

## Financial Services Guide | March 2020

The purpose of this Financial Services Guide is to provide you with the information you need to decide whether you want to engage us as your Financial Adviser.

### About WellAdvised Financial Advisers



**Anton Diedericks CFP BEc GDipFP** | Senior Financial Adviser employed by WellAdvised Financial Advisers to provide advice to WellAdvised's clients. Anton is an authorised representative (No. 312909) of WellAdvised Associates Pty Ltd.

**Jared Schrank CFP BEc DipFS(FP) ALPA** | Financial Adviser employed by WellAdvised Financial Advisers to provide advice to WellAdvised's clients. Jared is an authorised representative (No. 001239378) of WellAdvised Associates Pty Ltd.

**WellAdvised Financial Advisers** will provide you with advice. Specifically, Well-Advised Pty Ltd as trustee for the Well-Advised Unit Trust (ABN 42 026 289 508) trading as WellAdvised Financial Advisers is the providing entity. Your contractual relationship will be with Well-Advised Pty Ltd in this capacity.

Well-Advised Pty Ltd as Trustee for the Well-Advised Unit Trust is an authorised representative (No. 425718) of WellAdvised Associates Pty Ltd and only provides advice in this capacity.

**WellAdvised Associates Pty Ltd** holds an Australian Financial Services License (AFSL No. 512670) under which we conduct our business.

## Our Services

### Your Financial Adviser

Our core offer is to serve as **your personal financial adviser, planner and coach**.

We help you to prepare a well-advised plan to secure your financial future and achieve your goals.

We provide you with objective financial advice on each important area of your plan, so that you can make wise and informed decisions.

We coach and mentor you through the important actions that you need to take to help you stay on track.

You will have access to us via phone, email, meeting, and workshops. We can meet face-to-face or online via Zoom.

## 10 Point Financial Planning

**Our comprehensive planning, advisory and coaching service is called 10 Point Financial Planning.**

Planning: We help you develop and action a well-advised 10 point financial plan covering:

- Your needs, wants, wishes, and priorities
- Your business, career, and retirement plan
- Spending, saving, and banking plan
- Your home and personal property
- Debt Management and repayment
- Superannuation and Retirement Savings
- Investment Plan & Management (Property, Shares & Index funds, Cash, Super investments)
- Tax Planning & Structures (Personal Tax, Trusts, Companies, CGT, GST, FBT etc)
- Life & Income Protection Insurance
- Estate and Succession planning

Advice: We provide, or source, advice in the 10 key areas of your plan to help you make wise and informed decisions.

Coaching: We coach you through taking the required actions and keep you accountable.

We help you prioritise your plan and help you take action in one or two areas at a time.

We collaborate with your other advisers (lawyer, accountant, mortgage broker, consultants etc) and can also refer or source advice from specialists in our network as and when needed.

You have ongoing access to your Adviser for the support and guidance you need.

### Advice Services

We provide our advice services **as part of a 10 point financial plan, or on a stand-alone basis** for clients who do not need us to help them work on their financial plan.

The areas we provide advice and support in are:

- **Business Financial Planning & Advice**
- **Retirement Planning**
- **Career Financial Advice & Salary Packaging**
- **Family Home Advice**
- **Spending, Saving & Banking Plan**
- **Debt & Loan Management Advice**
- **Superannuation Advice**
- **Property Investment Advice & Coaching**
- **Share Investment Advice & Coaching**
- **Tax Planning & Structures Advice**
- **Life & Income Protection Advice**
- **Estate & Succession Planning**

## Our Fees

We provide our services on an hourly fee basis. We track all time spent serving you and bill you for the time spent based on our hourly rates.

We track and bill for all our time and across all media including phone calls, emails, meetings, workshops, analysis, research, preparing advice, and working with other professionals on your behalf.

We do provide fixed fee quotes for some services, and can provide an estimate of fees for other services.

