



Financial Services & Credit Guide

April 2024

This Financial Services & Credit Guide (“FS&CG”) is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with any financial service. The matters covered by the FS&CG include who we are, how we can be contacted, what services we are authorised to provide to you, how we (and any other relevant parties) are remunerated, details of any potential conflicts of interest, as well as details of our internal and external dispute resolution procedures and how you can access them. The distribution of this FS&CG by Gunnamatta (QLD) Pty Ltd. trading as Fiducia Private Wealth Management has been authorised by FYG Planners Pty Ltd as the authorising licensee.

This FS&CG is provided to help you decide whether you wish to adopt any of the services we provide.

You should be aware that you are entitled to receive a Statement of Advice (SOA) whenever we provide you with any advice which takes into account your objectives, financial situation and needs. The Statement of Advice (SOA) will contain the advice, the basis on which it is given and information about fees and any matters which may have influenced the provision of the advice. On an ongoing basis, a Record of Advice (ROA) will be provided in relation to minor specific advice instead of an SOA, if there have been no significant changes in your personal circumstances or the basis of our advice has not significantly changed since we last provided a SOA.

Key information is set out below:

Lack of Independence

Gunnamatta (Qld) Pty Ltd trading as Fiducia Private Wealth Management is not independent, impartial or unbiased because we receive commissions for the advice we provide on life risk insurance products.

Who will be providing the financial service to me?

Gunnamatta (QLD) Pty Ltd. (“Fiducia Private Wealth Management”) ABN 36 616 873 410 is an authorised representative (413330) and credit representative (413734) of FYG Planners Pty Ltd (“FYG Planners”) as the authorising licensee. Fiducia Private Wealth Management contact details are:

Fiducia Private Wealth Management
PO Box 7089
Level 1
21 Spence Street
Cairns QLD 4870
Telephone: (07) 4042 4000
Fax: (07) 4051 1677
Email: dmaher@fiducia.net.au

FYG Planners Pty Ltd ABN 55 094 972 540 holds an Australian Financial Services and Credit Licence number 224543. FYG Planners contact details are as follows:

FYG Planners Pty Ltd Level 1, 41 Mount Street, Burnie TAS 7320
Telephone: (03) 6440 3555
Fax: (03) 6440 3599
Email: mail@fygplanners.com.au

Who is my adviser?

Your adviser will be Danny Maher or Simon Benson. Danny and Simon are specifically authorised by Fiducia Private Wealth Management to act as its representatives in providing financial services to clients and each have specific formal industry qualifications. (Please refer to the Personal Profile document attached.)

Who do you act for when you provide financial services to me?

Fiducia Private Wealth Management is an authorised representative of FYG Planners Pty Ltd and FYG is responsible for the provision of all financial advice given to you.

FYG's Investment philosophy has been created in adherence with the obligations to you as a client outlined by *The Corporations Act 2001*, the Financial Planners and Advisers Code of Ethics 2019 and FYG's own Code of Conduct.

Fiducia Private Wealth Management acts for you to deliver objective advice in your best interest in line with FYG's investment philosophy.

What kind of financial services are you authorised to provide me and what kind of products do those services relate to?

Fiducia Private Wealth Management is authorised by FYG Planners to offer you the following services:

- Financial planning and investment advice
- Superannuation and rollover advice
- Retirement planning advice
- Estate planning advice of a general nature
- Life insurance advice
- Ongoing monitoring of your portfolio
- Investment portfolio management
- Centrelink benefits planning
- Margin lending & gearing strategies

How do you research products and service providers?

Each investment, insurance product or financial service that is recommended undergoes extensive research. FYG Planners undertakes extensive in-house analysis and sources qualitative research from a number of independent research houses. Only investments, insurance products and financial services that qualify for inclusion on our preferred product lists may be recommended.

What type of advice do you offer me?

Prior to providing you with any advice, your adviser will review your situation and consider your overall financial strategy.

1. Strategic advice is advice we will give to you to explain how best to structure your affairs relating to investment, retirement planning, superannuation planning, taxation, estate planning, borrowing, income and expenditure planning perspectives.

We can also assist clients to determine the suitability of new and existing loans/credit facilities. We do not arrange credit facilities but may refer clients on to mortgage brokers or other credit providers.

We will be happy to provide you with an assessment of your existing loan/credit facility and when assessing an existing loan/credit facility we will provide you with written advice of our recommendations.

