

We are committed to providing the highest level of advice and service to help our client community make the right decisions with their money. We aim to be THE trusted adviser by assisting each individual and their family achieve their life goals and ultimately, self-fulfilment.

The Purpose of this Financial Services Guide (FSG) is to provide you with important information before a financial service is provided to you, so you can make an informed decision about whether to use our services. This FSG should be read in conjunction with the Adviser Profile. The FSG contains details about:

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## Who we are

SA Wealth Solutions Pty Ltd is an Australian Financial Services Licensee (AFSL) number 525627 (ABN) 72 634 162 422. SA Wealth Solutions Pty Ltd is licenced under the Corporations Act 2001 (Cth) to provide financial product advice and to deal in a range of financial products for retail and wholesale clients.

SA Wealth Solutions Pty Ltd is responsible for the financial planning advice provided by your adviser and has the obligation to always consider your best interests. This FSG has been prepared and issued by SA Wealth Solutions Pty Ltd.

### **Our office address is:**

Ground Floor 145 South Terrace, Adelaide, South Australia 5000

### **Our contact details:**

**SA Wealth Solutions Pty Ltd ABN: 72 634 162 422**

PO Box 6268, Halifax Street, South Australia 5000

T: 08 8268 5160

E: [office@sawealthgroup.com.au](mailto:office@sawealthgroup.com.au)

W: [www.sawealthgroup.com.au](http://www.sawealthgroup.com.au)

## Not Independent

SA Wealth Solutions Pty Ltd may receive fees and/or a premium if you purchase financial products. SA Wealth Solutions Pty Ltd and your adviser may receive commission based on your premium for the duration of time you hold an insurance policy, gifts or other non-monetary benefits from product issuers. For these reasons, we are not independent, impartial or unbiased.

As your advisers we are required to act in your best interest and will only recommend any associated products if we believe they will meet your needs. We are able to use products from a wide approved product list (APL) and we are bound by the FASEA Code of Ethics Standards in giving advice to you.

## Our Services

SA Wealth Solutions Pty Ltd is authorised to advise and deal in certain financial services to retail and wholesale clients, which allows us to consider the following strategies and products. Your Adviser's specific authorisations are included within their personalised Adviser Profile.

Strategies	Products
<ul style="list-style-type: none"><li>• Wealth creation</li><li>• Retirement planning</li><li>• Investments</li><li>• Personal life insurance</li><li>• Superannuation</li><li>• Centrelink planning</li><li>• Debt reduction</li><li>• Cash flow planning</li><li>• Gearing</li></ul>	<ul style="list-style-type: none"><li>• Basic deposit products</li><li>• Government debentures, stocks or bonds</li><li>• Retirement savings accounts</li><li>• Superannuation products</li><li>• Self-managed superannuation funds</li><li>• Standard margin lending facilities</li><li>• Life insurance and risk products</li><li>• Managed Investments</li><li>• Investment Life Insurance Products</li><li>• Listed Securities (Shares and other products)</li><li>• Investment/Education/Funeral bonds and similar products)</li></ul>

## Your Advisers

The Adviser Profile contains important information about your Adviser including relevant authorised representative number, qualifications, experience, areas of authorisation, how they get paid and fees that you may be charged. If you have not received an Adviser Profile, please ask your Adviser for a copy, or contact us directly.

### SA Wealth Management (Corporate Authorised Representative)

SA Wealth Management Pty Ltd as SA Wealth Group is a Corporate Authorised Representative (CAR) of SA Wealth Solutions Pty Ltd (AFSL 525627). Their Corporate Authorised Representative number is 402699 and their Australian Business Number is 87 149 628 222

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## What to expect from the Financial Planning Process?

The right financial advice can protect your lifestyle and shape your future.

### Engagement and Discovery

Before your adviser provides you with financial planning advice, you will need to agree to the type and scope of advice to be provided, usually in the 'Fact Find' document or a service agreement. In order for your adviser to provide you with personal advice, you need to provide them with detailed information about your current situation, needs, goals and objectives. If you choose not to provide your adviser with this information, any advice they provide may not be appropriate to your needs.

Your Adviser may also use an engagement document to define the arrangement with you, and the fees that may apply.

Your Adviser will also need to verify your identity to comply with Anti-Money Laundering and Counter Terrorism Financing laws.

### Initial Advice

The first time you receive personal advice and before you invest in a financial product, we need to provide you with a Statement of Advice (SoA). It contains our strategy and product recommended solutions, the reasons for providing that advice, as well as information about risks, benefits, features and fees payable to help you make an informed decision about proceeding.

