

Financial Services Guide



WIZDOM

Our guide to assisting you with your financial needs

Version 10.0 | July 2019

Let us guide you

The purpose of this Financial Services Guide (FSG) is to help you make an informed decision about the services we offer and whether they are suited appropriately to meet your needs. This FSG provides you with important information on how to engage with one of our advisers.

This FSG should be read in conjunction with the Adviser Profiles and covers the following:

- Information about WiZDOM Wealth as a licensee
- Details on how you may instruct your adviser
- Who will be responsible for providing the financial services
- Details of the financial services and/or products WiZDOM Wealth can provide
- The documents you may receive
- Remuneration received by your adviser
- Other forms of remuneration or benefits
- Privacy (i.e. collection and handling of your personal information)
- The complaints procedure
- Compensation arrangements in place

Please take the time to review this document before engaging our services.

Throughout this FSG, WiZDOM Wealth is referred to as “we”, “us”, “our” or any variations. The term “adviser” refers to WiZDOM Wealth’s authorised representatives.

Knowledge | Experience | Integrity

WiZDOM Wealth Pty Ltd ABN 30 610 459 651 (“WiZDOM Wealth”), is an Australian Financial Services Licensee (AFSL 485363)

Distribution of the Financial Services Guide (version 10.0) by the providing entity has been authorised by WiZDOM Wealth.

Authorisation date: 1st July 2019

How we can help you

We are in the business of looking after you, your family and your wealth with care and integrity. As you go through life, your priorities and/or perspectives change, but the one thing that should remain constant is managing your finances well, to help you get what you want from life.

Your WiZDOM financial adviser will guide you by:

- Helping identify your personal goals, financial needs and objectives.
- Developing strategies for saving, investing, and contingency plans to protect you against life's hazards along the way.

Our responsibility

Your adviser provides financial advice and services on behalf of WiZDOM Wealth and accordingly we are responsible for the financial advice and services they provide.

Our advisers are committed to providing quality financial advice and a wide choice of products and/or services to suit individual client circumstances. Your adviser is obliged by law to act in your best interests and provide appropriate advice, when providing financial advice to you.

What services/products we can provide

WiZDOM Wealth is licensed to provide financial advice on the following services:

- Wealth accumulation/protection strategies
- Life/risk insurance advice
- Superannuation strategies
- Debt reduction strategies
- Cash flow management
- Retirement planning
- Estate planning strategies
- Tax (financial) advice

We can advise in the following products:

- Basic deposit products
- Debentures, stocks and bonds
- Annuities and pensions
- Personal and business risk insurance
- Managed investments
- Securities
- Superannuation
- Self-Managed Superannuation

Approved product list

WiZDOM Wealth maintains an Approved Product List (APL). Subject to attaining required accreditation, your adviser is able to recommend any product on the WiZDOM Wealth APL.

Documents you may receive

If you decide to obtain personal financial advice, your adviser will need to determine your needs, objectives and relevant financial circumstances.

At the initial advice appointment, your adviser will typically gather the relevant information by using a client data collection form.

You will be asked to provide accurate information about your personal and financial situation and keep your adviser informed of any changes to your relevant circumstances.

Your adviser will also need to verify your identity. When your adviser provides personal financial advice to you, you may receive one or more of the following documents:

- Initial Service Agreement
- Statement of Advice (SoA)
- Statement of Further Advice (SoFA)
- Record of Advice (RoA)
- Ongoing Service Agreement
- Product Disclosure Statement (PDS)
- Fee Disclosure Statement (FDS)
- Renewal Notice

The SoA will set out the advice that has been tailored to your specific circumstances and provide you with details of all relevant disclosures including details of any remuneration payable.

Where you receive ongoing or further advice a SoFA or a RoA may be provided.

A PDS will be provided if a product recommendation is made, and includes detailed information on the financial product including features, benefits, conditions, costs and cooling off rights (if applicable).

An FDS will be issued to you in instances where you enter into an Ongoing Fee Arrangement with your adviser for a period greater than 12 months.

The FDS will contain information about the services you were entitled to receive, the services you actually received and the fees you paid during the period. The FDS will be provided to you annually.

Should you commence an ongoing fee arrangement, your adviser will also issue a Renewal Notice every two (2) years. The Renewal Notice will give you the option of renewing the ongoing fee arrangement.

You may request in writing a copy of any advice document up to seven (7) years after the advice has been given.

How to give instructions

Your adviser may accept your instructions by phone, letter or email. In some instances, your adviser can only accept written instructions from you and they will let you know when this occurs.

Your privacy

Your adviser is required to maintain physical or electronic records of documentation for any financial advice given to you, including information that personally identifies you and/or contains information about you.