### Current Hourly rates

Team Member	Hourly Rate
Anton - Senior Financial Adviser	\$275 including GST
Jared - Financial Adviser	\$176 including GST

### Fee Guide

Service	Fee Guide
<b>Your Financial Adviser</b> - We track and bill for the actual time spent serving you. - Includes phone calls, emails, meetings including preparation and notes, workshops, analysis, research, advice preparation and documentation, and any other support needed. - You are billed at your Advisers hourly rate.	Hourly Fee
<b>Advice Meetings &amp; Workshops</b> - We track and bill for all time spent. This includes any preparation time, and follow up notes after the meeting.	\$132 to \$550 Short (45 minutes) Average (60 to 90 minutes) Long (90 to 120 minutes)
<b>10 Point Financial Planning Sessions/Workshops</b> - Generally 2 hours per workshop (90 minutes meeting time, 30 minutes prep and follow-up) - Usually 2 to 6 workshops in the first year. 1 to 3 workshops second year onwards	\$220 - \$550 (75 min to 120 mins)
<b>Business Financial Planning &amp; Advice</b>	Hourly Fee
<b>Retirement Planning Session</b>	\$264 - \$550
<b>Career Financial Advice &amp; Salary Packaging</b>	Hourly Fee
<b>Family Home Advice</b>	Hourly Fee
<b>Spending, Saving &amp; Banking Plan Workshops</b>	\$220 - \$550 per workshop
<b>Debt &amp; Loan Management Advice</b>	Hourly Fee

<p><b>Superannuation Advice</b></p> <ul style="list-style-type: none"> <li>- Personal advice will be provided in a Statement of Advice</li> <li>- We will track and bill for the time spent or provide a fixed fee quote</li> </ul>	<p>Basic - \$880 to \$1,760</p> <p>Standard - \$1,760 to \$2,200</p> <p>Complex - \$2,200 to \$4,125</p>
<p><b>Investment Strategy Workshop</b></p> <ul style="list-style-type: none"> <li>- Note, we can only provide general financial product advice, and not personal advice, in a workshop setting. We follow up with written personal advice where required.</li> </ul>	<p>\$220 - \$550 per workshop</p>
<p><b>Property Investment Advice &amp; Coaching</b></p>	<p>\$220 - \$550 per workshop</p>
<p><b>Share Investment Advice &amp; Coaching</b></p> <ul style="list-style-type: none"> <li>- Personal advice will be provided in a Statement of Advice</li> <li>- We will track and bill for the time spent or provide a fixed fee quote</li> </ul>	<p>Basic Advice - \$880 to \$1,760</p> <p>Standard Advice - \$1,760 to \$2,200</p> <p>Complex Advice - \$2,200 to \$4,125</p>
<p><b>Tax Planning &amp; Structures Advice</b></p>	<p>Hourly Fee</p>
<p><b>Life &amp; Income Protection Advice</b></p> <ul style="list-style-type: none"> <li>- We will ask a number of insurers for a pre-assessment to get an indication of what cover you may be offered and on what terms.</li> <li>- Personal advice will be provided in a Statement of Advice</li> <li>- We support you through the application and underwriting process</li> <li>- Insurance policies are placed on a commission free basis and you will receive a reduction in your premiums - generally 30%</li> <li>- We will track and bill for the time spent or provide a fixed fee quote</li> </ul>	<p>Pre-assessment - \$275</p> <p>Advice - \$880 to \$2,750 per person</p> <p>Application - Hourly fee based on time spent</p>
<p><b>Estate &amp; Succession Planning</b></p>	<p>Hourly Fee</p>

## Fee Estimates, Invoicing and Payment Terms

We will invoice you for services as they are delivered. We invoice most weeks.

Your bill will be based on the time spent on delivering the services to you. This includes all the time spent and not only meeting time. Alternatively, we will agree on a fixed price for services.

For larger pieces of work, like preparing a financial plan, comprehensive review or significant piece of advice we can provide a quote or estimate before we start the work.

Payment can be made via direct deposit to our bank account which is our preferred payment method. Cheques may be made out to WellAdvised Financial Advisers. We do not accept cash.

## Financial Services - Financial Product Advice and Dealing Services

We provide financial services as part of our planning and advisory services. Financial Services are specifically defined by the Corporations Act and regulated by the Australian Securities and Investment Commission (ASIC). We are authorised to provide general advice, personal advice, and deal in financial products.