If your adviser recommends a particular investment or insurance product to you, they will provide you with the relevant product brochures such as Product Disclosure Statements (PDS) and/or Investor Directed Portfolio Service (IDPS) guides. The PDS / IDPS will provide you with information to enable you to make an informed decision about your investment or whether to acquire a financial product, including information about the key benefits, risks and costs associated with the product. We encourage you to read these documents carefully and to ask your adviser any questions that you might have.

### Implementation

Where you elect to proceed with the recommendations your Adviser will work with you to implement the strategy. This may include liaising with various insurance, superannuation, or investment product issuers.

Where the recommendations include the purchase of a new financial product, your Adviser will work with you to complete the relevant Product Application Form. This may be online, or paper based.

Where the recommendations include the purchase of an insurance policy, you may also need to complete a Health Questionnaire. This could be online, paper-based or over the phone. It is important to disclose any health or personal matters truthfully. Failure to disclose certain matters may result in a claim being denied.

### General Advice

Your Adviser may provide you with general advice that does not consider your personal circumstances, needs or objectives. Your Adviser will give you a warning when they provide you with general advice. You should consider whether you need personal advice which takes into account your individual situation before you make any decisions

### Further Advice

If you need subsequent advice and your circumstances have not changed significantly, further personal advice provided to you will be documented in a Record of Advice (RoA), provided that the

basis of the further adviser has not changed significantly from the initial advice or previous SoA. An SoA may be required for more significant changes. Copies of each SoA and RoA will be retained on your client file. You may request a copy of these documents from us using the contact details above.

You may be required to sign a Consent Form that is provided to your relevant investment or superannuation provider. The Consent Form will detail the services offered and estimated fees for the next 12 months.

### Your instructions

If you decide to act on the advice, you will need to provide your consent to proceed with the advice. This usually means completing a document called an 'Authority to Proceed' to confirm that you understand both the advice you have received and the benefits, risks and costs associated with the products or services recommended to you. Where personal advice is not provided, we can also act on your verbal or written instructions, we will confirm this in a No advice letter name or email document.

## How we charge

All advice fees will be discussed and agreed between you and your adviser prior to providing and implementing their services. Any remuneration paid to SA Wealth Solutions Pty Ltd, or your adviser for advice, or by a product provider that relates to an individual financial product recommendation will be disclosed in the advice document provided to you. Unless otherwise noted, all fees are inclusive of GST.

SA Wealth Solutions Pty Ltd charges SA Wealth Management a fee to operate under its Financial Services License. This fee covers compliance, technology, research, technical, business development and operational support. This is not an additional fee to you and is paid from SA Wealth Management to SA Wealth Solutions Pty Ltd.

An **Ongoing Fee Arrangement** may be utilised to formalise the ongoing services that your Adviser has agreed to provide for a fee.

Alternatively, you may agree to a **Fixed Term Arrangement** with your Adviser. This arrangement will outline the services you will be provided for a fee over a specific term not greater than 12 months. In this case, you will not be provided with an FDS. You may be required to sign a Consent Form where the fee is deducted from superannuation.

You may be required to sign a **Consent Form** that is provided to your relevant investment or superannuation provider. The Consent Form will detail the services offered and estimated fees for the next 12 months.

You may cease any fee arrangements or disengage from your Adviser by providing written notice to your Adviser or product issuer

The level of fees will depend on complexity of the advice required and will always be agreed with you prior to proceeding.

Generally, advisers either charge a flat fee or percentage based fee. Your adviser may charge you and receive the following:

Service	Fees/information
<b>Initial Consultation</b>	An hourly rate from \$330 or flat fee will apply. Can be waived at the discretion of the adviser
<b>Initial Advice preparation</b>  These are fees paid by you for:  Research into your existing situation including your current financial products (within the agreed scope)  Preparation of a strategy and research into appropriate recommended products  Presentation of advice and recommendations to you in an advice document such as a Statement of Advice.	The cost of the Statement of Advice includes the preparation of the financial plan and will be based on the complexity of the advice, the time taken to analyse the strategies required, and the presentation of the recommendations. It will also include the opportunity to discuss any amendments to your plan and re-work resulting from those discussions.  The fee to apply will depend on the complexity of the advice and it will be quoted after completion of a full needs analysis.  Statement of Advice Preparation Cost: \$3,300 - \$60,000 - Flat Fee - Percentage based fee based on your Investment account balance at a maximum of 1.5%  These fees to apply (including GST, where applicable) will be set out in the Statement of Advice document.
<b>Ongoing fee/Fixed Term Advice Fee</b>  These fees are paid by you for:  The provision of ongoing advice/fixed term on your portfolio/ strategy to ensure that it remains appropriate to your needs and circumstances. (Ongoing and Fixed Term Service fee arrangement).  The provision of providing administrative support only (Fixed Term Service-Only)	Regular reviews, exposure to investment updates and insights and ongoing financial advice are an important part of achieving your financial goals. The fees to apply will be per following scale:  Ongoing Fee/Fixed Term Advice Fee: \$2,200- \$60,000 - Flat Fee - Percentage based fee based on your Investment account balance at a maximum of 2%  These fees to apply (including GST, where applicable) will be set out in the Statement of Advice document.  You may be required to sign a Consent Form that is provided to your relevant investment or superannuation provider. The Consent Form will detail the services offered and estimated fees for the next 12 months.
<b>Ad hoc advice</b>	Where you do not wish to participate in an ongoing service fee arrangement but require ongoing advice on an ad hoc basis, an hourly fee from \$330 may apply.
<b>Execution only service</b>	Where we provide a financial service to facilitate buying or selling of a specific financial product as instructed by you, an hourly fee of from \$330 may apply.
<b>Centrelink age pension applications</b>	The cost of the Centrelink age pension application includes the gathering all information and processing via an in-house online

