

Freedom Wealth Services Pty Limited
Financial Services Guide
Version 1.0
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It is important that you read this Financial Services Guide (FSG). It contains information that will help you decide whether to use any of the financial services offered by us, as described in this guide, including:

- who we are and how we can be contacted
- the advice and services we provide
- information about our licensee Freedom Wealth Services Pty Limited (Freedom Wealth Services Pty Limited)
- our fees and how we, your adviser and Freedom Wealth Services Pty Limited, are paid in connection with those services
- how we manage your private information
- how you can complain about a matter relating to us or Freedom Wealth Services Pty Limited

Documents you may receive

We will provide you with a number of documents as you progress through our financial planning process to capture each stage of your advice journey. We may provide these documents to you electronically to your nominated email address, unless otherwise agreed.

When we provide personal advice it will normally be documented and provided to you in a Statement of Advice (SoA), known as a financial plan. The financial plan contains a summary of your goals and the strategies and any financial products we may recommend to achieve your goals. It also provides you with detailed information about product costs and the fees and other benefits we and others will receive, as a result of the advice we have provided.

If we provide further personal advice a financial plan may not be required. We will keep a record of any further personal advice we provide you for seven years. You may request a copy of such records by contacting our office during that period.

When we provide credit advice we will conduct a preliminary assessment to determine the suitability of a particular product. This is normally documented and provided to you in a record of debt advice or a Credit Proposal. We will retain a record of the debt advice or Credit Proposal which you may request by contacting our office within seven years of the assessment. We will only provide recommendations to apply for a particular credit contract with a certain lender or increase the credit limit of a particular credit contract where the contract meets your needs and objectives and is not unsuitable to your circumstances.

If we recommend or arrange a financial product for you we will provide a product disclosure statement (PDS) or investor directed portfolio service (IDPS) guide where relevant. These documents contain the key features of the recommended product, such as its benefits and risks as well as the costs you will pay the product provider to professionally manage that product.

You should read any warnings contained in your advice document, the PDS or IDPS guide carefully before making any decision relating to a financial strategy or product.

About our practice

Summary of the business

Name	Freedom Wealth Services Pty Limited
Australian Financial Services License number	502934

Our office contact details

Address	Suite 41/204 Dryburgh Street, North Melbourne, VIC 3051
Phone	1300 843 400
Fax	+03 90207326
Email	admin@freedomwealthservices.com.au

This guide provides information about our advisers including their contact details, qualifications, experience, and the services they may offer and financial products they can provide advice on.

Our advice and services

We can provide you with personal and general advice about specific services and financial products listed below. We can also arrange for financial products to be issued without advice from us.

Individual advisers within our practice may not be qualified to provide advice in all of the services and products noted below. Their individual profile guides will note any limitations to the advice they are qualified to provide. At all times we will ensure the appropriate adviser is available to you to provide advice consistent with your goals.

The following table sets out the areas of advice we can help you with as well as the products and services we can arrange.

Any additional advice or services we can offer you, or limitations to the list below, will be outlined in **Our Financial Advisers** on page 9.

We can provide advice on	We can arrange the following products and services
— Investments strategies (strategic asset allocation and goals based investing)	— Superannuation, including retirement savings accounts
— Superannuation and retirement strategies	— Self-managed superannuation funds (SMSF)
— Budget and cash flow management	— Managed investments
— Superannuation strategies and retirement planning	— Deposit and payment products (for example term deposits, cash management accounts and non-cash payment products)
— Personal insurance	— Retirement income streams, including pensions and annuities
— Ongoing advice and services, including regular portfolio reviews	— Personal and group Insurance (life cover, disability, income protection and trauma)
	— Life investment products including whole of life, endowment and bonds
	— Securities (including listed securities and debt securities)
	— derivatives;
	— Debentures, stocks or bonds issued or proposed to be issued by a government
	— Exchange traded funds and Listed investment companies
	— Arranging for listed securities, shares and debentures to be bought and sold via a platform, directly and or via a broker.
	— Various structured products, instalment warrants over managed funds and protected equity loans
	— Advice and assistance with Centrelink matters

Freedom Wealth Services Pty Limited maintains an approved products and services list, which includes products issued by a diversified selection of approved Australian and International fund managers. These have been researched by external research houses as well as our in-house research team.