2. Personal investment and/or insurance advice is advice that we will give to you when recommending specific types of financial products and services relevant to your circumstances that will assist in achieving your future objectives.

After our strategic advice has been provided, in order for you to achieve your stated goals and objectives, we will select the investment and/or insurance products that have the relevant features to achieve your specific goals. We will only recommend investment and/or insurance products to you after considering their suitability for your individual investment objectives, financial situation and needs.

To ensure that you have the peace of mind of knowing that your finances are appropriately structured, we strongly recommend that you take advantage of our ongoing review service. This service provides you with an ongoing review of your portfolio, regular reports on its performance and the financial strategies we have implemented for you.

How will I pay for your advisory services?

Initial Consultation – This is an opportunity for you to learn more about Fiducia Private Wealth Management and to determine whether you feel that we suit your financial advice requirements. It is also an opportunity for us to assess whether we feel that we can add value to your financial circumstances. This consultation is generally conducted free of charge, however, where specific one-off advice is required, we may charge an hourly rate of \$330 (including GST).

Financial Planning Advice Fees

Initial Advice Fee (Once only fee) – Before you commit to having Fiducia Private Wealth Management prepare a financial strategy for you, we will provide you with a quote based on our assessment of the complexity of your personal situation and the work involved.

Advice Implementation – Once you have reviewed our recommendations and are ready to proceed with our advice, we may charge an implementation fee. This fee is based on the work involved to implement your financial strategy and is quoted directly in the Statement of Advice (SOA) documentation that is provided to you. This fee is a flat dollar fee and is unrelated to the amount of money that is to be invested.

On-going Advice

To work most effectively, your relationship with your financial planner should be dynamic and proactive, in order to take advantage of or to mitigate loss through regulatory or market changes.

Fiducia Private Wealth Management charges for our on-going services by way of an agreed retainer with each client. Our retainer is based upon:

- the nature of your portfolio
- the number of various portfolios we manage for you and the service levels that you require.

Our basic service agreement is priced at \$4,400 per annum (including GST) this includes:

- Portfolio management and review
- Investment management and monitoring
- Review of your financial strategies to ensure that you are still on track to achieve your lifestyle and financial goals reliably

We will discuss your specific requirements before quoting a fee for service and commitment of those services with our firm. This fee will be indexed annually by the national CPI figure.

Fiducia Private Wealth Management does not charge Asset Based Fees (i.e. a % of your investment) nor do we accept trail brokerage or commission on investments or insurance products.

In the case, however, where we accept engagement from a client with existing investments or insurance products, where an ongoing brokerage or commission exists and it is in the best interests of the client for that arrangement to remain, then we will accept that brokerage or commission and fully document that this is the case.

All fees are agreed upon by you and Fiducia Private Wealth Management and can be cancelled or amended with 60 days notice by either party.

Strategic Planning and Significant Changes – If there is a significant change in your circumstances that requires a full strategy review we will provide you with an estimate of additional costs and obtain your agreement to those extra costs before proceeding with any additional work.

Self Managed Super Fund Administration – We offer a self managed super fund administration service through Intello, we will discuss your specific requirements before quoting a fee for service.

Intello is based in Australia and employs only Australian based and qualified staff. Some of the key administrative functions that Intello provides include:

- Primary point of all investment, records and compliance correspondence for the fund.
- Record keeping.
- Financial ledger management and regular bank reconciliation checks.
- Preparation and lodgement of the SMSF Annual Return
- Facilitation of the annual independent audit of the SMSF
- Task and issue activity records management
- ASIC agent services and virtual registered office service.

Transactional Costs

Where we are required to buy or sell an asset (eg shares) on your behalf, we will pass on any transaction costs at the same price that we are charged by the funds.

How are Fees Paid

Initial Advice Fee – you will receive an invoice from Fiducia Private Wealth Management after agreeing to have us prepare a financial plan for you. We ask that this fee is paid prior to the commencement of any required work.

Implementation Fee – This fee will be charged when you proceed with our advice. Fiducia Private Wealth Management can provide you with an invoice for this fee, or it can be deducted directly from your portfolio.

On-going Retainer – You can choose to pay this fee by way of monthly debit from your portfolio or by way of direct debit from your nominated bank account.

Strategic Planning and Significant Changes Fee – you will receive an invoice from Fiducia Private Wealth Management after agreeing to have us prepare a financial plan for you. We ask that this fee is paid prior to the commencement of any required work.

Self Managed Super Fund Administration Fee – This fee is paid by direct debit from your self managed super fund's bank account.