	<p>Centrelink portal. The fee (including GST), will range by the following depending on time and complexity of the application:</p> <ul style="list-style-type: none"> <li>- Centrelink age pension application: \$3,300 - \$5,500</li> </ul>
<p><b>Commission Fee</b></p> <p>These payments are made by the product providers in the form of initial and/ or ongoing commissions and are not an additional cost to you. Generally, insurance product providers pay commission.</p>	<p>Commission payments:</p> <ul style="list-style-type: none"> <li>- 66% of upfront insurance premiums</li> <li>- 22% of ongoing insurance premiums</li> </ul> <p>These fees to apply (including GST, where applicable) will be set out in the Statement of Advice document. For insurance policies entered into prior to 1 January 2020, your adviser may receive commissions higher than disclosed here.</p> <p>Please refer to the advice document provided for the amount of commission received on these policies.</p>
<p><b>General advice or other services</b></p>	<p>If your adviser provides you with a further advice document such as a SoA or RoA (which may arise depending on the complexity of the advice and the services provided), other fees may be payable. Any such fees and method of payment will be agreed in writing between you and your adviser and may include up-front, ad hoc, execution only service fees, implementation or ongoing fees, or a combination.</p>
<p><b>Insurance claims</b></p> <p>These fees are paid by you for:</p> <p>Processing insurance claim on your behalf and ongoing administration.</p>	<p>The cost of processing an insurance claim can be up to 11% of sum insured benefit amount or/and 1 year of Income Protection benefit dependent of complexity and time taken to process the claim.</p>

Fees can be deducted from your product or can be invoiced directly to you via a combination of methods. You have the option to pay the fees by:

- Credit card: if a fee is paid by credit card, this option will attract a variable service charge that is subject to change at any time without notice by the bank. The latest service fee is available on the bank's website
- Direct debit
- Direct credit
- A deduction from your superannuation or investment product.

## **Superannuation and investment products**

Your adviser may receive adviser service fees, or ongoing fees for the advice and services they provide to you. Investment and superannuation product providers generally deduct their costs from the investments. Some products or platforms have additional fees.

### **What other payments and benefits may SA Wealth Solutions Pty Ltd and your adviser receive?**

Sometimes in the process of providing advice and other financial services, SA Wealth Solutions Pty Ltd or your adviser may receive benefits from product providers such as sponsorship of events, subsidised educational conferences, rebates, bonuses, preferred product rates or other fees.

Each adviser covered under this FSG are an employee(s) of SA Wealth Management Pty Ltd (which is a Corporate Authorised Representative) of SA Wealth Solutions Pty Ltd. As employees of SA Wealth Management Pty Ltd, they may receive payment via one or more of the methods outlined below:

- Salary – We may be paid a salary based on our experience and capability.
- Bonus – We may be eligible to receive a bonus, based on a combination of revenue and certain non-financial measures (such as the quality of our service including compliance).
- Profits – We may be eligible to receive a percentage of profits.
- Other – We may also receive other benefits, all of which our FSG or will be disclosed in the advice document we give you at the time of providing advice

### **Non-monetary benefits**

These benefits are discretionary in nature and relate to future events. It is therefore not possible to provide an estimated dollar value on these benefits. Advisers may receive benefits from SA Wealth Solutions Pty Ltd or its related companies or product providers such as:

- Educational conferences and seminars
- IT software or support
- Non-monetary benefits such as business lunches, tickets to sporting and cultural events, or other minor benefits. These benefits cannot be accepted on a frequent or regular basis or over the value of \$300.

## Any Interest, associations, referral and other relationships

### Associations

SA Wealth Group provides integrated financial services through separate licensed entities. As a result your adviser may be associated with the entities listed below:

SA Wealth Solutions Pty Ltd and its related entities under its AFSL's is not responsible for any credit advice provided.