Freedom Wealth Services Pty Limited periodically reviews these products to ensure that they remain competitive with similar products that address similar client needs and objectives. Generally, we recommend products that are on the approved products and services list. However, if appropriate for your needs, we may, subject to Freedom Wealth Services Pty Limited's approval, recommend other products.

A copy of the approved products and services list can be supplied to you upon request.

If we recommend a new platform or portfolio administration service, we use those issued or promoted by the Freedom Wealth Services Pty Limited Group or as otherwise approved by Freedom Wealth Services Pty Limited and where appropriate to your circumstances.

Tax implications of our advice

Under the Tax Agent Services Act 2009, Freedom Wealth Services Pty Limited is authorised by the Tax Practitioners Board to provide tax (financial) advice services on matters that are directly related to the nature of the financial planning advice provided 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.

Transaction services

If you do not require advice, we can also arrange for you to apply for limited types of financial products where we can take your instructions and arrange for the transaction to be completed, without providing personal advice. If you wish to proceed without our advice, we will ask you to confirm your instructions, which we will document in writing. You can ask us for a copy of this documentation at any time.

Your relationship with us and using our services

You can contact us directly with any instructions relating to your financial products. This includes giving us instructions by telephone, mail or email. We can only accept your instructions via email once you have signed an authority form.

We will work with you to agree what advice and services we will provide and when and how often we will provide them.

Where you agree to ongoing advice and services, the details will be documented and provided to you in a service agreement. This includes the frequency of contact between us, service standards that may apply, any ongoing fee arrangements and how the service can be terminated.

If at any time you wish to terminate your relationship with us, please contact us using the details shown in this guide.

Changing service providers

To ensure that you are provided at all times with ongoing servicing to meet your financial needs, we may transfer our rights and obligations under our servicing arrangement with you to another adviser or financial planning practice within the Freedom Wealth Services Pty Limited network or to another Freedom Wealth Services Pty Limited licensee (the new service provider). If we do this, the new service provider will provide the ongoing servicing to you and will be entitled to the agreed on-going fees. The new adviser will also take over the rights and obligations on the same terms and conditions set out in the servicing arrangement and we will be released from those rights and obligations. We'll write to you in advance of a transfer occurring, to introduce your new service provider. You may notify your new service provider at any time if you want to vary or end your servicing arrangements.

Providing information to us

It is important that we understand your circumstances and goals, so that we can provide you with appropriate advice and services. You have the right not to provide us with any personal information. Should you choose to withhold information, or if information you provide is inaccurate the advice or services we provide you may not be appropriate for you.

It is also important that you keep us up to date by informing us of any changes to your circumstances so we are able to determine if our advice continues to be appropriate.

Our fees

The fees charged for our advice and services may be based on a combination of:

- A set dollar amount; or
- A percentage based fee.

Our agreed advice and service fees may include charges for:

- Initial advice; and
- Ongoing advice.

Please note that for services in relation to insurance, banking deposit products, some loan products and older investment products, commissions may be paid by the product provider as follows:

- Initial commission - a percentage of the value of your investment contributions, loan balance or insurance premiums; and
- Ongoing commission - a percentage of the value of your investment balance, outstanding loan amount or premiums, usually calculated at the end of each month in which you hold the investment or loan, or on renewal of insurance products.

Payment methods

We offer you the following payment options for payment of our advice fees:

- BPAY, direct debit (savings), credit card or cheque; and
- Deduction from your investment.

All fees and commissions will be paid directly to Freedom Wealth Services Pty Limited as the licensee.

For details of our service fees, please refer to **Schedule of fees** on page 10.

Other costs

Where other costs are incurred in the process of providing our advice and services to you, you will be liable for these costs. However, we will agree all additional costs with you prior to incurring them.

Confidence in the quality of our advice

If at any time you feel like you are not satisfied with our services, the following will help you understand your options and find a resolution.