These records are required to be retained for at least seven (7) years. If you want to access your personal information at any time, please let us know.

You have the right to not to provide personal information to your adviser. However, in this case, your adviser will warn you about the possible consequences and how this may impact on the quality of the advice provided. Additionally, your adviser may also decline to provide advice if they feel they have insufficient information to proceed.

WiZDOM Wealth respects your privacy and is committed to protecting and maintaining the security of the personal and financial information you provide us. For detailed information on how we handle your personal information, please see our Privacy Policy.

Our Privacy Policy is located on our website: www.wizdom.com.au

Disclosure of information

Throughout the advice process, your personal information may be disclosed to other services providers.

These may include:

- Financial product providers
- Financial planning software providers
- Administration and paraplanning service providers

The adviser profiles

Prior to providing any personalised financial advice products and/or services our advisers are required to provide you with a copy of this FSG along with their Adviser Profile.

The Adviser Profiles contain important information about your adviser. This includes their Authorised Representative number and/or Corporate Authorised Representative number (if applicable), accreditations, qualifications and experience, areas of advice and types of financial services they can provide, details of how they get paid and fees that you may be charged.

Adviser remuneration

The cost of providing a financial product or service to you will depend on the nature and complexity of the advice, financial product and/or service provided.

Generally, whenever your adviser provides a recommendation for a financial product or service, your adviser may be remunerated through either:

- An initial fee for service; or
- An ongoing fee for service; or
- A contribution fee or implementation fee; or
- Commission payments from product providers where applicable; or
- A combination of any of the above.

All fees or commissions are initially paid to WiZDOM Wealth before being distributed in full to your adviser's relevant Practice.

Licensee remuneration

WiZDOM Wealth receives a flat fee for the provision of services required under its Australian Financial Services Licence.

Referrals arrangements

WiZDOM Wealth and your Advisor may pay a fee for referrals received. This fee will be disclosed in the SoA.

We may also receive a benefit for referring you to other specialist service providers.

Other forms of remuneration / benefits

Any benefits given by product providers to WiZDOM Wealth Pty Ltd or its advisers, such as entertainment, sponsorships of conferences or professional development days must be disclosed in an Alternative Forms of Remuneration register.

A copy of your adviser's register is available on request.

Conflicts of interest / related companies

WiZDOM Wealth Pty Ltd is part of the WiZDOM Group of Companies and may have some common shareholders in entities with those shareholders. Any or all associated entities may receive a benefit for the services that you utilise.

These related companies offer complimentary financial services such as:

- Accounting and Tax Services
- Mortgage Broking and Lending Services
- Structuring and Asset Protection

Neither your Adviser nor the Licensee have any association or relationship with the issuers of financial products that might reasonably be expected to be capable of influencing them in the provision of financial services.

Reporting your concerns

At WiZDOM Wealth we take complaints seriously. In the first instance you should contact your adviser and detail your complaint.

If your complaint is not satisfactorily resolved with your adviser within five (5) working days we encourage you to specify your complaint in writing, along with a suggested resolution, and forward to WiZDOM Wealth at our business address.

WiZDOM Wealth will seek to resolve your complaint within forty-five (45) days and will let you know if an extension of time is required.

If the complaint cannot be resolved to your satisfaction, you have the right to take your complaint to the Australian Financial Complaints Authority (AFCA), of which WiZDOM Wealth is a member.

This service is provided free of charge to you. AFCA can be contacted on 1800 931 678. For more information, please visit their website at www.afca.org.au.

The Australian Securities and Investments Commission (ASIC) also has a Free Call Infoline on 1300 300 630 which you may use to obtain information about your rights, and to make a complaint. For more information, please visit their website www.asic.gov.au.

Professional Indemnity

WiZDOM Wealth maintains a professional indemnity policy which includes appropriate Professional Indemnity Insurance cover for WiZDOM Wealth as required by the Corporations Act.

CONTACT US

Head Office

WiZDOM Wealth
PO Box 285,
Maitland NSW 2320

T: 1300 949 366

E: wealth@wizdom.com.au

W: www.wizdom.com.au

For more information:

Please visit www.moneysmart.gov.au for more information on financial advice.



Adviser Profile – Clint Ducat

Clint Ducat is the Founder and Managing Director of WiZDOM Advisory Pty Ltd, with years of experience across the Financial Services Industry.

Specialising in strategic SMSF advice and overall wealth management, Clint works with his clients to provide quality advice and ongoing support, so they can maximise their superannuation, protect their lifestyle and create their own secure financial future whilst achieving their life goals along the way. As the principal, Clint heads up the Advisory team and has a passion for building long term relationships and delivering great outcomes for clients.