SA Wealth Management Pty Ltd ACN 149 628 222 ABN 87 149 628 222 is responsible for all financial planning advice and is a Corporate Authorised Representative (No. 000402699) of SA Wealth Solutions Pty Ltd ABN 72 634 162 422, AFSL 525627.

SA Financial Services Pty Ltd ACN 606 737 553 ABN 80 606 737 553 is responsible for ALL credit advice and is as a Corporate Credit Representative of Buyers Choice Licencing Pty Ltd (ACL 509484) ACN 626 172 281.

SA Wealth Property Services Pty Ltd ACN 656 180 782 ABN 83 656 180 782, RLA 316149 is responsible for Real Estate services (Residential and Commercial) under SA Wealth Group & Encore Real Estate.

SA Tax and Accounting Service Pty Ltd ACN 629 612 648 ABN 52 629 612 648, is responsible for taxation and accounting services under SA Wealth Group.

SA Wealth Group business name is owned by SA Wealth Management Pty Ltd ACN 149 628 222 ABN 87 149 628 222, SA Financial Services Pty Ltd ACN 606 737 553 ABN 80 606 737 553, SA Wealth Property Services Pty Ltd ACN 656 180 782 ABN 83 656 180 782, and SA Tax and Accounting Service Pty Ltd ACN 629 612 648 ABN 52 629 612 648

### Referrals

As part of providing our advice services, we may also refer you to the accounting, tax and/or mortgage broking services, and real estate services, both either through external parties and to SA Wealth Group's related entities for other professional areas of advice.

If someone has referred you to your adviser, SA Wealth Solutions Pty Ltd or your adviser may pay a fee or commission in relation to that referral. At this stage we do not have a formal arrangement in paying to third-party referrals or receive payments.

Where a referral fee is paid, details will be provided to you in your advice document such as a SoA or RoA.

We have a referral arrangement in place with iExtend (iEXI Pty Ltd ABN 33 654 132 813 AFSL 555362, under which we may refer you to iExtend for the purpose of assessing or implementing the iExtend Life Co-Ownership Arrangement (or other services offered by iExtend). When such a referral is made we may receive a referral fee or benefit from iExtend as a result of the referral and will be disclosed to you.



## Other relationships

Your Adviser may refer you to a fully authorised Mortgage and Finance Broker under a separate ACL. SA Wealth Solutions Pty Ltd and its related entities under its AFSL's is not responsible for any credit advice provided. All credit advice is provided under Buyers Choice Licensing Pty Ltd ACN 626 172 281, Australian Credit Licence 509484.

Where personal advice is given, your adviser will give priority to your interests if a conflict exists between your interests and the interests of your Adviser, SA Wealth Solutions Pty Ltd, or an associate of these.

## How we manage your personal information?

SA Wealth Solutions Pty Ltd is committed to protecting your privacy. The purpose of our Privacy Policy is to ensure that you understand the ways in which we collect, maintain, use and disclose your personal information and how we comply with the Australian Privacy Principles.

SA Wealth Solutions Pty Ltd or our advisers keep records containing the personal information that you have provided, as well as documents and details of your financial objectives, situation and needs. We also keep records of advice documents and recommendations provided to you for 7 years.

On request, we will provide you with copies of your personal information and advice documents, although a fee may apply in respect of any costs that we incur in doing so.

A copy of our Privacy Policy is available at [www.sawealthgroup.com.au](http://www.sawealthgroup.com.au). You can contact our Privacy Officer if you have any questions on privacy related matters. You can also visit the Australian Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au) for more information about privacy.

## What you should do if you have a complaint?

SA Wealth Solutions Pty Ltd takes all complaints seriously. SA Wealth Solutions Pty Ltd has professional indemnity insurance that complies with the Corporations Act 2001 and includes coverage for claims in relation to the conduct of current advisers and advisers who are no longer authorised by us but who were at the time of any relevant claim.

### **Stage 1 - Our complaint handling process**

If you have a complaint about your adviser or SA Wealth Solutions Pty Ltd, please contact our Complaints Manager on 08 8268 5160 or write to us at:

Office@sawealthgroup.com.au

PO Box 6268, Halifax Street SA 5000

We will acknowledge receipt of a complaint within 1 business day. Where this is not possible, acknowledgement will be made as soon as practicable.

We will review your complaint and provide you with a final response that includes reasons for our decision. For complaints relating to privacy, we will endeavour to resolve these within 30 days. For all other complaints, we will endeavour to resolve quickly and fairly and within 45 days. From 5 October 2021, we will be required to resolve your dispute within 30 days.

### **Stage 2 - External dispute resolution**

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers:

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

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

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001