

VANTAGE WEALTH MANAGEMENT

# FINANCIAL SERVICES GUIDE



Vantage Wealth Management Pty Ltd as trustee for the Vantage Wealth Management Unit Trust

Trading as Vantage Wealth Management

Corporate Authorised Representative Number 337994 of

VWM Financial Services Pty Ltd, Holder of Australian Financial Services Licence: 345744

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## Financial Services Guide

This Financial Services Guide (FSG) is an important document which we are required to give you under the requirements of our Australian Financial Services Licence. It provides you with information about us to help you decide whether to use the financial services we provide. This FSG explains the services we can offer to you and the types of products we offer. It also explains how we (and other related persons) are remunerated for these services, and includes details of our internal and external complaints handling procedures and how you can access them. VWM Financial Services Pty Ltd authorises the distribution of this FSG.

If you choose to use our services you may also receive from us a Product Disclosure Statement (PDS), prospectus, Statement of Advice (SOA) and/or Record of Advice (ROA).

To invest in any of our recommended financial products you must complete the application form attached to the relevant PDS. The PDS contains information about the product and will assist you in making an informed decision about that product.

If we provide you with personal financial product advice rather than general financial product advice, we will initially provide you with a SOA.

Personal financial product advice is advice that considers one or more of your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and any associations which may have influenced the advice.

On an ongoing basis, a ROA will be provided instead of a SOA if there have been no significant changes in your personal circumstances or the basis of the advice has not significantly changed since your last SOA was provided. VWM is only obliged to provide an ROA to clients upon request up to 7 years after the day on which the advice is provided.

VWM Financial Services Pty Ltd is responsible for the advice provided and services offered to clients by all its Authorised Representatives. We act on your behalf when providing advice and services to you.

### **Not Independent**

While we will always seek to meet our legal obligations to act in our clients' best interests within the meaning of section 961B of the Corporations Act 2001, we do not fall within the definitions of "independent", "unbiased" or "impartial" under section 923A. The reason we do not fall within these definitions is because we give our clients the option to allow life insurance companies to pay us commissions for the services that we provide to our clients rather than for us to be required to directly invoice our clients and for our clients to be required to pay us directly. We remain committed to continue to give our clients this important choice.

<p><b>Who Are We and Who are your Advisers?</b></p>	<p>Vantage Wealth Management Pty Ltd as trustee for the Vantage Wealth Management Unit Trust trading as Vantage Wealth Management is a Corporate Authorised Representative (No. 337994) of VWM Financial Services Pty Ltd, an Australian Financial Services Licensee (No. 345744). Vantage Wealth Management Pty Ltd and VWM Financial Services Pty Ltd have common Directors.</p> <p>Vantage Wealth Management (Vantage) has been providing financial services since 2008. We are committed to facilitating high quality advice and continued excellence in our service to you.</p> <p>For further details about your adviser and their authorisations, please refer to the Adviser Profile attached.</p>
<p><b>Why Are We Different?</b></p>	<ul style="list-style-type: none"> <li>• Vantage is a boutique financial advisory practice founded on professionalism, integrity and exceptional service. Vantage is owned by its staff.</li> <li>• Vantage has an established reputation for providing personalised high quality, objective and pro-active financial advice.</li> <li>• The Vantage advisory team have many years of experience in the financial advisory and wealth management industry and are well placed to provide innovative and tailored solutions to their clients.</li> </ul>
<p><b>What Do We Offer?</b></p>	<p>We offer the following services:</p> <ul style="list-style-type: none"> <li>• Financial planning</li> <li>• Investment strategy</li> <li>• Wealth creation strategies</li> <li>• Superannuation strategies, including self-managed superannuation funds</li> <li>• Risk protection strategies</li> <li>• Retirement planning advice</li> <li>• Portfolio review services</li> <li>• Ongoing advisory services</li> </ul>
<p><b>What Will We Not Do?</b></p>	<p>We will not recommend you to acquire financial products that are not on our approved product list.</p> <p>We will not provide advice on classes of financial products other than those identified on VWM Financial Services Pty Ltd's Australian Financial Services Licence.</p>
<p><b>What Do We Expect From You?</b></p>	<p>We expect that you will provide us with accurate information that we request so that our advice is appropriate for you. We also expect that you will use our advice to enable you to make informed financial decisions and that where appropriate you inform your adviser of any changes that may influence your future objectives.</p> <p>As a financial service provider, we have an obligation under the Anti Money Laundering and Counter Terrorism Finance Act to verify your identity and the source of any funds. This means that we will ask you to present identification documents such as your passport and driver's licence. We will also retain copies of these identification documents. We assure you that these copies will be held securely.</p> <p>We cannot provide you with services if you are unwilling to provide these documents.</p>
<p><b>How Are We Paid for the Services We Provide?</b></p>	<p>We offer you the flexibility to select the fee payment method most suitable to you.</p> <p>Due to the varying nature of individual client cases, we typically conduct an initial consultation with you to obtain specific information regarding your personal circumstances to identify services that are suitable for you and to assess the merits of working together to meet your needs. You should not act on any comments or discussions that may be made during the initial consultation as we do not usually have all the information that we need at this stage to provide you with appropriate advice.</p>