Clint Ducat, Authorised Representative (ASIC Number 434181) and WiZDOM Advisory Pty Ltd ABN 43 958 741 037, Authorised Representative (ASIC Number 434801) are both Representatives of WiZDOM Wealth Pty Ltd ABN 30 610 459 651 (AFSL 485363).

Contact details are:

Address: Beresfield Business Centre, Unit 11, 26 Balook Drive BERESFIELD, NSW, 2322

Phone: 02 9011 6685

Email: clint.ducat@wizdom.com.au

Clint is a Senior Financial Adviser at WiZDOM Advisory and has completed the following qualifications:

- Advanced Diploma in Financial Services (Financial Planning)
- Diploma in Financial Services (Financial Planning)
- Diploma in Financial Services (Mortgage Broking)
- Self-Managed Superannuation Fund Accreditation

Professional Memberships

- Clint is a member of the SMSF Association and is Registered with the Tax Practitioners Board as a Tax (Financial) Adviser

Authorisations

Clint is authorised to provide financial advice to wholesale and retail clients, on the following areas:

- Identifying your goals and objectives that are specific and measurable
- Managing cashflow including budgeting, income streams, and cashflow management
- Managing debt such as debt reduction strategies
- Investing monies including dollar cost averaging, superannuation, non-superannuation investing, borrowing to invest and portfolio construction
- Protecting you, your family, businesses and joint ventures by reviewing or establishing income protection, term insurance, TPD insurance, trauma insurance, business insurance and discussing whether to hold insurance inside or outside of superannuation
- Estate planning strategies to assist with planning for providing the right assets to the right people in the right amounts at the right time, with the minimum possible acrimony and tax impact
- Structuring or restructuring of asset ownership, trusts, companies, small business and Self-Managed Superannuation.

In addition, Clint is able to offer you an ongoing advisory service for your superannuation and/or investment portfolio, life insurance program and advice on strategies for investing in property.

Clint is authorised to provide financial product advice and deal in the following:

- Deposit and payment products
- Life products including investment life insurance and life risk insurance products
- Managed investment products including master trusts, wrap facilities, property funds, managed trusts and investor directed portfolio services (IDPS)
- Retirement savings account
- Government bonds, stocks or debenture securities such as ASX listed shares, and fixed interest
- Superannuation products including public offer funds, account-based pensions, complying annuities, Corporate superannuation funds and self-managed superannuation funds.

Methods of remuneration

WiZDOM Advisory Pty Ltd may be paid via fees or commissions or a combination of the both for the services we provide you.

- All fees and commissions are paid to WiZDOM Wealth Pty Ltd
- WiZDOM Advisory Pty Ltd receives 100% of all fees and commissions paid to WiZDOM Wealth Pty Ltd
- WiZDOM Advisory Pty Ltd pays a flat Dealer Fee to WiZDOM Wealth Pty Ltd

Clint Ducat receives a salary and/or distribution via WiZDOM Advisory Pty Ltd and WiZDOM Wealth Pty Ltd. WiZDOM Advisory is also responsible for the payment of wages and salaries for its staff and for all other operational expenses such as rent, superannuation and overheads, which are necessary to deliver the range of financial services to you.

We offer an initial consultation at our expense, to get to know you and to identify how we can partner with you to help you meet your goals, however if you require urgent personal advice or documents to be signed at this initial meeting please let us know in advance so we can confirm if a fee will be charged for this service.

At our initial consultation, we will explain how we operate, what you can expect and our payment options. All fees and commissions payable by you will be explained to you at the time the advice is given and fully detailed in the Statement of Advice (SoA), Record of Advice (RoA) and Product Disclosure Statement (PDS).

Below is a summary of our how we are remunerated, all fees are inclusive of GST. The below payments will be made as agreed with you or to the extent permitted by law:

Statement of Advice Fee – You may be charged an advice fee based on complexity of the advice we provide.

Base Statement of Advice fee's range upwards from:

- \$1,100 for personal risk insurance
- \$2,200 for superannuation advice
- \$3,300 for complex advice including Self-Managed Superannuation
- \$4,400 for comprehensive advice including retirement advice

You will be informed of the fee by way of a written Service Agreement prior to the commencement of any work.

Implementation Fee - You may be charged an implementation fee based on the time we spend implementing your recommendations and strategies. Any implementation fee will be disclosed in your Statement of Advice.

Ongoing Service Fee - We do offer optional ongoing service packages. The detail of the service offering, and associated costs will be outlined when advice is provisioned as will any additional fees.

