

Dated: 1 July 2021

About

This Financial Services Guide (FSG) and incorporated Credit Guide is intended to inform you of certain basic matters relating to our relationship, prior to us providing you with financial service or credit assistance.

This guide contains important information about SWA Financial Planning including who we are, how we can be contacted, what services we are authorised to provide you, how we are remunerated, details of any potential conflicts of interest, and details of our internal and external complaints handling procedures and how you can access them.

It is intended that this FSG should help you decide whether to use any of the financial services and credit assistance we provide.

Who are we?

SWA Financial Planning is responsible for the financial services and credit assistance provided by its representatives including the distribution of this FSG and takes full responsibility for the conduct of all representatives.

SWA Financial Planning, ABN: 25 002 495 098 is licensed under the Corporations Act. Our Australian Financial Services Licence and Australian Credit Licence number is 241050.

You can contact us by:

- phoning us on 02 4227 2122;
- writing to us at PO Box 815 Wollongong NSW 2520;
- attending our office at Level 3, 3 Rawson Street Wollongong; or
- emailing us at clientservices@swafinancialplanning.com.au.

SWA Financial Planning is a Professional Practice of the Financial Planning Association of Australia (FPA) and is committed to upholding the FPA's Code of Professional Practice.

Disclosure of Independence

SWA Financial Planning is independent, impartial and unbiased because we:

- a) Do not receive commissions for the advice we provide or in the event we do, we rebate the commissions in full to our clients; and
- b) Are 100% privately owned and no product issuer or provider has any stake in the ownership of the organisation.

SWA Financial Planning and its Representatives may from time to time hold investments in those recommended to you. They do not have sufficient holding in any one investment to personally benefit from any recommendations made to you.

What financial services do we offer?

We are authorised to provide the following financial services to retail and wholesale clients.

- Deposit & payment products;
- Government debentures, stocks and bonds;
- Investment life insurance products;
- Life risk insurance products;
- Managed Investment Schemes, including Investor Directed Portfolio Services;
- Superannuation;
- Retirement Savings Accounts;
- Securities;
- Standard margin lending products; and
- Credit Assistance.

What information do we require to provide personalised advice?

To enable us to provide you with a written Statement of Advice we will conduct an initial fact finding interview where we will ask you to provide us with certain personal information about you, including:

- employment details and employment history;
- details of your financial needs and objectives;

- details of your current financial circumstances, including your assets and liabilities, income, expenditure, insurance cover and superannuation;
- details of your investment preferences and aversion or tolerance to risk;
- information about your family commitments, health and social security eligibility.

You have the right not to tell us this information if you do not wish to. However, if you do not, we may refuse to provide advice. Otherwise if we do provide advice, there is a risk the advice you may receive may not be appropriate to your needs, objectives and financial situation.

Verbal communication can be easily misunderstood and should therefore be considered merely as part of the fact finding process in the context of the first appointment. We explicitly advise you any information provided verbally during the initial fact finding interview is not personal advice and we warn you that it should not be relied upon.

What financial planning fees will you pay?

After your first appointment, we will provide you with a Letter of Engagement and Scope of Advice that will detail the advice services that will be provided and the fee that will be charged for those services.

Our financial planning services will typically range between \$4,400 and \$27,500 per annum based on the complexity of your financial situation and the nature of the advice and investments you require. This range is an indication only, and in some cases fees may fall outside of this range.

You may request an asset based fee as an alternative to a fixed fee, which, subject to approval, will equate to 0.66% per annum of any relevant funds invested, subject to a minimum total fee of \$4,400 per annum.

Ongoing financial planning fees can be paid monthly via direct debit from your bank account or from one of your investments, or quarterly, six monthly or annually via BPay, credit card, cash or cheque.

SWA Financial Planning reserve the right to charge clients based on an hourly rate of \$440 should ongoing services required be in excess of what is covered by fees throughout the year. You will be given advance warning should hourly charges commence to be applicable.

How will we provide you with advice?

You will receive a written Statement of Advice (SoA) that will document our advice to you. Under our ongoing financial planning advice services you may receive ongoing advice via a further SoA or a Record of Advice (RoA).

Any SoA provided to you will contain the advice, the basis on which it is given and information about fees, commissions, and any specific conflicts of interest that may have influenced the advice we give you.

If we recommend a particular financial product (other than listed securities) we will give you a Product Disclosure Statement (PDS) containing information about the particular product to help you make an informed decision about that product.

Finally, we warn you that circumstances change and that advice that may be appropriate one day may be inappropriate the next. We therefore warn you not to implement our advice without first checking with us to ensure that the advice is still appropriate.

What should you know about the risks of any financial products or strategies we recommend to you?

We will explain to you any significant risks of financial products and strategies that we recommend to you in your Statement of Advice.

You should read the warnings provided in the written Statement of Advice carefully before making any decision relating to a financial product.

What information do we maintain on your file?

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

We are committed to implementing and promoting a privacy policy, which will protect and secure your personal information.

A copy of our privacy policy is available on our website or can be provided upon request.

SWA Financial Planning has the ability to record appointments and phone conversations for the purpose of retaining record of advice discussions. Please advise us if you do not wish to have conversations recorded.

How can you instruct us?

To implement recommendations made in a Statement or Record of Advice you must provide us with an Authority to Proceed. This authority may be written, via email or phone.

What about Professional Indemnity Insurance?

SWA Financial Planning holds a Professional Indemnity Insurance Policy that complies with Section 912B of the Corporations Act (2001) to cover its professional financial planning, advisory and insurance broking activities. Professional Indemnity insurance indemnifies the Licensee and its Representatives (both past and present) in the event that a client suffers a loss that is directly attributable to a breach of legislative obligations on the Licensee's or Representative's behalf.

What should you do if you have a complaint?

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

1. Contact us and tell us about your complaint.
2. If your complaint is not satisfactorily resolved within three days, please contact our Complaints Manager on (02) 4227 2122 or put your complaint in writing and send it to us at PO Box 815 Wollongong NSW 2520. We will try to resolve your complaint quickly and fairly.
3. If you still do not receive a satisfactory outcome you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: GPO Box 3 Melbourne VIC 3001

AFCA provides a fair financial services complaint resolution scheme that is free to consumers.

ASIC also has a freecall infoline on 1300 300 630 which you may use to make your complaint and obtain information about your rights.

If you have any further questions about the financial services SWA Financial Planning provide, please contact our office on (02) 4227 2122.