Referral Fees

Fiducia Private Wealth Management do not receive, nor do we pay referral fees to any other professionals or institutions. If you have been referred to us by another trusted professional, you can be assured that they have referred you because they believe we are best placed to provide you with the highest quality advice and services.

If you charge me a commission, how much commission do you get? How is it calculated and deducted?

It is the policy of Fiducia Private Wealth Management not to accept commissions or brokerage from product providers. In the case however, where we accept engagement from a client with existing investments or insurance products, where an on-going brokerage or commission exists and it is in the best interests of the client for that arrangement to remain, then we will accept that brokerage or commission and fully document that this is the case.

Fiducia Private Wealth Management will not accept upfront brokerage on on-going contributions at any time.

If you accept an insurance commission, how much commission do you get? How is it calculated and deducted?

It is the policy of Fiducia Private Wealth Management not to accept commission or brokerage from life insurance policies. In the case however, where we accept engagement from a client with existing investments or insurance products, where an ongoing brokerage or commission exists and it is in the best interests of the client for that arrangement to remain, then we will accept that brokerage or commission and fully document that this is the case.

Do you receive any other benefits in relation to providing financial services to me?

Details of any benefits exceeding \$300 that Fiducia Private Wealth Management may receive are detailed in a publicly available register that is updated quarterly. Please ask your Adviser for a copy as required.

FYG Planners also offers its authorised representatives the opportunity to become shareholders in FYG Planners.

What should I know about the risks of the investments or financial strategies you recommend to me?

We will explain to you any and all risks associated with investments and strategies that we recommend to you. You should ask us to clarify any risks that are not clear to you.

Can I provide you with instructions and tell you how I wish to instruct you to buy or sell my investment?

Yes. You may specify how you would like to give us instructions. For example, by telephone, fax or other means. If the execution is by telephone instruction we will require you to provide a letter of authorisation to serve as a record of the telephone instruction. This record will be kept on your file for future reference if required.

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal profile that includes details of your investment objectives, financial situation and needs. We also maintain records of any recommendations we have made to you and any discussions of significance we may have with you.

We are committed to maintaining and promoting a privacy policy, which will ensure the privacy and security of your personal information. A copy of our privacy policy follows. If you wish to examine your file, feel free to ask and we will make arrangements for you to do so.

Disclosure of information to third parties.

During the initial and/or ongoing provision of financial advice it may be necessary to disclose your information to certain third parties. These parties may include (but not limited to): registered tax or legal practitioners; superannuation or insurance providers; authorised AFS licensee or authorised representative; the Australian Taxation Office; Centrelink or other Government departments; offsite data storage systems.

In accordance with the Tax Agent Services Act 2009, we will obtain your signed consent to release the information to the third party. However, we are not responsible for any unauthorised use or disclosure of your information by the third party after it has been released to them.

How do you deal with the Anti-Money Laundering/ Counter-Terrorism Financing (AML/CTF) Act?

FYG Planners adheres to all aspects of the AML/CTF Act. As such we require clients and prospective clients to provide us with identification in accordance with the legislation.

How do you deal with ASIC's Professional Indemnity Insurance requirements?

FYG Planners is required by law to ensure it has adequate professional indemnity insurance to cover certain losses which may be suffered by Retail Clients. We confirm FYG Planners has obtained professional indemnity cover to ensure it can meet the following circumstances:

- Losses or damage suffered by Retail Clients arising out of breaches of obligations under Chapter 7 of the Corporations Act 2001
- Breaches by both the licensee and its authorised representative(s)
- Fraud by the licensee and its authorised representative(s), and
- Any award made against FYG Planners by an external dispute resolution scheme

Subject to its terms and conditions, this insurance will continue to provide coverage for any authorised representative(s) who have ceased to work with FYG Planners for work done whilst engaged with FYG Planners.

OUR PRIVACY POLICY

FYG Planners is compliant with the Australian Privacy Principles as detailed in the Privacy Act 1988 and our full Privacy Policy covers:

- What – The kind of personal information we collect and hold
- How and Why – How we collect information and for what purpose
- Protecting the security of your information
- Access and Correction – How information can be accessed and/or corrected
- Overseas disclosure – Whether information is likely to be disclosed overseas. If so, where to

If you would like a full copy of the FYG Planners Pty Ltd Privacy Policy, please ask your Adviser or refer to the FYG Planners Website www.fygplanners.com.au Home Page / Privacy.