Fee for Service - If you choose to work on a one-off issue, we will discuss and agree on a flat strategy fee before any work is performed. This is based on the complexity and time involved. Clint's hourly fee rate is \$440 per hour (Incl. GST) as the Senior Adviser and Managing Director. Any fee for service must be paid within seven (7) days of the date of the tax invoice being issued to you.

To make it easy for you, you have a choice of how to pay our fee. You can either be invoiced directly, our fee can be debited from your credit card or bank account or debited directly from funds invested.

Initial & Ongoing Insurance Commission - Where risk insurance products are recommended the insurance provider may pay an initial commission based on the value of your premium. This may be up to 77% of the value of the premium.

- There may be also be an ongoing insurance commission. This is factored into the cost of the policy and is paid by the product provider to WiZDOM Wealth. The amounts paid will depend on the insurance premium and will continue for the duration of the insurance product. Where this happens, the ongoing commission may be up to 22% of the value of the ongoing premium amount. For insurance that is held within your superannuation there are no commissions payable on group insurance policies, however it may be payable on retail insurance policies
- Our fees are based on revenue expected to be received from any insurance policies. If you cancel your insurance policy within 2 years WiZDOM Advisory reserves the right to invoice you and claim back any pro rata loss of income incurred as a result during that period
- In the event we provide assistance to you in relation to an insurance claim we may charge you a claims management fee. We will agree upon this fee with you before we provide this service to you.

All initial and ongoing insurance commission will be disclosed in your Statement of Advice.

Adviser Profile – Jaclyn Rose

Jaclyn Rose has worked in the financial services industry since 2006. Her experience spans both Financial Planning and Mortgage Broking and prior to her appointment as a Financial Adviser with WIZDOM she was in a key support role to the Managing Director and Founder of WIZDOM Advisory. It is this along with her professional studies that have provided the extensive experience in many areas including Risk Insurance Needs, Wealth Creation Strategies, Superannuation and Retirement Planning.

Jaclyn is a knowledgeable financial advisor and a strong communicator who truly seeks to understand a client's needs and concerns. She aims to help keep you informed and educated, to ensure you are able to achieve your financial goals.

Jaclyn Rose, Authorised Representative (ASIC Number 1271852) and WIZDOM Advisory Pty Ltd ABN 43 958 741 037, Authorised Representative (ASIC Number 434801) are both Representatives of WIZDOM Wealth Pty Ltd ABN 30 610 459 651 (AFSL 485363).

Contact details are:

Address: Beresfield Business Centre, Unit 11, 26 Balook Drive BERESFIELD, NSW, 2322

Phone: 02 9011 6685

Email: jaclyn.rose@wizdom.com.au

Jaclyn is a Financial Adviser at WIZDOM Advisory and has completed the following qualifications:

- Advanced Diploma in Financial Services (Financial Planning)
- Diploma in Financial Services (Financial Planning)
- Diploma in Financial Services (Mortgage Broking)

Professional Memberships

- Jaclyn is Registered with the Tax Practitioners Board as a Tax (Financial) Adviser

Authorisations

Jaclyn is authorised to provide financial advice to wholesale and retail clients, on the following areas:

- Identifying your goals and objectives that are specific and measurable
- Managing cashflow including budgeting, income streams, and cashflow management
- Managing debt such as debt reduction strategies
- Investing monies including dollar cost averaging, superannuation, non-superannuation investing, borrowing to invest and portfolio construction
- Protecting you, your family, businesses and joint ventures by reviewing or establishing income protection, term insurance, TPD insurance, trauma insurance, business insurance and discussing whether to hold insurance inside or outside of superannuation
- Estate planning strategies to assist with planning for providing the right assets to the right people in the right amounts at the right time, with the minimum possible acrimony and tax impact.

In addition, Jaclyn is able to offer you an ongoing advisory service for your superannuation and/or investment portfolio, life insurance program and advice on strategies for investing in property.

Jaclyn is authorised to provide financial product advice and deal in the following:

- Deposit and payment products
- Life products including investment life insurance and life risk insurance products
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Jaclyn Rose receives a salary and may be entitled to a bonus from WiZDOM Advisory Pty Ltd. WiZDOM Advisory is also responsible for the payment of wages and salaries for its staff and for all other operational expenses such as rent, superannuation and overheads, which are necessary to deliver the range of financial services to you.

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Fee for Service - If you choose to work on a one-off issue, we will discuss and agree on a flat strategy fee before any work is performed. This is based on the complexity and time involved. Jaclyn's hourly fee rate is \$385 per hour (Incl. GST) as an authorised Financial Adviser. Any fee for service must be paid within seven (7) days of the date of the tax invoice being issued to you.

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- In the event we provide assistance to you in relation to an insurance claim we may charge you a claims management fee. We will agree upon this fee with you before we provide this service to you.

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