- Contact your adviser and tell them about your complaint.
- If your complaint is not satisfactorily resolved within three days, please contact Freedom Wealth Services Pty Limited Advice Complaints on 1300 256 750 or put your complaint in writing and send it to:

Attention: National Manager, Advice Complaints

PO Box 2136, ROYAL MELBOURNE HOSPITAL VIC 3050

- Freedom Wealth Services Pty Limited Advice Complaints team will try to resolve your complaint quickly and fairly.
- If your complaint has not been resolved satisfactorily, you may escalate your complaint to one of the following External Dispute Resolution Schemes listed in the following below.

Any issues relating to financial advice, investments, superannuation or insurance matters	Financial Ombudsman Service (FOS) GPO Box 3 Collins Street West Melbourne VIC 3001 1300 780 808 www.fos.org.au info@fos.org.au
Any issue relating to your personal information	The Privacy Commissioner GPO Box 5218 Sydney NSW 2001 1300 363 992 privacy@privacy.gov.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. You can also contact the **Financial Planning Association (FPA)** at www.fpa.asn.au to make a complaint (please note that the FPA cannot award compensation).

Professional indemnity insurance

We maintain professional indemnity insurance to cover our advice and the recommendations provided by your adviser. Freedom Wealth Services Pty Limited is also covered by professional indemnity insurance and this satisfies the requirements imposed by the Corporations Act 2001 and National Consumer Credit Protection Act. The insurance covers claims arising from the actions of former employees or representatives of Freedom Wealth Services Pty Limited, even where subsequent to these actions they have ceased to be employed by or act for Freedom Wealth Services Pty Limited.

Your privacy

We are committed to protecting your privacy. Below we outline how we maintain the privacy of the information we collect about you.

Privacy Collection Statement

As part of the financial planning process, we need to collect information about you. Where possible we will obtain that information directly from you, but if authorised by you we may also obtain it from other sources such as your employer or accountant. If that information is incomplete or inaccurate, this could affect our ability to fully or properly analyse your needs, objectives and financial situation, so our recommendations may not be completely appropriate or suitable for you.

We are also required under the Anti-Money-Laundering and Counter-Terrorism Financing Act (AML/CTF) 2006 to implement client identification processes. We will need you to present identification documents such as passports and driver's licences in order to meet our obligations.

We keep your personal information confidential, and only use it in accordance with our Privacy Policy. Some of the ways we may use this information are set out below:

- Your adviser and Freedom Wealth Services Pty Limited may have access to this information when providing financial advice or services to you;
- Your adviser may, in the future, disclose information to other financial advisers, brokers and those who are authorised by Freedom Wealth Services Pty Limited to review customers' needs and circumstances from time to time, including other companies within the Freedom Wealth Services Pty Limited group;
- Your information may be disclosed to external service suppliers both here and overseas who supply administrative, financial or other services to assist your adviser and the Freedom Wealth Services Pty Limited group in providing financial advice and services to you. A list of countries where these service providers are located can be found in the Freedom Wealth Services Pty Limited Privacy Policy;
- Your information may be used to provide ongoing information about opportunities that may be useful or relevant to your financial needs through direct marketing (subject to your ability to opt-out as set out in the Freedom Wealth Services Pty Limited Privacy Policy);
- Your information may be disclosed as required or authorised by law and to anyone authorised by you.

Your adviser and Freedom Wealth Services Pty Limited will continue to take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or improper disclosure. You can request access to the information your adviser or Freedom Wealth Services Pty Limited holds about you at any time to correct or update it as set out in the Freedom Wealth Services Pty Limited Privacy Policy. The Freedom Wealth Services Pty Limited Privacy Policy also contains information about how to make a complaint about a breach of the Australian Privacy Principles.

For a copy of Freedom Wealth Services Pty Limited's Privacy statement you can contact us directly.

Our Financial Advisers

About Gary Walkley

Qualifications	Diploma of Financial Planning Advanced Diploma of Financial Planning
Memberships	Financial Planning Association
Phone	1300 256 750
Email	gary.walkley@freedomwealthservices .com.au
Authorised representative number	466636

The advice and services I can provide

I am authorised to provide the services listed in the Our advice and services section of this guide, except for the following:

- Commercial loans
- SMSF loans
- Rural loans
- Aged care
- Employer super
- Estate planning
- Exchange traded funds (ETF) and Listed investment companies (LIC)
- Gearing and margin lending
- Goals based investing
- Securities (including listed securities and debt securities)
- Self-managed super funds (SMSF)
- SMSF borrowing
- Separately managed accounts
- Protected Equity Loans, Instalment Warrants and Structured Products

Should you require advice and services that extend beyond my authority I can refer you to a suitably qualified adviser.