If I have a complaint in regard to my privacy, to whom do I direct my complaint?

We will try to answer any questions that you may have, correct any error on our part or resolve any complaint that you may have about our information handling practices. If you consider that any action by FYG Planners breaches this Privacy Policy Statement or the Australian Privacy Principles or otherwise does not respect your privacy, please refer to the contact details listed under FYG Planners Pty Ltd Contact Details. Any complaint will be acted upon promptly.

If you are not satisfied with the response to your complaint, you have the right to complain to the Office of the Australian Information Commissioner on 1300 363 992.

FYG Planners Pty Ltd Contact Details

FYG Planners Pty Ltd is an Australian Financial Services Licensee No. 224543, ABN 55 094 972 540 based at Level 1, 41 Mount Street, Burnie, Tasmania. If you have any questions, please contact us on (03) 6440 3555. If you prefer to write, please contact:

FYG Planners Pty Ltd Privacy Officer
PO Box 389
Burnie Tasmania 7320

IF YOU HAVE A COMPLAINT

Who can I complain to if I have a complaint about the provision of the financial services offered to me?

We are members of the Australian Financial Complaints Authority.

If you have a complaint about the service provided to you, you should take the following steps:

Contact us and tell us about your complaint.

If your complaint is not satisfactorily resolved within 30 working days please put your complaint in writing. This will ensure that the issues are fully documented and understood by all parties. Your complaint should be addressed to The Compliance Manager, FYG Planners Pty Ltd, Level 1, 41 Mount Street, Burnie, Tas, 7320. We will try to resolve your complaint quickly and fairly.

If the complaint can't be satisfied to your satisfaction, you can have the right to complain to the Australian Financial Complaints Authority (AFCA). They can be contacted on 1800 931 678.

Stage 1 of the AFCA process sees AFCA facilitate discussions and negotiations between the parties. All relevant documents are exchanged and the issues in dispute are identified.

Stage 2 is conciliation and the parties come face to face with a conciliator from the AFCA national panel. The role of the conciliator is to assist the parties to explore options for settlement of the dispute and to help parties to agree on their own outcome.

Stage 3 is where the independent adjudicator is requested to make a decision based on the relevant facts taking into account the relevant law, fairness and reasonableness. If you accept the adjudicator's decision it is binding on the member.

You may wish to contact the Financial Advice Association Australia (FAAA). You can write to:

GPO Box 4285
Sydney NSW 2001

Alternatively, you can phone the Australian Securities and Investments Commission (ASIC) toll free Infoline on 1300 300 630. Infoline consultants will talk to you about your rights as well as how to make a complaint which is suspected to be a breach of the law.

Personal Profile

Your Fiducia Private Wealth Management adviser is:

Danny Maher

Representative Number: 413596

Credit Representative Number: 413930



Your Adviser Experience:

Danny is a fourth generation local of Far North Queensland and has over 30 years of experience in financial services.

Danny holds a Diploma of Financial Planning and is an accredited specialist SMSF Adviser and Certified Financial Planner (CFP).

Danny has completed his Financial Planners and Advisers financial adviser exam accreditation.

Industry Credentials:

Danny is a member of both the Financial Advice Association Australia (FAAA) and the Self-Managed Super Fund Association of Australia (SMSFA).

Service & Advice Focus:

The focus of Danny's advice is to assist clients to achieve their long-term financial aspirations through informed and well considered financial decisions.

Personal Profile

Your Fiducia Private Wealth Management adviser is:

Simon Benson

Representative Number: 1006299

Credit Representative Number: 526992



Your Adviser Experience:

Simon has 20 years experience as a financial adviser and a further 10 years in agricultural and small business banking and lending. Simon has delivered a broad range of advice to meet client needs in investment, superannuation including SMSFs, retirement planning including longevity planning and Centrelink entitlements and general estate planning advice.

Industry Credentials:

Simon is a member of the FPA, he has successfully completed his Financial Planners and Advisers Financial Adviser Exam accreditation and is currently studying the Graduate Diploma of Financial Planning with Kaplan Professional. Simon holds himself to a high level of professional and ethical standards in his day-to-day duties as a financial adviser.

Service & Advice Focus:

Simon has an outstanding ability help empower his clients to be confident in the management of their financial affairs through clear communication of sometimes complex financial concepts in a simple and concise manner. This is evidenced by the number of long-term client relationships he has been able to foster. Simon focuses on client's key personal and financial priorities to maximise the benefits and outcomes for his clients.