**General Financial Advice** is financial product advice where we do not take into account any of your needs, objectives and financial circumstances. We will provide you with a general advice warning when we provide you with general advice and you will need to decide whether the advice is appropriate for you. General Advice is defined by the Corporations Act.

**Personal Financial Advice** is financial product advice we provide after taking into account your relevant needs, objectives and financial circumstances. Personal Financial advice is defined by the Corporations Act.

When providing personal advice we will provide you with a written Statement of Advice. The Statement of Advice will contain the advice, the basis on which it is given and information about fees, interests and associations which may have influenced the provision of the advice.

Where permitted by law we will keep a Record of Advice instead of providing a Statement of Advice. You can access Records of Advice at no cost.

**Product Disclosure Statements** - If we provide general or personal financial product advice, we will provide you with a Product Disclosure Statement containing information about the particular product, which will enable you to make an informed decision in relation to the acquisition of that product.

**Dealing in Financial Products** is where we help you to arrange, buy or sell a financial product. Dealing is defined by the Corporations Act.

We are authorised to provide advice and deal in the following classes of products:

- Basic Deposit Products;
- Debentures, Stock or Bonds issued by a Government;
- Investment life insurance products;
- Life risk insurance products;
- Managed investment schemes including investor directed portfolio services;
- Retirement savings accounts;
- Securities;
- Standard margin lending facility; and
- Superannuation.

## How we are paid

WellAdvised Financial Advisers works on a fee for service only basis. Refer to our fees above.

WellAdvised Financial Advisers pays an agreed fixed fee to WellAdvised Associates Pty Ltd and reimburses it for costs associated with maintaining the AFSL.

Our advisers are employed and are paid a salary and bonuses.

We do not charge asset-based fees nor receive any commissions without rebating them in full to our client.

## Contact Details

WellAdvised Financial Advisers and WellAdvised Associates Pty Ltd have the same contact details:

**Business Address:** 336 Elizabeth Street North Hobart TAS 7000

**Post:** PO Box 32 North Hobart TAS 7002

**P.** 03 6234 1119

**E:** [contact@welladvised.com.au](mailto:contact@welladvised.com.au) or [anton@welladvised.com.au](mailto:anton@welladvised.com.au)

## How we deal with conflicts of interest

WellAdvised Financial Advisers has no ownership or contractual links with any financial product manufacturer that could restrict or unduly influence its advice. We have no incentive to recommend the product of one institution over another.

In providing advice and service to its clients WellAdvised Financial Advisers retains the services of other professionals from time to time. This includes accountants, auditors, solicitors, insurance advisers and other independent consultants. WellAdvised Financial Advisers does not receive or pay referral fees to any party for referring clients to us.

## Complaints

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

1. Contact your adviser and talk to him about your complaint.
2. If your adviser is not able to resolve your complaint satisfactorily within 5 business days, please put your complaint in writing and either email it to [contact@welladvised.com.au](mailto:contact@welladvised.com.au) or send it to WellAdvised Associates Pty Ltd at PO Box 32 North Hobart TAS 7002. We will try to resolve your complaint quickly and fairly.
3. If you still do not get a satisfactory outcome by 45 days from the day you lodge your complaint, you have the right to forward your complaint to an external dispute resolution scheme. WellAdvised Associates Pty Ltd Pty Ltd is a member of The Australian Financial Complaints Authority (AFCA).

The contact details for this service are:

Telephone: 1800 931 678 (free call)

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

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

Mail: GPO Box 3, Melbourne VIC 3001

The Australian Securities and Investments Commission (ASIC) also has a Free Information Line on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

## Compensation Arrangements

WellAdvised Associates Pty Ltd holds professional indemnity insurance and holds financial reserves to meet our compensation and insurance obligations.

## Privacy of client information

We maintain a record of your personal financial profile, which includes details of your objectives, financial situation and needs. We also maintain records of any recommendations made to you.

We are committed to the privacy and security of your personal information. A copy of that privacy policy is available on request.