<p><b>How Are We Paid for the Services We Provide? (continued)</b></p>	<p>Before commencing any work for you, we will discuss and agree on the level of service and the associated fees and charges prior to the provision of service.</p> <p><b>Note: All fees set out below are GST-inclusive.</b></p> <p><b>Plan Preparation Fee</b>  After the initial meeting, should you wish us to prepare specific advice for you we will do so in an SOA. The fee to prepare the SOA can range between \$0 - \$7,500 depending on the size and complexity of the work. Full details of applicable fees will be set out in your SOA.</p> <p><b>Implementation Fee</b>  We may charge a flat fee for implementing the recommendations made within the SOA. This fee can range between \$1,650-\$7,500 depending on the size and complexity of the work. Full details of applicable fees will be set out in your SOA.</p> <p><b>Financial Planning and Portfolio Advisory Services</b>  We can provide you with market valuations, a review and administration of your fixed interest and equities portfolios, as requested by you. For this service, we may charge a flat fee. This fee can range between \$0 - \$7,500 depending on the size and complexity of the work.</p> <p><b>Life Insurance Products</b>  We will receive upfront and ongoing commission payments from insurance providers for insurance products that we recommend to you and that you acquire.</p> <p>Where we are recorded by the insurance company as the servicing adviser for a life insurance policy that we assisted you in acquiring or in respect of which the ongoing servicing rights have been transferred to us at your request, we may continue to receive an ongoing commission whilst the policy remains in force and while we are listed as the servicing adviser.</p> <p>We may receive an upfront commission of up to 66% of the first year's annual premium and up to 22% per annum of the annual premium thereafter. In most cases, yearly premiums will increase on the anniversary of the policy, which means our annual ongoing commission will increase also, in line with the premium increase.</p> <p>For example: If the initial and annual income protection insurance premium was \$1,500 per annum, we could receive an upfront commission of \$990 in that year and an ongoing commission of approximately \$330 per annum each year the policy is in force.</p> <p><b>Share Transactions</b>  Brokerage cost for share trades is a minimum of \$93.50 per order or 0.55% of the amount transacted, whichever is greater. Of these amounts, Vantage Wealth Management will pay to FinClear Services Pty Ltd a minimum fee of \$27.50. Where share trades are greater than \$35,000 in value, Vantage Wealth Management will pay FinClear Services Pty Ltd a fee that is based on the value of shares traded. This fee ranges from 0.066% to 0.033%.</p> <p><b>Product Issuer and Wrap Provider Fees</b>  Most investments have ongoing fees and costs associated with them. These vary depending on the investment. All these costs are typically outlined fully in each investment's PDS.</p> <p>For investments held within a Wrap platform, a transaction fee charged by the platform provider may also apply. This will be detailed in the relevant PDS – they vary depending on the platform provider selected.</p> <p><b>General Advice/Execution Only and/or Placement Facilities Fees</b>  While we encourage clients to engage us for ongoing advice, we understand that some clients may not require or wish to receive ongoing service from us. Therefore, we offer general advice, execution only, and/or placement facilities.</p> <p>For these services, we may charge:</p> <ul style="list-style-type: none"> <li>• A fixed dollar amount;</li> <li>• A percentage based on the amount of monies invested;</li> <li>• An hourly rate; or a</li> <li>• Combination of some or all of the above.</li> </ul> <p>These fees will be discussed and agreed upon with you before proceeding.</p>