If you require advice involving mortgages or other lending products, I can refer you to an Accredited Mortgage Consultant.

How I am paid

I receive the following from our practice:

- salary

Schedule of fees

These prices should be used as a guide only. We will discuss your individual needs and agree our fees with you. The actual agreed fees will depend on factors such as the complexity of your circumstances and goals and the scope of the advice.

Initial service fees

These are fees paid when you have agreed to receive our advice:

Initial service	Fee amount
Initial Consultation	No cost. There is no cost to meet with us to discuss your requirements, goals and ambitions.
Statement Of Advice Preparation	Starting from \$1,320.00
Advice implementation	Starting from \$1,320.00
Review advice from another adviser	From \$220.00 per hour. In the event that you request that we review the advice you received from another firm we will charge you an hourly rate for this.
Brokerage for listed securities	Brokerage varies depending on the type and number of securities you wish to transact and can range from a fixed amount of \$30 - \$100 per security per trade or can be a percentage of the traded dollar amount up to 1.1% of the amount traded. The purchase of \$100,00.00 worth of shares at 1.1% brokerage would attract brokerage costs of \$1,100.00.
Hourly rates	Admin assistance \$110.00 per hour Junior Financial Planner \$220.00-\$440.00 per hour Financial Planner \$550.00-\$1,100.00 per hour
Claims assistance	\$5,500.00-\$55,000.00 plus 30% of claims paid or funds recovered.

Ongoing service fees

We provide ongoing services to help you stay on track to meet your goals. The cost of these services are as follows:

Ongoing service	Fee amount
Wealth Builder - Premium Annual Fee	\$13,200.00
Wealth Builder - Advanced Annual Fee	\$9,900.00
Wealth Builder - Transactional Annual Fee	\$6,600.00
Cashflow Manager Annual Fee	\$1,320.00
Online Dashboard Annual Fee	\$2,352.00
Funds Management Percentage of Funds Under Management (FUM)	Between 0.55% and 3.30%. For example, if your account balance was \$100,000.00, your fee would be between \$550.00 and \$3,300.00.
Ongoing Advice Fees	From \$1,320.00 per year plus a range of 0.00% to 5.5% of funds under management. If you have \$100,000.00 invested your fees may be \$1,320.00 + 5.5% (being \$1,320.00 + \$5500.00 being \$6,820.00) per year.

Commissions

I do not receive commissions on investments through new superannuation, managed funds or retirement products. However, some products, particularly older products, may attract commissions.

Any commission amounts will be disclosed to you when providing my advice. The following table is a guide of commissions I may receive.

Product type	Initial commission	Ongoing commission	Example
Investments	Up to 5% of all contributions made to the investment.	Up to 5% of the investment value each year.	If you made an investment of \$10,000, we would receive up to \$500.00 initially and \$500.00 pa.
Insurance (including those held within superannuation)	Up to 130% of the first year's premium.	Up to 33% of the premium each following year.	If your insurance premium was \$1,000, we would receive up to \$1,300.00 initially and \$330.00 pa.
Deposit bonds	Up to 22% of the deposit bond fee, of which AFG retains between 0-3% and passes the remaining 97-100% on to Freedom Wealth Services Pty Limited. Freedom Wealth Services Pty Limited then retains 8.78% and we will receive the remaining 91.22%.	N/A	For example, if your deposit bond fee is \$400, the commission would be up to \$88, of which AFG retains up to \$2.64 and Freedom Wealth Services Pty Limited receives \$85.36. Freedom Wealth Services Pty Limited then passes (\$85.36 x 91.22%) \$77.87 to us.
Other banking products		Up to 1.1% of the balance each year.	If you made an investment of \$2,000 we would receive \$22.00 of the balance each year.

All fees and charges include GST.

If an agreed advice fee is charged then we may rebate all or some of the commission.