and basis of advice are not significantly different from the initial advice you received from your adviser. Where your circumstances have significantly changed, any further personal advice that is provided to you will be documented in a SoA.

You may request a copy of the advice records that we keep. Any request must be made within seven (7) years of the provision of the advice, and should be directed to your adviser.

### Product Disclosure Statement

If your adviser recommends a particular financial product or transacts on your behalf and at your request, you will receive a Product Disclosure Statement (PDS), or other relevant product disclosure material. The PDS contains important information about a particular financial product and will include its fees, features and risks, and will assist you in making an informed decision about that product.

### Other Documents

If you enter into an Ongoing Service Agreement with your adviser for a period greater than 12 months, a Fee Disclosure Statement (FDS) will be issued to you. The FDS will contain information about the services you were entitled to, the services you have received and the fees you paid during the previous year. The FDS also includes information about the fees to be charged and services to be provided for the coming year and seeks your consent to renew our ongoing services.

If we charge our advice fees from either a superannuation or an investment account we will also seek your consent to deduct fees from that account.

## 3. Financial services and products we provide

We provide strategic financial planning advice in the following areas:

- Personal budgeting and cashflow management
- Wealth creation and investment management

- Debt management
- Superannuation
- Pre and post retirement planning
- Life, TPD, Trauma and income protection insurance
- Self managed super fund investments
- Tax planning
- Estate planning
- Centrelink
- Aged care advice

We can only recommend products according to the Fenwicke Financial Approved Product List.

It is important to note that we cannot provide advice on the following:

- Derivatives
- Foreign exchange
- General insurance
- Margin lending facilities
- Managed discretionary accounts

We are registered with the Tax Practitioners Board as a Registered Tax (Financial) Adviser. Based on the information collected from you, our advice considers the tax consequences that relate directly to the financial advice being provided. However we are not Registered Tax Agents and consequently our advice does not include an assessment of your overall tax position. As such, we strongly recommend you review our advice with a Registered Tax Agent.

#### 4. Referrals

We may refer you to another professional where we do not have the specific skills required for your situation. You do not have to consult any professional that we may refer you to. You may want to consult a professional you have an existing relationship with, or choose another. The professional you choose to consult is responsible for the advice they provide to you. We do not pay or receive any referral fees.

#### 5. Fees and other costs that may apply to you

A range of fees and other costs may be payable to Fenwicke Financial for the advice you receive and the financial products recommended.

Outlined below are the types of payments that you may be charged. Before we provide you with any financial advice, we will discuss these options with you and help you select the best payment method for you.

You will be provided with a tax invoice for any services provided and payment is made to Fenwicke Financial in accordance with the terms of the invoice and is payable by Bpay, electronic funds transfer or direct debit. Alternatively you may authorize certain fees to be deducted from your investment or superannuation account.

These amounts, where they can be determined, will be documented in your SoA. If at the time you receive your SoA the amounts cannot be determined, the manner in which they are calculated will be disclosed instead. The following section outlines the types of fees that may apply and **are inclusive of GST**.

##### Fee for Service

Under this method of payment, there are set fees payable for each service provided to you. Those services and fees include:

- Initial consultation: a fee of up to \$1,100 for the initial consultation with your Adviser. This fee may be waived at your adviser's discretion.
- SOA preparation: Between \$5,500 and \$11,000 for the preparation of a SoA.
- Ongoing service program: Between \$5,500 and \$22,000 annually for participation in our ongoing service program.

##### Hourly Rate Direct Charges

We may charge an hourly rate for financial services. The current rate is \$440 per hour or part thereof. Before going ahead, we will provide you an estimate of the time that we may need.

##### Life Insurance Commissions

We may receive initial or ongoing commission payments when you commence an insurance policy through us. Under this arrangement, we may receive commission payments directly from the insurance providers, these payments are not an additional cost to you.

The initial commission that we may receive on insurance products will be no more than 66% of the premium in the year of issue. For example if the premium on a new policy was \$4,000 we would receive a commission of \$2,640.

The ongoing commission that we can receive will not exceed 22% per annum of the premium (33% per annum of the premium for level commission structures). For example if your premium was \$4,000 we would receive a commission of \$880.

We may receive commissions on increases or additions to existing policies put in place before 2018 of up to 130%, and between 88% to 66% for policies written after that time.

## Other benefits that we may receive

From time to time, we may receive the benefits outlined below:

- Educational conferences and seminars.
- IT software and support.
- Non-monetary benefits with a small value (less than \$300). We keep a register of all benefits received between \$100 and \$300.

## Conflicts of Interest

We maintain a Conflicts of Interest register for circumstances where some or all of your interests may be inconsistent or diverge from some or all of our interests. We have no existing relationships that might reasonably be expected to be capable of influencing us in providing advice.

## 6. Your personal information and providing instructions

### Collecting your information

We collect personal information about you when you meet with us, request or use our products or services, email us, phone us or visit our website. This information may include:

- your personal objectives
- details of your current situation
- other relevant information.

We may also collect information about you from others, such as service providers, agents, advisers, brokers, employers or family members.

Where collecting sensitive information, such as health and lifestyle information, usually for insurance purposes, we will ask you for your consent.

You do not have to disclose all of your personal information, however without it we may not be able to provide advice that is appropriate for your objectives, financial situation and needs.

To access your personal information, please contact us. If your personal information is incorrect, we can correct it.

### Instructing your adviser

You generally need to instruct us in person as your signature will be required for verification. For some products and services though, special arrangements can be put in place to instruct us by phone or e-mail.

We can also take instructions from you to transact on your behalf to buy or sell a financial product without providing personal financial advice.

### Respecting your privacy

We are committed to ensuring the privacy and security of your personal information. As part of our continuing commitment to client service and maintenance of client confidentiality, we have adopted the principles set out in the Privacy Act. Please refer to our Privacy Policy available at [www.fenwickefinancial.com.au](http://www.fenwickefinancial.com.au).

## 7. What you should do if you are not satisfied with our services

If you are not happy with your adviser or the services provided to you, we encourage you to:

- Discuss your concern with us in the first instance.
- We will attempt to resolve your complaint and will provide you with a final response within 30 days.
- If you are not satisfied with our response, you can take your complaint to the Australian Financial Complaints Authority (AFCA), of which Fenwicke Financial is a member.

AFCA offers a free independent dispute resolution service for consumer and small business complaints. You can contact the AFCA by:

Writing: Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Phone: 1800 931 678 (free call)

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

Email: [info@afca.org.au](mailto:info@afca.org.au)

You may also contact the Australian Securities & Investments Commission (ASIC) on 1300 300 630 (free call info line) to make a complaint and obtain information about your rights.

## 8. Our professional indemnity insurance

Our professional indemnity insurance satisfies the compensation arrangements required under Australian law, being section 912B of the Corporations Act.