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<p><b>What Commissions, Fees or Other Benefits are Received?</b></p>	<p>We may from time to time receive a benefit from preferred product providers by way of sponsorship of educational seminars, conferences or training days. Details of benefits above \$100 will be maintained on a Register which you have a right to sight.</p> <p>You have a right to request for further information in relation to the remuneration, the range of amounts or rates of remuneration, and soft dollar benefits received by the licensee and/or authorised representative.</p> <p>If we get paid or pay any referral fee to a third party, this will be disclosed to you.</p>
<p><b>Do any relationships exist which might influence the service or advice I receive?</b></p>	<p>We are not owned by any Fund Manager or Institution and there are no proprietary relationships that will influence the advice that you receive from us.</p> <p>Your adviser may hold an interest in a financial product in respect of which you receive advice. Any significant interest/ownership will be recorded in a register of financial product holding and where appropriate, this holding will be disclosed to you in the SOA or ROA.</p>
<p><b>Will you give me advice that is suitable to my investment needs and financial circumstances?</b></p>	<p>Yes. However, to do so we need to find out your individual investment objectives, financial situation and needs before we recommend any investment or risk products to you. You have the right not to divulge this information to us if you do not wish to do so. In that case, we are required to warn you about the possible consequences of us not having your full personal information. You should read the warnings carefully.</p>
<p><b>What should I know about any risks of the investments or investment strategies recommended to me?</b></p>	<p>We will explain to you significant risks of investments, insurance and strategies that we recommend to you. If you are unclear, you should ask us for further clarification.</p>
<p><b>What information do you maintain in my file?</b></p>	<p>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 made to you.</p> <p>We are committed to implementing and promoting a privacy policy that will ensure the privacy and security of your personal information. A copy of our privacy policy will be provided upon your request.</p>
<p><b>Can I tell you how I wish to instruct you to buy or sell my investment?</b></p>	<p>Yes. You may provide us with instructions by telephone or email.</p>
<p><b>What kind of compensation arrangements are in place and are these arrangements complying?</b></p>	<p>Section 912B of the Corporations Act 2001 requires us to have, and we have, arrangements in place to compensate clients for loss or damage that they may suffer as a result of the acts or omissions by us and/or our representatives in the provision of financial services. Our arrangements cover claims relating to the conduct of our representatives who have ceased working for us but who worked for us at the time of the relevant conduct.</p>
<p><b>What should I do if I have a complaint?</b></p>	<p>We are committed to providing quality advice to our clients. This commitment extends to providing accessible complaint resolution mechanisms for our clients. If you have any complaint about the service provided to you, we advise you to take the following steps:</p> <ol style="list-style-type: none"> <li>1. Contact our Complaints Manager, Ben Devenish, at VWM Financial Services Pty Ltd on (08) 9215 5000 or put your complaint in writing and send it to us at, GPO Box 2521 Perth WA 6001. We will try and resolve your complaint quickly and fairly.</li> <li>2. VWM Financial Services Pty Ltd is a member of the Australian Financial Complaints Authority (AFCA). Should the dispute remain unresolved or is not resolved within 30 days, or such a longer period as permitted by AFCA, you have the right to refer the matter to AFCA.</li> </ol> <p>Contact Details for AFCA are:</p> <p><b>Australian Financial Complaints Authority (“AFCA”)</b>  Postal Address      GPO Box 3, Melbourne VIC 3001  Phone                 1800 931 678  Fax                     (03) 9613 6399  Email                  info@afca.org.au  Web                    www.afca.org.au</p> <ol style="list-style-type: none"> <li>3. You may also contact the Australian Securities and Investments Commission (ASIC) on 1300 300 630 to obtain information about your rights.</li> </ol>